

PEN CLAIMS TEAM

Contact Information



CLAIMS RELATIONSHIP

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Rebecca Taylor	Head of Claims Relationships	(0161) 920 0070	Rebecca_Taylor@penunderwriting.com	Matt Hope
Allie Williamson	Claims Relationship Manager - High Haz	07395 881 933	Allie_Williamson@penunderwriting.com	Mark Browne

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	Tina Noden
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
Holly Skillander	Liability Contractor - DWF	(0161) 259 7607	holly_skillander@penunderwriting.com	Samantha Plant
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	Lucas Spyrou
Hanna Maurice	Liability Contractor - Clyde & Co	(0161) 920 0163	hanna_maurice@penunderwriting.com	Holly Skillander
Richard Bishop	Casualty Claims Handler	(0161) 920 0156	Richard_Bishop@penunderwriting.com	Chris Hoyle

COMMERCIAL PROPERTY HANDLERS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Hunt Group	Team Contact Line	(03330) 107 190 (Opt. 1)	N/A	
KC Giovanni	Operational Team Manager - Property	(07752) 470368	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
Rebecca Johnson	Claims Handler - Property	0161 920 0182	Rebecca_Johnson@penunderwriting.com	Mike Fox
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	(03330) 107 190 (Opt. 1)	Poonam_Sikligar@penunderwriting.com	Khushboo Nainawat
Khushboo Nainawat	Claims Handler - Property	(03330) 107 190 (Opt. 1)	Khushboo_Nainawat@penunderwriting.com	Poonam Sikligar
Kamlesh Balani	Claims Handler - Property	(03330) 107 190 (Opt. 1)	Kamlesh_Balani@penunderwriting.com	Khushboo Nainawat

DELEGATED HOUSEHOLD

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Sarah Pomfret	Property Contractor - GHG	(07543) 505880	sarah_pomfret@penunderwriting.com	Seb Bloxsome
Alison Taylor	Property Contractor - GHG	0161 529 1400	alison_taylor@penunderwriting.com	Sarah Pomfret
Danielle Bould	Property Contractor - GHG	0161 529 1400	danielle_bould@penunderwriting.com	Alison Taylor
Sharron Brown	Property Contractor - GHG	(0161) 529 1400	melissa_swindells@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

HOUSEHOLD REFERRALS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Dameon Brown	Technical Claims Consultant	(07902) 112361	dameon_brown@penunderwriting.com	Sasha Wilson
Sasha Wilson	Technical Claims Specialist	0161 529 7630	Sasha_wilson@penunderwriting.com	Dameon Brown
Melissa Connelly	Property Contractor - GHG	07510 930666	melissa_connelly@penunderwriting.com	Sarah Pomfret

HIGH HAZ - UK MOTOR HANDLERS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Hunt Group	Team Contact Line	(01372) 869 760	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	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	Cheryl King
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

FINANCIAL LINES HANDLERS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Robin Cundall	Claims Manager - Financial Lines	07553 415 052	Robin_Cundall@penunderwriting.com	Jordan Stokes
Jordan Stokes	Senior Claims Handler (technical lead)	07376 125112	Jordan_Stokes@penunderwriting.com	Robin Cundall/Sasha King
Matt Driscoll	Senior Claims Handler - FSCS Claims & International Contractors	(020) 7234 4408 & 07966 089 160	Matt_Driscoll@penunderwriting.com	Bikram Virk
Jonathan Henney	Senior Claims Handler	07469 652640	jonathan_henney@penunderwriting.com	Kelly Hockley
Rory Macaskill	Claims Handler	07894 887130	rory_macaskill@penunderwriting.com	Deena Kuploo
Sasha King	Claims Handler	07376 612 883	Sasha_King@penunderwriting.com	Jordan Stokes/Robin Cundall
Kelly Hockley	Claims Handler	07496 761689	kelly_hockley@penunderwriting.com	Jonathan Henney
Emily Atkinson	Claims Handler	07442 327728	Emily_Atkinson@penunderwriting.com	Kelly Hockley/Jonathan Henney
Deena Kuploo	Claims Handler	07807 815162	deena_kuploo@penunderwriting.com	Rory Mackaskill
Chris Murphy	Senior Claims Handler	07936 349860	chris_murphy@penunderwriting.com	Bikram Virk
Eleanor Loxton	Claims Handler	07570 390525	eleanor_loxton@penunderwriting.com	Chris Murphy

