

# Aviation Insurance

Premier Products, Services and Solutions

- A Comprehensive View of Claims Management





# Old Republic Aerospace - Building On Experience.

## Every successful business person knows that it's invaluable to have their company investments and assets protected.

At Old Republic Aerospace, Inc. (ORAE), we approach our insureds' claims in the same manner we would want our personal claims handled. Our dedicated claims specialists include aviation adjusters, attorneys and pilots who average over 15 years of aviation claims experience and can effectively manage all facets of any aviation-related claim ranging from simple property damage to the most complex aviation accident.

Additionally, the claims team's partnership with our staff of aviation underwriting professionals and risk control experts assures a proactive approach to risk avoidance and mitigation.

### **Our Mission:**

The mission of the ORAE claims team is to act with the utmost professionalism to protect the interests and integrity of their insureds by promptly and fairly resolving claims. Our goal is to help our insureds get back to doing what they know best - operating their business or aircraft. We strive to provide the most professional, comprehensive service in the industry.

### **First-rate claim service whenever you need it.**

- Claims reporting and acknowledgment is available 24/7/365 either online or by telephone. The insured will be contacted within 24 hours of notifying us of a loss and immediately in the event of an emergency. In addition, insureds receive regular updates on the status of the claim.
- Our aviation claims professionals are ready to respond 24 hours a day, 365 days a year with the authority to make critical decisions including loss payments to policyholders and appropriate loss payees
- The ORAE claims team promptly analyzes each reported claim and a thorough factual investigation commenced. This permits us to make timely decisions concerning coverage, liability and damages and thereby efficiently resolve claims.
- Our claims team has access to an extensive network of aviation experts and attorneys to address the needs of each claim
- ORAE provides a fully trained and equipped emergency response team ready to rapidly deploy at a moment's notice to a major accident site

### **Expert receptiveness with our clients' interests in mind.**

- Our track record of providing prompt and thorough claims service including fair and equitable resolutions has earned the ORAE claims team a respected reputation in the industry
- Our best practices promote on-site inspections by in-house claims professionals rather than relying on third-party adjusters and outside vendors
- When a claim occurs, or a lawsuit is filed, our insureds may need legal advice. Our insureds have the advantage of our global partnerships with experienced attorneys with aviation expertise.
- ORAE's insureds benefit from our access to a broad network of aviation resources including appraisers, engineers, technicians and investigators that offer valuable professional support

### **Old Republic Aerospace listing of salvaged aircraft.**

- ORAE provides a vastly superior salvage website where the buying experience is enhanced. New features include multiple photos, videos, maps of the wreckage location and aircraft related documents - [www.aircraftsalvageonline.com](http://www.aircraftsalvageonline.com)

## Home Office - Atlanta, GA



### **Michael E. Warren, Esq. - Executive Vice President, General Counsel & Director of Claims**

[mwarren@ORaero.com](mailto:mwarren@ORaero.com)

As Director of Claims, Mike oversees the day-to-day operations of ORAE's claims services. Mike launched his career in aviation insurance as a senior claims supervisor and attorney with the United States Aircraft Insurance Group (USAIG), New York. Thereafter, he joined the law firm of Gallagher, Gosseen & Faller, New York, practicing product liability and aviation law. Mike subsequently assumed the role of vice president of ICALM Group, Chapel Hill, managing aviation-related matters for major insurers in the European market as well as self-insured clients. In 2000, Mike joined Travelers Insurance Company and held a variety of senior technical and managerial claim positions. He was appointed vice president and director of claims for Travelers Aviation before joining ORAE in 2010. Mike has a Bachelor of Arts in Economics from Brooklyn College and a Juris Doctor with honors from St. John's University School of Law. He is admitted to the federal and state bars of New York, holds adjuster licenses in sixteen states and is a certified mediator.



### **Kayon Marshall - Assistant Vice President, Senior Administrative Manager**

[kmarshall@ORaero.com](mailto:kmarshall@ORaero.com)

Kayon is responsible for all corporate and branch office claims administration. Previously, she held positions as the claims administrative manager and claims processing manager. Before joining ORAE, Kayon worked for Technion Communications, Miramar, FL as a payroll coordinator. Kayon studied business management and administration at Broward Community College.



### **Harriet Green - Senior Claims Administrator**

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As a Senior Claims Administrator, Harriet is responsible for the daily management of ORAE's fee billing system and claims check processing for all corporate and branch claims operations. She also provides administrative support to the senior claims management team. Before joining ORAE, Harriet was an executive administrative assistant at ING's corporate headquarters in New York City and an administrative assistant for JP Morgan on Wall Street.



