2014 CONFERENCE PROGRAM

APIG NATIONAL CONFERENCE AND GALA DINNER
Thursday 4th September 2014
Sofitel Sydney Wentworth, Sydney CBD
Overview

The Annual APIG National Conference and Gala Dinner continues to be the pre-eminent Australian insurance industry event for Financial and Professional Lines participants. It provides an excellent opportunity for underwriters, claims personnel, brokers, lawyers, insureds, adjusters and other third party service providers from across the Directors’ & Officers’ (D&O), Professional Indemnity (PI), Financial Institutions and Commercial Crime market to hear from and to meet and mingle with other industry experts and leaders from around Australia and overseas.

We will be looking at the issues affecting our industry and also the changes occurring in our workplace related to education, skill shortages and staff retention. You will hear about the issues relating to excess placements, the nexus between PI and D&O, the legal perspective on social media, the many challenges in claims management and whether Cyber insurance is the great unknown outcome much like Management Liability policies were in their early days. We invite you to get involved in our workshops, contribute to the panel discussions and join the healthy debates which will surely arise during the day.

Topics include:

- The global state of the D&O and PI market
- The workplaces of the future
- Towers and excess placements
- What is a professional?
- Risk and opportunities with social media
- Cyber risks insurance
- Loss mitigation
- Challenges in D&O and PI claims management

President’s Welcome

Welcome to the eighth Annual APIG National Conference and Gala Dinner.

APIG takes an active role in the provision of education and networking opportunities for our members across Australia. Our State seminars have always been keenly supported as they provide quality speakers and address relevant issues at a reasonable cost.

For the National Conference, we have continued to take on board your feedback and have designed the National Conference program to specifically focus on the practical issues that affect your day to day working environment and also to support the new participants to our industry. We have moved to a Thursday for the first time; we are offering a share ticket to allow you to select staff to attend the sessions relevant to them; we have expanded the Fundamental sessions to two subjects, being D&O and PI, and for the first time we have priced these separately from the overall Conference should members wish to attend just the Fundamentals sessions run in the afternoon.

We are again fortunate to be supported by a renowned line up of industry experts willing to share their experiences. The format intends to provide for optimum participation from attendees and we hope that this will result in an effective educational experience. The Conference will be an excellent opportunity to catch up with other APIG members and Conference delegates to network and discuss those issues.

As in every year, we have received strong support for the Gala Dinner with an outstanding record early sell out. We know it will be an excellent opportunity to continue networking with other members and guests for an entertaining evening. We look forward to seeing you there.

Andrew Strain
APIG National President
Key Note Speaker:

Daniel Fogarty
Chief Executive Officer, General Insurance, Australia
Zurich Financial Services Australia

Guest speakers include:

Patrick Boardman, Partner
Wotton + Kearney

Juliet Bourke, Partner, Human Capital
Deloitte Touche Tohmatsu

Jaydon Burke-Douglas, Specialty Risks Practice Leader
DUAL Australia Pty Ltd

Matthew Clarke, Asia Pacific Regional Professional Indemnity and Cyber Manager
AIG Australia Limited

Susan Donaldson, Financial Lines Claims Manager
Zurich Australian Insurance Limited

Judith Gibson, NSW District Court Judge

Michael Gottlieb, Managing Director
Mega Capital Pty Ltd and BizCover Pty Limited

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John Jousif, Product Development Manager
CGU Professional Risks

David Leggatt, Partner
DLA Piper

Elizabeth Lough, Regional Financial Lines Claims Manager
Allianz Global Corporate & Specialty

Eric Lowenstein, Client Manager
Aon Risk Solutions

Robyn Melean, Account Director, FINEX Australasia
Willis Australia

Vicki Mullen, General Manager Consumer Relations and Market Development
Insurance Council of Australia

Mark Perry, Senior Claims Consultant
Aon Risk Solutions

Michael Phipps, Asia Pacific Specialty Claims Technical Manager
Chubb Insurance Company of Australia Limited

