

Willum Richards

Phone: +64 (0)21 132 1863

Email: willum.richards@wrconsulting.co.nz

Career Summary

A qualified Fellow and past Chairman of the Association of Average Adjusters with extensive insurance management, marine and claims background.

Claims General Manager or Director of international insurance companies in Asia and Australasia with a focus on marine hull, non-P&I liability and cargo (including DSU / ALOP) and liability but extensive experience in commercial property, construction and engineering claims.

Previously a director of a leading company of international average adjusters.

Career History

Willum Richards Consulting Ltd.

2011- Present

Director

- Providing average adjusting, general claims adjusting and marine insurance consultancy services to clients globally but principally in New Zealand, Australia and the Pacific Islands.
- Until June 2019 - Consultant to Land Information New Zealand (previously the Canterbury Earthquake Recovery Authority) on insurance related issues relating to the Canterbury earthquakes.

Great Lakes Marine Insurance Agency Pty. Ltd.

2010 - 2011

Group Claims Manager / Regional Manager

- Started-up company and successfully managed New Zealand marketing and development to grow the business in line with budget projections until company restructured by parent.
- Provided claims technical support for the whole company (including Australia) underpinning the company brand of expertise.

Associated Marine Insurers Agency (Pty.) Ltd.

2007 – 2010

Group Claims Manager / Regional Manager

- Provided claims technical support for the whole company (including Australia) maintaining the company's brand of excellence and expertise.
- Implemented claims processes and procedures to enhance the compliance and control environment in line with regulator and group requirements whilst providing a flexible, market leading service to clients.
- Handled a number of high profile and complex claims involving multiple jurisdictions using a wealth of international contacts to achieve positive and respected results for all concerned.

Claims Manager / Regional Manager

2006 – 2007

- Opened and set up a new branch office in Christchurch and developed claims processes and procedures.
- Developed contacts and marketing to the South Island of New Zealand and grown the business by over 100% in 2 years.

Royal and Sun Alliance

Business Director / Temporary Managing Director, Hong Kong

2004 - 2006

- Took responsibility for all Commercial and Personal Lines general insurance underwriting and claims and developed and grown the business successfully over the period with the acquisition of a number of high profile accounts.
- On the departure of the Managing Director, assuming his complete responsibilities for over six months including the management of approximately 150 people and increasing both staff and customer satisfaction over this period.
- Built and introduced new products to the Hong Kong market and new distribution channels to supplement the company's existing broker and agency network.
- Successfully managed a number of key relationships within the broker, insurance and governmental / regulatory communities.

Regional Director Claims (Asia), Singapore

2000 - 2004

- Built a new position and developed and implemented Group and Regional claims philosophy Commercial and Personal Lines general insurance business in 10 countries in Asia.
- Worked with compliance and the operations to ensure adherence to internal compliance, FSA and Sarbanes Oxley regulations whilst delivering and improved claims service to clients.
- Pro-active, efficient and effective handling of large and complex property, engineering, construction, marine and BI/ALOP/DSU claims ensuring the company's position as a respected Lead market for such risks in the region.

Regional Manager, Asia (Marine Claims and Risk Management)

1998 - 2000

Richards Hogg Lindley Group

Asia Regional Director - Richards Insurance Services, Singapore

1995 -1998

Assistant Vice President/Vice President - Richards Hogg Inc, Houston, USA

1990 -1995

Country Manager - Richards Hogg International (India) Ltd. Mumbai, India

1988 - 1990

Average Adjuster - Richards Hogg Limited, Liverpool, UK

1986 -1988

Trainee - Richards Hogg Limited, Glasgow, UK

1985 -1986

McRink Navigation, Hong Kong

Cadet Officer

1982

Professional Qualifications / Memberships

- Fellow of the Association of Average Adjusters (Chairman 2017 to 2019)
- Member of the Association Mondiale de Dispatcheurs

Education

- St Andrew's University, Scotland [B.Sc (Hons) 2.1 – Applied Mathematics] (1985)
- Chartered Insurance Institute Associateship qualification (1988)