### **Kathleen Allen - Leonard - AVP, Claims Manager, Workers' Compensation**

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Kathleen manages the workers' compensation claims program. She holds a Workers' Compensation Adjuster License and serves on the Rehabilitation and Managed Care Committee of the Georgia State Board of Workers' Compensation Advisory Council. Kathleen has spoken at the State Board of Workers' Compensation Annual Educational Conference. Before joining ORAE, Kathleen managed national workers' compensation programs at Randstad USA and at National Service Industries. She is a former member of the Workers' Compensation Advisory Committee at the Shepherd Center. Kathleen holds a Bachelor of Arts in History from Georgia State University.



### **Tracey Cone, AIC - Claims Manager, Workers' Compensation**

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Tracey provides oversight for the workers' compensation claims program. She is a Multi-Line Licensed Claim Adjuster, is an approved CEU Instructor for the State of Florida and has completed a 10-Hour OSHA, General Industry course. Tracey's prior workers' compensation and liability claims experience includes supervisory and management positions at Walt Disney World, American Red Cross, Great American Insurance, Travelers and Zurich. Tracey holds a bachelor's degree in Organizational Leadership from Wilmington College, Wilmington, OH and a Certification in Ergonomics from University of Miami.

## Regional Claims

### California



#### **Doug Bland - Claims Manager**

[dbland@ORaero.com](mailto:dbland@ORaero.com)

Doug joined ORAE in 2006 and manages claims in the Western Region. Doug began his insurance career as a personal lines and healthcare broker. He then worked as a claims adjuster for State Farm and Fremont Compensation Insurance and subsequently as an independent aviation adjuster for Ron Phares & Co. and Kern & Wooley, LLP. Doug holds a degree in Finance from California State University at Northridge. He is a licensed adjuster in California and a licensed pilot with an instrument rating.

### Colorado



#### **Gary Czajkowski - Vice President, Western Regional Claims Manager**

[gczajkowski@ORaero.com](mailto:gczajkowski@ORaero.com)

Gary manages complex claims and supervises the Western Regional Claims office. Gary joined ORAE in 2007 after working as claims liaison and safety analyst for an aviation insurance brokerage for 5 years. Prior to joining the insurance industry, he was an aviation consultant on technical issues regarding accident investigation and reconstruction. Gary holds a Bachelor of Science in Professional Aeronautics with minors in aviation safety and business management from Embry Riddle Aeronautical University. He holds CFII, MEII and AGI pilot certificates,



#### **Kristina McCabe - Technical Specialist**

[kmccabe@ORaero.com](mailto:kmccabe@ORaero.com)

Kris joined ORAE in 2013 and handles hull and liability claims in the Western Region. She began her insurance career as a customer service representative for State Farm and then spent several years as a senior account Manager and Team Leader for a predominant aviation insurance broker. Kris transitioned from underwriting to claims with Allianz Aviation before joining ORAE. She holds a Bachelor of Science in Aviation Management from Metropolitan State University.

### Georgia - Southeast Region



#### **Chris Runnels - Claims Manager**

[crunnels@ORaero.com](mailto:crunnels@ORaero.com)

Chris joined ORAE in 2016 and is responsible for managing claims in the southeastern territory. He began his aviation insurance career in 2011 at AIG Aerospace handling hull and liability claims, including Ag related losses. Chris holds a Bachelor of Science in Aeronautical Science from Embry-Riddle. He is a commercial pilot with multi-engine and instrument ratings.



#### **Leslie (Les) Sychak - Vice President, Claims Special Projects, Salvage Coordinator**

[lsychak@ORaero.com](mailto:lsychak@ORaero.com)

Les manages all aspects of aviation losses including on-site investigations, coverage reviews, first and third party complex claims and litigation management. His aviation insurance career spans more than 20 years and includes a variety of technical and managerial positions with Southeastern Aviation Underwriters, Comav Managers, AIG Aerospace and Travelers Aviation. Les holds a Bachelor of Science in Psychology from the University of Pittsburgh and is a private pilot, ASEL rating.



#### **David Huie - Senior Technical Specialist**

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David joined ORAE in 1999 and is responsible for adjusting physical damage and liability claims in the Southeast region. An avid pilot, David holds a commercial pilot license with instrument rating and is a certified flight instructor. He has a Bachelor of Science in Aviation Management from Auburn University.

## Georgia - Cont'd



### **Ruth Bitterman - Senior Claims Administrator**

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Ruth joined ORAE in 1995 and is responsible for assisting the Eastern Regional claims team. Prior to ORAE, she was a legal secretary and has an Associate Degree in Secretarial Science from Broward Community College.

## Illinois



### **Tim Westbrook - Assistant Vice President, Eastern Regional Claims Manager**

[twestbrook@ORaero.com](mailto:twestbrook@ORaero.com)

Tim is responsible for managing complex claims in the Midwest Region as well as supervising the Eastern Regional Claims office. Before joining ORAE in 2011, Tim spent 17 years as a claims manager with various insurance carriers in the Midwest. He holds a Bachelor's Degree in Aviation Management and an Associate Degree in Aviation Maintenance from Southern Illinois University.