Jenni Priestley, Partner
Clyde & Co Australia

Jeremy Scott-Mackenzie, Australasian Commercial Institutions Manager, Financial Lines
AIG Australia Limited

Chern Tan, Partner
Minter Ellison

Marcus Thomas, Regional Underwriting Manager, Specialty Casualty
Liberty International Underwriters
A thank you to
OUR SPONSORS

The cost of the 2014 Annual APIG National Conference and Gala Dinner to participants has been minimised by the generous support of our sponsors. APIG would like to express its sincere thanks to all of the sponsors who have supported this year’s event.

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GALA DINNER TABLE CENTRE PIECE

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PRE-DINNER COCKTAILS

GALA DINNER
# Program at a Glance

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<td>9:15am</td>
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<td>PI Fundamentals</td>
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<td>Key Note Address – Global State of the D&amp;O and PI Market</td>
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<td>Back to the Future: Workplace 2030</td>
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<td>Daniel Fogarty, Chief Executive Officer, General Insurance, Australia Zurich Financial Services Australia</td>
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<td>2014 has been another interesting, if challenging, year for the Directors’ and Officers’ and Professional Indemnity markets. Daniel will share insights on the state of the market, including rates and cover, and assess the impact locally on key developments overseas. In the Directors’ &amp; Officers’ Liability (D&amp;O) space, Daniel will review the Halliburton decision regarding fraud on the market theory and consider whether it strengthens the case for decisions in Australia. Daniel will reflect on the Professional Indemnity and Cyber risk implications of the Target privacy breach and the changing impacts such breaches have on Australian businesses. Furthermore, Daniel will speak about Cyber and the original architecture of the internet, that is it was founded on trust, not on security, and that softwares are still poorly written and secured and therefore a topic for risk managers. He will also show how risk managers can treat and look at risks on an aggregated level and understand interactions with other economic and non-economic factors.</td>
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<td>What will workplaces of the future look like? It’s one of the top ten questions global businesses are asking themselves. And for good reason: dealing with the here and now is critical, but prediction and adaptation are key to sustained success. Juliet Bourke will consider what a borderless knowledge economy, powered by big data and global networks will mean for our industry – what will be new currency when the concept that “time is money” gets left behind?</td>
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<td>Having just heard from Daniel Fogarty on the global state of the D&amp;O and PI markets, and from Juliet Bourke on what the future workplaces for our industry will look like, Vicki Mullen of the Insurance Council of Australia will invite Daniel and Juliet back on stage and will co-ordinate an interactive discussion on the state of our industry. Consideration will be given to issues including education in the insurance industry, skills shortages and staff retention, recruitment and career path development, as well as the ICA initiatives in these areas.</td>
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<td>When a number of different insurers participate on a multi-layered D&amp;O or PI tower, great things can be achieved. At the same time, there is no end to the possibilities for problems. In this session, David Leggatt will consider the challenges with layered placements, including where the wordings contain inconsistent drop down trigger and where there are disputes as between the insurers regarding coverage and/or settlement strategy.</td>
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<td><strong>What is a Professional? The Nexus of PI and D&amp;O Cover</strong></td>
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<td>It had to happen. The collision between PI and D&amp;O covers happened at 470 St Kilda Road in the Victorian Supreme Court Judgment of that name by Justice Kenny on 20 December 2013. The Court held that a Chief Operating Officer's certification of progress claims for construction work by provision of statutory declarations was not the rendering of professional services and therefore not excluded from the D&amp;O Policy. D&amp;O insurers do not expect to be liable for the operational activities of the businesses being run by their insured and accordingly Professional Services is a standard exclusion from D&amp;O policies. This decision's narrow view of Professional Services contrasts with the expansion of occupations now covered by Professional Indemnity policies. How can underwriters and brokers ensure there is no overlap and no gap between PI and D&amp;O policies? Tim Griffiths and Michael Phipps will examine in which direction lies business certainty.</td>
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<td>What are the risks and opportunities created by social media, and how well prepared are lawyers and insurers to face them? Judge Judith Gibson will examine social media problems in two areas: damage to business reputation (considering cases such as Maddon v Seafolly Pty Ltd) and employer/employee disputes (including as illustrated in the case of Stutsel v Linfox Australia). The Judge will then look at the wider picture of how social media is changing the process of doing business. Social media's impact on criminal law and civil procedure, the advantages of social media information for employers and in litigation of insurance claims, and questions of who owns valuable social media information are some of the issues Judge Gibson will touch on.</td>
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<td>Cyber risk has become a leading issue for many organisations as awareness of cloud computing, social media and corporate bring your own device policies has grown and recently been amplified by new Australian Privacy Laws. In an increasingly punitive legal and regulatory environment, and in the face of more frequent contractual insurance requirements, forward-thinking companies are taking proactive steps to explore and transfer cyber risks. Eric Lowenstein will host a fire side chat between Jaydon and Matthew who will challenge the different approaches insurers and brokers are taking in the design and placement of cyber risk insurance. The presenters will also explore how this product may look in the future considering global trends and market approaches to coverage, risk appetite and pricing.</td>
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**SESSION OUTLINES**
### Mitigating Your Claim Away: An Unmitigated Disaster!

