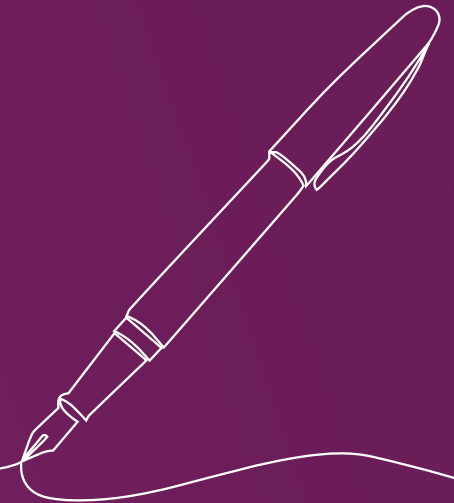


PEN CLAIMS TEAM

Contact Information



HEAD OF DEPARTMENT

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Matt Hope	Head of Commercial & Personal Lines	07708 483 766	Matt_Hope@penunderwriting.com	Thomas Matthewman

COMMERCIAL LIABILITY HANDLERS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Hunt Group	Team Contact Line	03330 107 190 (Opt. 2)	N/A	
Chris Hoyle	Operational Team Manager - Liability	0161 920 0007	Chris_Hoyle@penunderwriting.com	Simon Jenkinson
Simon Jenkinson	Technical Team Manager - Liability	0161 920 0006	Simon_Jenkinson@penunderwriting.com	Paul Clayton
Paul Clayton	Senior Casualty Claims Handler	0161 259 7613	Paul_Clayton@penunderwriting.com	Simon Jenkinson
Mark Exley	Liability Contractor - Caytons	0161 920 0155	Mark_Exley1@penunderwriting.com	Amiee Lyons
Lucas Spyrou	Casualty Claims Handler	0161 920 0050	Lucas_Spyrou@penunderwriting.com	Richard Bishop
Amiee Lyons	Casualty Claims Handler	0161 529 2309	Amiee_Lyons@penunderwriting.com	Mark Exley
Danny Calderbank	Casualty Claims Handler	0161 529 1420	Danny_Calderbank@penunderwriting.com	Lauren Frith
Lauren Frith	Liability Contractor - Kennedys	0161 920 0172	Lauren_Frith@penunderwriting.com	Danny Calderbank
Samantha Plant	Liability Contractor - Keoghs	0161 920 0170	Samantha_Plant@penunderwriting.com	Hanna Maurice
Tina Noden	Casualty Claims Handler	0161 259 7620	Tina_Noden@penunderwriting.com	Chris Hoyle
Hanna Maurice	Liability Contractor - Clyde & Co	0161 920 0163	Hanna_Maurice@penunderwriting.com	Samantha Plant
Richard Bishop	Casualty Claims Handler	0161 920 0156	Richard_Bishop@penunderwriting.com	Lucas Spyrou
Shruti Sundareshan	Casualty Claims Handler	0161 259 7607	Shruti_Sundareshan@penunderwriting.com	Amiee Lyons
Alexandra Greaves	Senior Claims Consultant	07395 881 995	Lucas_Spyrou@penunderwriting.com	Dawne Chandler

COMMERCIAL PROPERTY HANDLERS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
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KC Giovanni	Operational Team Manager - Property	07752 470 368	KC_Giovanni@penunderwriting.com	Anna mansourpour
Anna Mansourpour	Technical Team Manager - Property	0161 920 0060	Anna_Mansourpour@penunderwriting.com	Danny Stafford
Danny Stafford	Senior Claims Handler - Property	0161 259 7628	Danny_Stafford@penunderwriting.com	Anna Mansourpour
Emily Harris	Claims Handler - Property	0161 529 1340	Emily_Harris1@penunderwriting.com	Adam Law
Mohammad Qadar	Claims Handler - Property	0161 259 7601	Mohammad_Qadar@penunderwriting.com	Aidy Gerrard

Aidy Gerrard	Claims Handler - Property	0161 920 5999	Aidy_Gerrard@penunderwriting.com	Mohammad Qadar
Adam Law	Claims Handler - Property	0161 920 0154	Adam_Law@penunderwriting.com	Emily Harris
Natalie Taylor	Claims Handler - Property	0161 920 0054	Natalie_Taylor@penunderwriting.com	Lisa Lamport
Lisa Lamport	Claims Handler - Property	0142 047 0519	Lisa_Lamport1@penunderwriting.com	Natalie Taylor
Mike Fox	Property Contractor - Woodgate & Clark	0161 920 0076	Mike_Fox@penunderwriting.com	Rebecca Johnson
Adam Barnes	Property Contractor - GHG	0161 259 7632	Adam_Barnes@penunderwriting.com	Adam Law
Poonam Sikligar	Claims Handler - Property	0161 259 7625	Poonam_Sikligar@penunderwriting.com	Khushboo Nainawat
Khushboo Nainawat	Claims Handler - Property	0161 259 7626	Khushboo_Nainawat@penunderwriting.com	Poonam Sikligar
Kamlesh Balani	Claims Handler - Property	0161 259 7624	Kamlesh_Balani@penunderwriting.com	Khushboo Nainawat
Kaushik Krishnamoorthi	Claims Handler - Property	01420 470545	Kaushik_Krishnamoorthi@penunderwriting.com	Kamlesh Balani