MUM

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Dominique Liberto	Claims Manager - MUM	07498 028051	dominique.liberto@manchesterunderwriting.com	Kelly Hockley
Bikram Virk	Claims Counsel	07557971413	Bikram_Virk1@penunderwriting.com	Matt Driscoll
Grahame Nettleton	Claims Adjuster	07984 282889	Grahame.Nettleton@manchesterunderwriting.com	Dominique Liberto
Kelly Hockley	Claims Adjuster	07496 761689	kelly.hockley@manchesterunderwriting.com	Jonathan Henney
Jordan Stokes	Senior Claims Handler	07376 125112	Jordan_Stokes@penunderwriting.com	Jonathan Henney
Jonathan Henney	Senior Claims Handler	07469 652640	jonathan_henney@penunderwriting.com	Kelly Hockley

TECHNICAL CLAIMS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Sophie Ward	Technical Claims Manager	(07801) 966662	Sophie_Ward@penunderwriting.com	Alex Tinsley
Alexandra Greaves	Senior Claims Consultant	(07395) 881995	Alexandra_Greaves@penunderwriting.com	Dawne Chandler

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	(0161) 259 7630	Tricia_Blair@penunderwriting.com	Steve Bushby
David Cluff	Claims & MI Team Leader	(07716) 156119	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

SENIOR LEADERS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Billy Hinken	Claims Director	(07889) 816 832	Billy_Hinken@penunderwriting.com	Steve Bushby
Alex Tinsley	Head of Technical Claims	(07770) 632 267	Alex_Tinsley@penunderwriting.com	Dawne Chandler
Dawne Chandler	Head of Claims Sourcing Solutions	(07920) 714293	Dawne_Chandler@penunderwriting.com	Alex Tinsley
Steve Bushby	Head of Claims Operations	(07729) 441 525	steve_bushby@penunderwriting.com	Billy Hinken
Matt Hope	Head of Personal Lines and Commercial Claims	(07708) 483 766	Matt_Hope@penunderwriting.com	Rebecca Taylor
Thomas Matthewman	Head of Financial Lines and Specialty Claims	(020) 3040 6551	Thomas_Matthewman1@penunderwriting.com	Robin Cundall



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

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

DELEGATED & E SOLUTIONS

NAME	INBOX TYPE	DESCRIPTION	ADDRESS	TELEPHONE NUMBERS
Davies Group (Preston) (xDirect Group)		Contact Details/Escalation	Russell.Crewe@davies-group.com ; Adam.Shaw@davies-group.com ; Rachel.Worthington@davies-group.com ; Andrew.Marsden@penunderwriting.com ; Laura.Harvey@davies-group.com ;	RC 07841 673173; AS 07788 390162; RW 07435 998543; AM 07584 213111; LH 07776 855926;
Sedgwick (Cardiff) (Simply Business)		Contact Details/Escalation	Rees, Rachel (Rachel.Rees@uk.sedgwick.com)	07796 620702

AFFINITY/DELEGATED HOUSEHOLD

NAME	INBOX TYPE	DESCRIPTION	ADDRESS	TELEPHONE NUMBERS
Davies Group		Contact Details/Escalation to senior management	Russell.Crewe@davies-group.com ; Adam.Shaw@davies-group.com ; Rachel.Worthington@davies-group.com ; Andrew.Marsden@penunderwriting.com ; Laura.Harvey@davies-group.com ;	RC 07841 673173; AS 07788 390162; RW 07435 998543; AM 07584 213111; LH 07776 855926;
Davies Group		Contact Details/First escalation points	Katie.Salt@davies-group.com	KS 01772 348741
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 Managed Systems (Stoke)		Contact Details/Escalation	Russell.Crewe@davies-group.com ; Adam.Shaw@davies-group.com ; Rachel.Worthington@davies-group.com ; Andrew.Marsden@penunderwriting.com ; Laura.Harvey@davies-group.com ;	RC 07841 673173; AS 07788 390162; RW 07435 998543; AM 07584 213111; LH 07776 855926;
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.Steggle@astonlark.com	0208 557 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 620702
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



Pen Underwriting

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