**Fred Hawke, Partner**  
**Clayton Utz**

It is a fundamental principle of insurance that the insured who sustains a loss must take all reasonable measures to mitigate it, but what does this mean in practice? Must the insured incur an uninsured loss in order to reduce or avoid a claim on insurance? Fred Hawke will examine the nature and extent of loss mitigation obligations by reference to actual cases, including how they interface with the concept of a “prudent uninsured”. The emerging issue of mitigation costs coverage, in the context of claims made liability insurance, will also be considered.

### Challenges in D&O and PI Claims Management

**Chern Tan, Partner**  
**Minter Ellison**

**Susan Donaldson, National Financial Lines Claims Manager**  
**Zurich Financial Services Australia**

**Marcus Thomas, Regional Underwriting Manager, Specialty Casualty**  
**Liberty International Underwriters**

**Jenni Priestley, Partner**  
**Clyde & Co**

**Moderated by:**  
**Elizabeth Lough, Regional Financial Lines Claims Manager**  
**Allianz Global Corporate & Specialty**

We asked leading industry professionals what keeps them up at night when they think about current and future challenges in D&O and PI claims management. A rapid fire exercise in crystal ball gazing, Elizabeth Lough will moderate this interactive session covering a range of issues including:

- **Privilege after the Asahi case** – Chern Tan will discuss key aspects of the Asahi Holdings v Pacific Equity Partners case and what insureds, brokers and insurers need to do to maximise protection over privileged information that passes between them. Chern will also touch on common interest privilege in that context.

- **The separation of coverage and defence counsel** – Susan Donaldson will contemplate the potential conflicts and challenges which arise when lawyers wear two hats.

- **Aggregation of claims** – Marcus Thomas will share his insights on the challenges and disputes which arise when multiple claims are to be aggregated (or not).

- **Alleging fraudulent non-disclosure against insureds** – Jenni Priestley will consider when it is appropriate to defend a claim on the basis of fraudulent non-disclosure and whether we should continue to be afraid to do so.