HEAD OF DEPARTMENT

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Dawne Chandler	Head of Claims Sourcing Solutions	07920 714293	Dawne_Chandler@penunderwriting.com	Alex Tinsley

DELEGATED HOUSEHOLD

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Sarah Pomfret	Property Contractor - GHG	07543 505 880	Sarah_Pomfret@penunderwriting.com	Seb Bloxsome
Danielle Bould	Property Contractor - GHG	0161 529 1400	Danielle_Bould@penunderwriting.com	Alison Taylor
Sharron Brown	Property Contractor - GHG	0161 529 1400	Sharron_Brown@penunderwriting.com	jayde simpson
Jayde Simpson	Property Contractor - GHG	0161 529 1400	Jayde_Simpson@penunderwriting.com	melissa swindells
Lucy Woodward	Property Contractor - GHG	0161 529 1400	Lucy_Woodward@penunderwriting.com	Danielle Bould
Qazeem Zaffar	Property Contractor - GHG	0161 529 1400	Qazeem_Zaffar@penunderwriting.com	Jayde Simpson
Charlotte Ashton	Property Contractor - GHG	0161 529 1401	Charlotte_Ashton@penunderwriting.com	
Rebekah Morrisroe	Property Contractor - GHG	0161 529 1402	Rebekah_Morrisroe@penunderwriting.com	
Simon Berry	Property Contractor - GHG	0161 529 1403	Simon_Berry@penunderwriting.com	

HEAD OF DEPARTMENT

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Thomas Matthewman	Head of Financial Lines and Specialty Claims	020 3040 6551	Matt_Hope@penunderwriting.com	Bikram Virk

HIGH HAZ - UK MOTOR HANDLERS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Hunt Group	Team Contact Line	01372 869760	uk_hazardous_goods@penunderwriting.com	
Mark Browne	Claims Manager - High Haz	01372 869757	Mark_Browne@penunderwriting.com	Allie Williamson
Simon Eells	Technical Team Leader	01372 869718	Simon_Eells@penunderwriting.com	Cheryl King
Cheryl King	Operational Team Leader	01372 869711	Cheryl_king@penunderwriting.com	Simon Eells
Alisha Turner	Claims Handler	01372 869724	Alisha_Turner@penunderwriting.com	Matt Evans
Matthew Evans	Claims Handler	01372 869747	Matthew_evans@penunderwriting.com	Alisha Turner
Jack Browne	Claims Handler	01372 869719	Jack_Browne@penunderwriting.com	Simon Eells
Megan Richards	Claims Handler	01372 869738	Megan_Richards@penunderwriting.com	Cheryl King
Vicky Harding (Maternity Leave)	Claims Handler	01372 869717	Vicky_Harding@penunderwriting.com	Cheryl King
Lucie Hope	Claims Handler	01372 869744	Lucie_Hope@penunderwriting.com	Cheryl King
Susharitha Radha Krishnan	Claims Handler	01372 869769	Susharitha_RadhaKrishnan@penunderwriting.com	Vicky Harding
Morgan Giles	Claims Handler	01372 869712	Morgan_Giles@penunderwriting.com	Matt Evans
Dominic De Dedeoglu	Claims Handler	01372 869707	Dominic_DeDedeoglu@penunderwriting.com	Megan Richards
Matthew Blackburn	Claims Handler	01372 8699744	Matthew_Blackburn@penunderwriting.com	Cheryl King

HOUSEHOLD REFERRALS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
KC Giovanni	Operational Team Manager - Property	07752 470 368	KC_Giovanni@penunderwriting.com	Anna Mansourpour
Sasha Wilson	Technical Claims Consultant	0161 529 7630	Sasha_Wilson@penunderwriting.com	Rebecca Johnson
Melissa Connelly	Property Contractor - GHG	07510 930 666	Melissa_Connelly@penunderwriting.com	Sarah Pomfret
Rebecca Johnson	Technical Claims Consultant	0161 920 0182	Rebecca_Johnson@penunderwriting.com	Sasha Wilson

FINANCIAL LINES HANDLERS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Bikram Virk	Claims Counsel	07557 971 413	Bikram_Virk1@penunderwriting.com	Matt Driscoll
Robin Cundall	Claims Manager	07553 415 052	Eleanor_Loxton@penunderwriting.com	Jordan Stokes
Dominique Liberto	Claims Manager	07498 028 051	Dominique.Liberto@manchesterunderwriting.com	Kelly Hockley
Jordan Stokes	Senior Claims Handler	07376 125 112	Jordan_Stokes@penunderwriting.com	Robin Cundall/Sasha King

