

**ACTUARIES IN CLAIMS MANAGEMENT
ADVISORY ROLES
WORKSHOP**

**Mike Falcone
Graham White**

**1998 GENERAL INSURANCE CONVENTION
AND
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Actuaries in Claims Management Advisory Roles

Actuaries, especially in the US, are becoming more involved in advising claims management. In this workshop we hope to address the various ways that actuaries can and do contribute to claim management.

This could include how actuaries assist in the interpretation of claims handling statistics, development of claims management information, selection and tracking of claims management initiatives, development of key performance indicators, application of financial rigour within claims management, and interface with financial management.

We hope this will be an interactive session and we expect that it could also include a discussion of the different ways that individuals with claims and actuarial backgrounds tend to approach these issues.

This session will be moderated by Michael Falcone, FCAS and Graham White, FIA. Graham White, FIA, is the claims actuary at ITT London & Edinburgh, a large UK primary insurance carrier. Graham joined the ITT L&E claims group in January of 1998. Michael Falcone, a Tillinghast consultant, has a few years' experience working in the claims department of Travelers' Insurance Co's in the US. He also has performed claims consulting assignments in the US and the UK.