### Closing Address

**Crystal Lawton, Chair of the APIG National Conference Committee**

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**TIME** | **SESSION**
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3:45pm | Mitigating Your Claim Away: An Unmitigated Disaster!
| **Fred Hawke, Partner**  
| **Clayton Utz**
| Wentworth Ballroom

| Challenges in D&O and PI Claims Management
| **Chern Tan, Partner**  
| **Minter Ellison**
| **Susan Donaldson, National Financial Lines Claims Manager**  
| **Zurich Financial Services Australia**
| **Marcus Thomas, Regional Underwriting Manager, Specialty Casualty**  
| **Liberty International Underwriters**
| **Jenni Priestley, Partner**  
| **Clyde & Co**
| **Moderated by:**  
| **Elizabeth Lough, Regional Financial Lines Claims Manager**  
| **Allianz Global Corporate & Specialty**
| Wentworth Ballroom

5:15pm | Closing Address  
| **Crystal Lawton, Chair of the APIG National Conference Committee**  
| Wentworth Ballroom
The Fundamentals Sessions are separately ticketed and run concurrently with the afternoon of the main program set out above.
Gala Dinner Details

Cocktails and canapés will be served in the Grand Foyer at 6.30pm. Attendees will then be invited into the Wentworth Ballroom at the Sofitel Sydney Wentworth for the Gala Dinner at 7.00pm.

Venue:
The 2014 Annual APIG National Conference and Gala Dinner will be held at the Sofitel Sydney Wentworth, located at 61-101 Phillip Street, Sydney.

Event parking:
Discounted valet parking is available in the secure carpark underneath the Sofitel Sydney Wentworth (located on Bligh St – at the back of the hotel).

The discounted parking rate of $45 is available until midnight for all guests who are attending the APIG Conference and Gala Dinner.
Patrick Boardman, Partner
Wotton + Kearney

Patrick has worked in the area of insurance litigation in the UK and Australia since being admitted in 1990. He has extensive experience and expertise in the areas of Directors’ & Officers’, Professional Indemnity, Investment Managers and Fidelity.

Patrick is the head of the Wotton + Kearney Financial Lines Focus Group. His practice is split between the provision of coverage advice, acting on behalf of directors and officers in large claims and during ASIC/ACCC investigations and prosecutions or at Royal Commissions, and the conduct of litigated claims against financial companies and professionals. Patrick has been involved in a large number of high profile D&O claims in Australia.

Patrick regularly provides seminars and papers to professional bodies and is a regular author of legal journal articles, professional publications and papers and updates to insurance entities.

Juliet Bourke, Partner, Human Capital
Deloitte Touche Tohmatsu

Juliet is a Partner in Human Capital at Deloitte. She brings over 20 years’ experience in human capital, management and law to her work and is an internationally recognised expert author and speaker on the workplace, cultural change, leadership and diversity. Juliet has received a number of awards for her leadership; she is a member of the Australian firm’s Diversity Council, sits on the Australian School of Business’ HR Advisory Board and has been listed in the Who’s Who of Australian Women since 2007. Juliet holds a Bachelor of Arts (Psychology major), Bachelor of Laws and a Master of Laws (with Honours).

Jaydon Burke-Douglas, Specialty Risks Practice Leader
DUAL Australia Pty Ltd

Jaydon has held a variety of roles in legal practice and the insurance industry with over a decade of industry experience. As a qualified solicitor, admitted to the Supreme Court of New South Wales and the High Court of Australia, Jaydon practiced in the insurance and insolvency practices of top tier law firms before moving in-house to work as a claims specialist at Chubb Corporation, and then Zurich Financial Services. Jaydon currently works at DUAL Australia as its Specialty Risks Practice Leader. In 2013, Jaydon stepped in to act as the National Claims Manager following the discovery of a large fraud and moved back to his current role in early 2014 to head up DUAL’s Specialty Risks Practice. DUAL has a large book of over 8,000 SME Cyber Liability policies, which are largely sold as add-ons to DUAL’s Management Liability product, putting DUAL at the forefront of this exciting and innovative new product. As the Product manager for DUAL Australia, Jaydon oversees this portfolio. DUAL also has a stand alone Cyber product, specifically designed for the exposures of larger medium to large enterprises.