Matt Driscoll	Senior Claims Handler	07966 089 160	Matt_Driscoll@penunderwriting.com	Bikram Virk
Jonathan Henney	Senior Claims Handler	07469 652 640	Jonathan_Henney@penunderwriting.com	Kelly Hockley
Rory Macaskill	Senior Claims Handler	07894 887 130	Rory_Macaskill@penunderwriting.com	Deena Kuploo
Sasha King	Claims Handler	07376 612 883	Sasha_King@penunderwriting.com	Jordan Stokes/Robin Cundall
Kelly Hockley	Senior Claims Handler	07496 761 689	Kelly.Hockley@manchesterunderwriting.com	Jonathan Henney
Emily Atkinson	Claims Handler	07442 327 728	Emily_Atkinson@penunderwriting.com	Kelly Hockley/Jonathan Henney
Chris Murphy	Senior Claims Handler	07936 349 860	Chris_Murphy@penunderwriting.com	Eleanor Loxton
Eleanor Loxton	Claims Handler	07570 390 525	Eleanor_Loxton@penunderwriting.com	Chris Murphy
Grahame Nettleton	Senior Claims Handler	07984 282 889	Grahame.Nettleton@manchesterunderwriting.com	Dominique Liberto
Emily Twomey	Claims Handler	07523 678906	Emily_Twomey@penunderwriting.com	Rory Mackaskill

HEAD OF DEPARTMENT

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Alex Tinsley	Head of Technical Claims	07770 632 267	Alex_Tinsley@penunderwriting.com	Sophie Ward

TECHNICAL CLAIMS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Sophie Ward	Technical Claims Manager	07801 966 662	Sophie_Ward@penunderwriting.com	Alex Tinsley

HEAD OF DEPARTMENT

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Steve Bushby	Head of Claims Operations	07729 441 525	steve_bushby@penunderwriting.com	Billy Hinken

CLAIMS OPERATIONS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Julie Wakefield	Claims Compliance Manager	07584 500 496	Julie_Wakefield@penunderwriting.com	Mark Browne
Tricia Blair	Claims Performance Manager	07714 677 589	Tricia_Blair@penunderwriting.com	Steve Bushby
David Cluff	Claims & MI Team Leader	07716 156 119	David_Cluff@penunderwriting.com	Steve Bushby
Nicola Dale	Claims Technician	01245 772 509	Nicola_Dale@penunderwriting.com	David Cluff
Janet Riding	Claims Operations Assistant	01420 470 545	Janet_Riding@penunderwriting.com	Steve Bushby
Daisy Cheung	Claims Operations Assistant	01245 772 527	Daisy_Cheung@penunderwriting.com	Nicola Dale

Charlotte Manchester	Claims Analyst	01494 770 700	Charlotte_Manchester@penunderwriting.com	Steve Bushby
Ashton Burgess	Claims Data Manager	01245 428 081	Ashton_Burgess@penunderwriting.com	Tricia Blair
Allie Williamson	Claims Relationship	07395 881 933	Allie_Williamson@penunderwriting.com	Tricia Blair
Megan Richards	Claims Relationship	01372 869738	Megan_Richards@penunderwriting.com	Tricia Blair

CLAIMS DIRECTOR

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Billy Hinken	Claims Director	07889 816 832	Billy_Hinken@penunderwriting.com	Steve Bushby



TEAM INBOX

FINANCIAL LINES

NAME	INBOX TYPE	DESCRIPTION	ADDRESS
Solicitors PI New Claims	New Claims Inbox	This inbox is used for the notification of all new Solicitor PI Claims	UK.London.SolicitorsPI.Claims@penunderwriting.com
UKPI New Claims	New Claims Inbox	This inbox is used for the notification of all new UKPI & D&O Claims	UK.FL.Claims@penunderwriting.com
MUM New Claims	New Claims Inbox	This inbox is used for all MUM notifications relating to UK/ International and Casualty Claims	mumnewclaims@manchesterunderwriting.com
Ptarmigan Cyber Inbox	New Claims Inbox	This inbox is used for the notification of all new Ptarmigan Cyber Claims	Claims@ptarmiganunderwriting.com
Recruitment PI Inbox	New Claims Inbox	This inbox is used for the notification of all new Recruitment PI Claims	UK.London.Recruitment.Claims@penunderwriting.com
Claims Summary Inbox	Claims Summary Inbox	This inbox is used for Financial Lines claims summaries	UK.London.Pen.CS@penunderwriting.com
Claims Invoice Inbox	Claims Summary Inbox	This inbox is used for Financial Lines invoices from panel firms	UK.Financial.Lines.Invoices@penunderwriting.com
UKPI and Mum - Post Mailbox	Existing Claims Inbox	This inbox is used for incoming post on all existing PI and Specialty Claims	FLClaims@penunderwriting.com