Tim is a licensed airframe and powerplant mechanic and a licensed pilot.

## Louisiana



### **Danna Olivier - Claims Administrator**

[dolivier@ORaero.com](mailto:dolivier@ORaero.com)

Danna is responsible for supporting the airport claims division. Danna began her career as an executive assistant at Southern Marine & Aviation Underwriters in 1978. She joined ORAE's claim team in 1998 and has been awarded the ORAE Outstanding Performance Award on multiple occasions.

## Maryland



### **Patrick Dolan - Senior Claims Manager**

[pdolan@ORaero.com](mailto:pdolan@ORaero.com)

Patrick is responsible for managing hull and liability claims in the Mid-Atlantic and Northeast regions. Prior to joining ORAE in 2008, Patrick was a claims manager at Avemco Insurance for 25 years. He has been an active participant in the aviation community and has served as an aviation arbitrator.

Patrick is a licensed adjuster in seven states and a licensed pilot. He attended Towson State University after serving six years in the United States Marine Corps Reserve.



### **Cheryl Dougherty - Claims Administrator II**

[cdougherty@ORaero.com](mailto:cdougherty@ORaero.com)

Cheryl is responsible for assisting the Maryland office with hull and liability claims. Prior to joining ORAE in 2009, Cheryl worked as an accountant and as a teller for a savings and loan bank.

## Missouri



### **Russell Day - Senior Claims Manager**

[rday@ORaero.com](mailto:rday@ORaero.com)

Russ is responsible for managing aircraft hull and liability claims throughout the Midwest Region. Russ joined ORAE in 2007 and has over 28 years of experience handling aviation claims. Prior to ORAE, Russ was a claims examiner for Aviation Underwriting Specialists. Before beginning his tenure in aviation insurance, he was employed as an airport planner responsible for developing airport master plans including technical drawings of airport terminals, runways and airspace. Russ holds a Bachelor of Science in Aviation Technology and Master of Science in Industrial Technology from the University of Central Missouri. He is a licensed adjuster in Texas, Minnesota, Mississippi, Oklahoma, Kentucky and New Mexico and has earned an Associate in Claims (AIC) designation. Russ is a licensed commercial pilot with multi-engine and instrument ratings.



### **Sandi Thorp - Senior Claims Administrator**

[athorpe@ORaero.com](mailto:athorpe@ORaero.com)

Sandi joined ORAE in 2007 and is responsible for supporting the claims operations at the Missouri and Illinois offices. Sandi came to ORAE with over 20 years of experience as a teacher, regional manager and office manager. She holds a Bachelor of Science in English/Secondary Education from the University of Missouri, St. Louis.

## Texas



### **Chad Rundell - Senior Claims Manager**

[crundell@ORaero.com](mailto:crundell@ORaero.com)

Chad joined ORAE in 2005 and manages aircraft hull and liability claims in the South Central Region. Before joining ORAE, Chad worked as a claims adjuster at Avemco, US Specialty, Universal Loss Management and LAD Aviation. He holds a commercial pilot's license with single engine, multi-engine and instrument ratings along with an airframe and powerplant mechanic's license. Chad is a licensed adjuster in Texas, Louisiana, Mississippi, Arkansas, Oklahoma and New Mexico.



### **Deborah Slayter - Claims Administrator II**

[dslayter@ORaero.com](mailto:dslayter@ORaero.com)

Deborah is responsible for assisting the Texas and Colorado offices with hull and liability claims. Prior to joining ORAE in 2011, Deborah worked in the public relations industry.



# Claims Office Locations



## Arizona

Sun City, California 91320  
Tel: 678.738.0019  
Fax: 877.223.3830

## California

Newbury Park, California  
91320  
Tel: 805.496.7181  
Fax: 877.223.3830

## California

Los Angeles, CA 91320  
Tel: 678.738.0016  
Fax: 877.223.3830

## Colorado

Northglenn, Colorado  
80234  
Tel: 303.989.7902  
Fax: 877.223.3830

## Georgia

Kennesaw, GA 30144  
Tel: 770.590.4950  
Fax: 770.919.8646

## Illinois

Lisle, Illinois 60532  
Tel: 630.369.1076  
Fax: 877.223.3830

## Maryland

Baltimore, Maryland 21204  
Tel: 410.321.0314  
Fax: 877.223.3830

## Missouri

Chesterfield, Missouri  
63017  
Tel: 636.536.0832  
Fax: 877.223.3830

## Texas

Dallas, Texas 75248  
Tel: 972.991.7223  
Fax: 877.223.3830

*The benefits stated are illustrative and by no means exhaustive and services can always be customized to meet our insured's needs.*

**Insuring New Horizons** <sup>SM</sup>