Matthew Clarke, Asia Pacific Regional Professional Indemnity and Cyber Manager
AIG Australia Limited

Matthew Clarke is the APAC Professional Indemnity and Cyber Liability Manager for AIG, based in Sydney. Matthew has more than 15 years insurance experience in underwriting and broking roles with responsibilities across Australia, New Zealand, Asia and the UK. Matthew has been a contributor to numerous articles and is a regular speaker on cyber liability issues around the Asia Pacific region. Matthew holds a Bachelor of Business (Insurance) from Charles Sturt University.

Susan Donaldson, Financial Lines Claims Manager
Zurich Australian Insurance Limited

Susan Donaldson is Zurich’s Financial Lines Claim Manager, Australia and New Zealand. Prior to specialising in this area, Susan worked as an insurance lawyer on various personal injury and Professional Indemnity matters.

Familiar with all products in Financial Lines, Susan manages a team of six claims professionals in Australia and New Zealand and acts as a technical resource throughout the Asia Pacific region.

In 2010, Susan completed a Masters of Law specialising in Corporate and Commercial Law with a focus on insurance and corporate governance. Susan is a member of the Australian Insurance Law Association, the Australian Professional Indemnity Group, the Law Society of New South Wales and Women in Insurance.
Daniel Fogarty, Chief Executive Officer, General Insurance Australia
Zurich Financial Services Australia

Daniel has substantial executive experience in the Australian General Insurance market. He joined Zurich in 2009 to manage the SME & Packages business and was promoted to Chief Operating Officer in 2010, then Executive General Manager, Corporate in 2011. In July 2012, he became CEO GI Australia & New Zealand.

Previously he held several Executive General Manager positions in general insurance during his five and a half years at Suncorp/Vero. Prior to that, during 15 years at Westpac, he had a variety of roles, including insurance, international and domestic banking.

Daniel started his career at KPMG and is a Chartered Accountant and a Sloan Fellow with a Masters from Stanford University Graduate School of Business, California. He is also a Graduate Member, Australian Institute of Company Directors, a Fellow, Financial Services Institute of Australasia and a member of the Insurance Council of Australia Board.

Judith Gibson, NSW District Court Judge

Judith Gibson has been the Bulletin author and a contributing editor to Australian Defamation Law and Practice (LexisNexis) since 1993. Appointed a District Court Judge in 2001, she is currently the Defamation List Judge, and has contributed chapters on defamation and costs to the New South Wales Judicial Commission’s Civil Trials Bench Book. As a result of her longstanding interest in comparative law, she is a member of the Law Council of Australia’s China Focus Group, an affiliate of the Centre for Asian and Pacific Studies of the University of Sydney (CAPLUS) and, in France, a member of the Conseil Scientifique for the Fondation pour le droit continental.

Michael Gottlieb, Managing Director
Mega Capital Pty Ltd and BizCover Pty Limited

Michael is the Founder and Managing Director of Mega Capital and BizCover. In 2001 Mega Capital was established as a specialist Financial Lines insurance broker. Mega Capital is one of the largest Financial Lines insurance brokerages in Australia and one of very few brokerages that specialises in this class of insurance. Mega Capital was ranked the number one insurance brokerage in Australia in Insurance Business’s Top 10 brokerages rankings in 2013, and was runner-up in 2012.

In 2007, Michael founded BizCover, the first and only online commercial insurance service that provides a single data entry which results in the real time comparison and purchase of multiple classes of commercial insurance products. BizCover has over 200 brokerages that utilise the BizCover platform and over 20,000 insureds. BizCover has operations in Australia and New Zealand and its technology has been licensed to BizInsure in the USA. BizCover has been ranked for the past 3 consecutive years in the Deloitte Fast 50 technology companies.

Tim Griffiths, Partner
HWL Ebsworth Lawyers

Tim Griffiths is a Partner with HWL Ebsworth and has over 25 years’ experience in commercial dispute resolution on behalf of public and private companies, banks, insurers, reinsurers, government bodies, brokers, company directors, professionals and high profile individuals. Tim has broad expertise across most areas of commercial disputes and in recent years has increasingly worked in the fields of Professional Indemnity insurance, reinsurance and regulatory. He has acted in Professional Indemnity matters for a range of occupations including: accountants, lawyers, directors and officers, brokers, financial advisors, valuers, architects and engineers. Tim has particular expertise in defamation law.