COMMERCIAL

NAME	INBOX TYPE	DESCRIPTION	ADDRESS
Risk Managed	New Claims Inbox	This inbox is used for the notification of all new Risk Managed Claims	UK.PenUnderwriting.newclaims@penunderwriting.com
Pen Delegated	New Claims Inbox	This inbox is used for the notification of all new Pen Delegated Claims	UK.PenUnderwriting.newclaims@penunderwriting.com
PPC / PPV	New Claims Inbox	This inbox is used for the notification of all new PPC / PPV Claims	UK.PenUnderwriting.newclaims@penunderwriting.com
Real Estate	New Claims Inbox	This inbox is used for the notification of all new Real Estate Claims	UK.RealEstate.Claims@penunderwriting.com
Risk Managed / Pen Delegated / PPC / PPV / Real Estate - Post Mailbox	Existing Claims Inbox	This inbox is used for incoming post on all existing commercial claims	UK.PenManchesterClaims@penunderwriting.com
COVID-19	Existing Claims Inbox	This inbox is used for incoming post on all existing COVID-19 claims	UK.Pen.COVIDClaims@penunderwriting.com
Aaduki	New Claims Inbox	This inbox is used for the notification of all new Aaduki Claims	UK.Pen.AadukiClaims@penunderwriting.com
Thames Underwriting	New Claims Inbox	This inbox is used for the notification of all new Thames Underwriting Claims	UK.Manchester.NewClaims@penunderwriting.com
MENA	New Claims Inbox	This inbox is used for the notification of all new MENA Claims	Claims@Ptarmiganunderwriting.com
Recruitment Claims	General Claims Inbox	This inbox is used for the notification of all new Recruitment Claims and incoming claims correspondence	UK.London.Recruitment.Claims@penunderwriting.com
Claims Summary Inbox	Claims Summary Inbox	This inbox is used for Commercial Claims summaries	UK.ManchesterClaimsExperience@penunderwriting.com

HIGH HAZ

NAME	INBOX TYPE	DESCRIPTION	ADDRESS
Claims Mailbox	General Claims Inbox	This inbox is used for all incoming claims correspondence	uk_hazardous_claims@penunderwriting.com
Claims Mailbox	New Claims Inbox	This inbox is used for all new claims correspondence	hazardous.new.claims@penunderwriting.com

AFFINITY/DELEGATED HOUSEHOLD & E TRADED

NAME	INBOX TYPE	DESCRIPTION	ADDRESS	TELEPHONE NUMBERS
Davies Group		Contact Details/Escalation to senior management	Adam.Shaw@davies-group.com ; Rachel.Worthington@davies-group.com ; Andrew.Marsden@penunderwriting.com ; Laura.Harvey@davies-group.com ;	AS 07788 390 162; RW 07435 998 543; AM 07584 213 111; LH 07776 855926;
Davies Group		Contact Details/First escalation points	Katie.Salt@davies-group.com Amelia.Wood@davies-group.com	KS 07974 879 479; AW 07974 879 490;
Davies Group	New Claims Inbox	For all new claims	newclaims.penunderwriting@davies-group.com	
Davies Group	General Claims Inbox	This inbox is used for all incoming claims correspondence	claims@davies-group.com	
Davies Group	General Claims Inbox	This inbox is used for all incoming claims correspondence	Workflow@davies-group.com	
Advent		Contact Details/Escalation	SarahW@adventinsurance.co.uk	01242 674674
County		Contact Details/Escalation	David@county-insurance.co.uk	01865 844995
Intasure		Contact Details/Escalation	Andy.Hale@ajg.com	0345 111 0680
Aston Lark		Contact Details/Escalation	Hannah.Steggles@astonlark.com	020 8557 2353
Gallagher (Stackhouse Poland)		Contact Details/Escalation	Sarah.Rutherford@ajg.com	01482 407487
Highhouse		Contact Details/Escalation	Neilkimber@highhouseinsurance.com	01243 606552
Sedgwick (Dublin) (OBF)		Contact Details/Escalation	Denise.Kelly@ie.sedgwick.com	00353 1 2611455
Sedgwick (Cardiff) (Simply Business)		Contact Details/Escalation	Rees, Rachel (Rachel.Rees@uk.sedgwick.com)	07796 620 702
Pen Insourcing Team	New Claims Inbox	For all new claims	UK.PenPL.claims.new@penunderwriting.com	0161 529 1400
	General Claims Inbox	This inbox is used for all incoming claims correspondence	Personal.Lines.Claims@penunderwriting.com	0161 529 1400



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