Tim is listed in the ‘International Who’s Who of Business Lawyers: Insurance and Reinsurance’. Tim has lectured at the University of Technology, Sydney on Reinsurance Law and Practice in its Business and Insurance Studies Course and is the author of numerous legal articles and publications including for the Insurance Study Course at Deakin University and the ANZ Institute of Insurance and Finance. He is the author of the Australian Chapter in ‘Getting the Deal Through: Insurance and Reinsurance: 2013’. Tim is a current member of APIG’s National Committee.
Fred Hawke, Partner  
Clayton Utz
Fred Hawke is the head of the Clayton Utz Insurance practice group and is based in Melbourne. Fred has extensive legal and practical experience in insurance law, claims management and insurance company operations. Before joining Clayton Utz, he was directly employed in the insurance industry for more than 20 years and was responsible for negotiating and settling insurance and reinsurance disputes involving some of Australia’s largest liability losses. Since joining Clayton Utz, Fred has practised extensively in the field of insurance and reinsurance law, with special emphasis on regulatory and compliance issues, captive insurer arrangements, Bankers Bonds, crime and financial liability insurances, facultative and treaty reinsurance and retrocession arrangements. He has acted for policyholders in major claim disputes involving ISR (Fire & Perils), Marine (Hull, Cargo and Charterers’ Liability), Public and Products Liability policies. Trade credit and insolvency and political risk insurance are also areas in which he has had considerable experience, both in the insurance industry and in legal practice.

John Jousif, Product Development Manager  
CGU Professional Risks
John is the national Product Development Manager for CGU Professional Risks. He has over 24 years’ experience in the financial lines/professional risks sector of the insurance industry specifically in underwriting, portfolio management and currently product development. John’s specialty is Professional Indemnity insurance including Medical Malpractice, IT Liability and Defamation/Multimedia liability. He has held various underwriting and management roles at CGU (2008 to present), AIG Financial Lines (2004-08), ACE Financial Lines (2002-04), Markel Australia (2001-02) and Pacific Indemnity/CGU (1990-2000). John is also an active member of the PI Committee of the Insurance Council of Australia (ICA) and his involvement with APIG dates back to the early 90’s when he was a member of the first chapter of the NSW APIG committee. John has a Bachelor of Arts from the Australian National University (Canberra) and a Master of Arts from Macquarie University (Sydney).

David Leggatt, Partner  
DLA Piper
David Leggatt is a litigation partner of DLA Piper, specialising in insurance law and Financial Lines. He wrote articles at Phillips Fox in 1992 and has stayed in the same place for 22 years, enjoying an extremely broad practice that has covered all aspects of insurance law. David is recognised as one of Australia’s leading lawyers in insurance and dispute resolution. He is a past president of the Victorian division of APIG, having served on the Victorian committee for ten years.

Elizabeth Lough, Regional Financial Lines Claims Manager  
Allianz Global Corporate & Specialty
A qualified lawyer, Elizabeth has over 20 years’ experience in commercial litigation in private practice and in the management of all Financial Lines claims. Elizabeth has been the Regional Financial Lines Claims Manager at Allianz Global Corporate & Specialty (AGCS) since 2007 and also held the Regional Financial Lines Product Development Manager role for 5 years. Prior to taking up her current position at AGCS, she managed the Financial Lines claim division of another international insurer. She has particular expertise in the management of Directors’ and Officers’ claims, shareholder class actions, regulatory investigations and large fidelity claims.
Eric Lowenstein, Client Manager
Aon Risk Solutions
During a career spanning insurance and legal services, Eric has developed a comprehensive mix of financial, strategic, operational and risk management skills. He has over nine years' insurance experience in a variety of sectors, including legal, underwriting and broking.
Eric’s experience includes policy drafting, contract reviews and insurance litigation, as well as expertise in public liability, cyber risks, Professional Indemnity and Directors’ & Officers’ liability insurance.
One of Eric’s focuses is driving Aon’s cyber risk strategy. Eric has advised clients across diverse industry sectors, helping them identify and assess their cyber risk exposures and developing insurance solutions to cover identified gaps.
After receiving a Bachelor’s Degree in Business Administration and Law from Macquarie University, Eric earned a Masters degree in Law and Management from UNSW and an MBA from the AGSM.

Robyn Melean, Account Director, FINEX Australasia
Willis Australia
Robyn has 25 years’ experience in the insurance industry, 22 of which have been dedicated as a Professional Risks broking specialist, specialising in Directors’ & Officers’ Liability/Company Reimbursement/Securities Entity Cover, Professional Indemnity, Crime Insurance, Statutory Liability, Cyber and Employment Practices Liability. Prior to joining Willis, Robyn held senior broking roles with two of the other major international broking houses working on ASX and Corporate accounts. She has a strong focus on quality client service, providing innovative solutions for complex and hard to place risks through understanding the professional risks associated with each business and the construction of insurance programs to meet them.

Vicki Mullen, General Manager Consumer Relations and Market Development
Insurance Council of Australia
Vicki was appointed General Manager Consumer Relations and Market Development in January 2012. She is a lawyer with more than 20 years’ of experience in legal and public policy and regulatory affairs. Prior to joining the Insurance Council of Australia in 2012, Vicki has worked with the Financial Services Council, Insurance Australia Group, the Actuaries Institute, a senior NSW Minister, the NSW Cabinet Office, and the NSW Parliament. Vicki first worked at the Insurance Council of Australia in 2001-2002 on the team responsible for developing the industry’s engagement with the HIH Royal Commission. She holds a Bachelor of Arts/Bachelor of Laws, a Master of Laws and a Graduate Diploma in Legal Practice.

Mark Perry, Senior Claims Consultants
Aon Risk Solutions
Mark joined Aon Claims Services in 2007 after 17 years in private practice as a litigation lawyer including 7 years as barrister. Since joining Aon, Mark has managed claims for clients of Aon’s Financial Services Group in the Professional Indemnity, Directors’ & Officers’ Trustee Liability, Investment Management, Crime/Fidelity and Employment Practices Liability risk classes. Mark is currently responsible for the management of contentious and complex claims.
His current role centres around claims advocacy on behalf of Aon’s insureds and involves the contesting disputed denials of indemnity, the redress of “fence sitting” conduct occasioned by unwarranted delay in coverage determinations of coverage in litigated matters, the preparation of IDR submissions on behalf of Aon’s insureds against disputed insurer decisions, disputes in relation to legal costs reimbursement and claims reserving and allocation disputes.

Michael Phipps, Asia Pacific Specialty Claims Technical Manager
Chubb Insurance Company of Australia Limited
Mike has worked with Chubb for the past seven years, first joining the Chubb London office in 2007. Prior to joining Chubb, Mike worked as an in-house Litigation Manager for four years with a FTSE250 company in the UK, whereby he managed a team of litigators in pursuing actions against Insurers.
Having always been in Specialty claims with Chubb, Mike accepted a role with Chubb Australia in May 2010 and was further promoted to his present role in September 2011. Mike presently supervises all the Specialty large losses within the Asia Pacific Zone for Chubb, which compromises of losses written out of 18 jurisdictions within Asia Pacific. The majority of the Specialty claims that Mike oversees are: D&O, E&O, Crime/Fidelity, Cyber, Employment Practices, Statutory Liability & Media claims.
With Chubb’s prominence in the Financial Lines Insurance market in Australia, Mike supervises Chubb’s claims exposures for some of the largest litigated matters in Australia, particularly in respect to D&O and Financial Institution E&O risks. In addition to supervising large losses, Mike is also responsible for assessing claims trends within Chubb’s Specialty book and in providing Chubb’s claims positions on technical or sensitive coverage issues.
**Jenni Priestley, Partner**  
*Clyde & Co Australia*

Jenni is an experienced and pragmatic litigator. She handles a broad range of work with specific focus on complex, strategic and high-value insurance and reinsurance disputes. She has led teams in major litigation and is skilled in recognising the benefit of, and need to pursue, alternative dispute resolution options in appropriate cases.

Her contentious experience includes Directors’ & Officers’ Liability and Professional Indemnity claims, class actions, complex contractual matters and disputes arising in an employment context. She also assists her clients in managing relationships with regulators including responding to APRA and ASIC investigations, inquiries as to fitness and propriety, and day-to-day regulatory issues.

Jenni has run cases in the High Court of Australia, Federal Court of Australia and Supreme Courts in most jurisdictions. Her clients include insurers, reinsurers, brokers, professional services organisations, banks and large corporations.

**Jeremy Scott-Mackenzie, Australasian Commercial Institutions Manager, Financial Lines**  
*AIG Australia Limited*

Jeremy Scott-Mackenzie is the Australasian Commercial Institutions Manager – Financial Lines, at AIG. He is a leading authority in his field and is responsible for the strategic development of AIG’s Directors & Officers’ Liability, Commercial Crime and Employment Practices Liability insurance portfolio across Australasia. Having been with AIG for over ten years, Jeremy has worked in a variety of roles across the Asia Pacific region and has collaborated on the development of many current AIG products, underwriting strategies, and portfolio development initiatives. Jeremy has worked with the special sub-committee of the Insurance Council of Australia assisting in the development of the industry’s response to the Bridgecorp decision. He has had a number of articles published in industry publications as well as the broader financial media and is often asked to speak at industry events on a range of topics including the impact of current legal changes on Financial Lines insurance, securities litigation, developing multinational offerings as well as the development of management liability insurance. Jeremy holds a Masters of Accounting, Bachelor of Laws, Bachelor of Commerce and is a Certified Practicing Accountant, Registered Professional Liability Underwriter and a member of the Australian Institute of Directors. Jeremy has also previously been Chairman of the New Zealand Insurance Council’s Liability Committee and is a current member of APIG’s National Committee.

**Chern Tan, Partner**  
*Minter Ellison*

Chern is a partner in Minter Ellison’s Insurance & Corporate Disputes team in Sydney. He has expertise in Professional Indemnity, Directors’ & Officers’ Indemnity, IT liability and Warranty & Indemnity claims. In Professional Indemnity matters, he acts for insureds and insurers in claims involving a diverse range of professions, including financial advisers, accountants, actuaries, valuers, architects, engineers, insurance brokers and computer consultants. His clients include major insurance and financial services companies. Chern is not only experienced in acting in major litigation, but he is also experienced in acting in investigations and inquiries, including by ICAC.

Chern maintains involvement in the insurance industry through membership of the Australian and New Zealand Institute of Insurance and Finance (ANZIIF), the Australian Professional Indemnity Group (APIG), and the Australian Insurance Law Association (AILA).

**Marcus Thomas, Regional Underwriting Manager, Specialty Casualty**  
*Liberty International Underwriters*

Marcus is currently the Regional Underwriting Manager Asia Pacific for Specialty Casualty (SPC) and has been working for Liberty for 11 years. Marcus has over 15 years’ experience in the Professional and Financial Lines insurance industry with the majority of that in underwriting but has also worked as a broker. Marcus holds a BSc Economics (HONS).
We would like to thank the members of the APIG National Committee for their contribution to APIG, and in particular the APIG National Conference Committee members for their efforts in organising the 2014 APIG National Conference and Gala Dinner.

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