

# Cynthia R. Koehler

cindy@cindykoehlerconsulting.com  
322 Cabot Street, Newton, MA 02460  
mobile 617-599-3245

## EXPERIENCE

### **Cindy Koehler Consulting, Newton, MA**

**May 2023 – Present**

- Providing services as an arbitrator and mediator for insurance and reinsurance claims and disputes of all types, and across all lines of business
- Consulting services for insurers, risk managers, brokers and attorneys, related to claims resolution strategy, jury trials, insurance coverage, litigation management, good/bad faith, claim administration, exposure and reserve analysis, people management and compliance with industry best practices
- Expert witness assignments related to insurance and reinsurance claims and disputes, industry custom & practice

### **AIG Claims Inc., New York, NY and Boston, MA**

**March 2019 – May 2023**

#### **Chief Claims Officer, North America, General Insurance**

- Responsible for all commercial and personal claims in all lines of business for US, Canada and Bermuda. Total claims payments of ~ \$14B per year, with oversight of staff of ~ 2100 employees across dozens of offices in North America and Bermuda
- Provide focus on total cost of claim, business alignment, reserving, best practices, lessons learned and technical trainings across all regions and all products within North America, General Insurance
- Key strategic claims partner for internal stakeholders in Actuarial, Underwriting, Distribution, Reinsurance Procurement, Finance, ERM and Human Resources, across North America, GI
- Featured Senior Leadership Speaker at AIG Global Client Council events as well as AIG Fall and Winter Summit Meetings

### **XL Catlin, Hartford, CT**

**February 2016 – March 2019**

#### **Senior Vice President, Global Practice Leader, Casualty Claims**

- Manager of global team of highly experienced practice leaders overseeing complex claims across all casualty products, with focus on driving technical consistency, best practices, accurate and timely reserving and superior claims outcomes. Responsibility for strategic oversight of all Casualty trials and arbitrations in US, APAC, UK and EMEA
- Consistent engagement with regional underwriting and actuarial teams to identify and communicate “lessons learned” and ensure delivery of effective training programs and resources
- Responsible for identifying emerging casualty risks and industry trends, and for developing and maintaining open and effective lines of communication with key internal and external business partners

### **Liberty Mutual Group. Boston, MA**

**November 2001 – December 2015**

#### **Vice President, Assistant General Counsel (July 2003 – December 2015); Counsel (2001 – July 2003)**

- Managed Complex and Emerging Risks Claims (“CERC”) Legal Department -- 50+ attorneys, paralegals and administrative staff responsible for handling legacy mass tort claims, including complex product liability, asbestos, environmental, molestation, bankruptcy, class actions and

other long-tail and latent injury claims. Direct oversight of all coverage disputes, including all related mediations and arbitrations.

- Responsible for reinsurance collections and managing ceded and assumed disputes and arbitrations related to complex claims handled by the department. Personally negotiated substantial reinsurance recoveries on ceded asbestos, environmental and molestation claims
- Designed key metrics, established annual objectives, and managed annual legal budget
- Worked closely with Corporate Actuarial department in reviewing and analyzing reserves, and in meetings with outside rating and regulatory agencies reviewing adequacy of reserves
- Implemented qualitative litigation management audit program and reported to Senior Management regarding drivers and trends in outside legal spend for APH claims
- Assisted with design and implementation of predictive analytics model to identify likely total claim cost for APH Claims

*Note: After a reinsurance transaction in 2015 involving Liberty's discontinued APH and Environmental business, I very briefly became an employee of Berkshire Hathaway's subsidiary, Resolute Management Inc., to facilitate the transition of claims and staff*

**Eastern Casualty Group. Marlborough, MA**

**September 1999 – November 2001**

**General Counsel**

- Created in-house legal department for growing Property Casualty Insurer
- Served as Chief Compliance Officer and Chief Privacy Officer
- Responsible for all property and casualty claims litigation, workers compensation liens, commercial transactions, mergers and acquisitions, market conduct examinations, contracts
- Supervised all administrative proceedings and inquiries involving government agencies and state insurance departments for Eastern Casualty Group Companies
- Responsible for all licensing, regulatory and compliance operations in thirty-four states

**Morrison, Mahoney & Miller. Boston, MA**

**September 1987 - August 1999**

**Equity Partner (1995-1999), Associate (1987-1995), Summer Associate (1986)**

- Practice concentration in complex insurance coverage and litigation, with emphasis on commercial property and liability claims, fidelity/surety claims, financial institution bonds, as well as all related subrogation litigation. Responsible for handling all of firm's insurance-related bankruptcy work
- First and second chair responsibilities for trials and appeals in federal and state courts in Massachusetts and Maine. Handled all types of alternative dispute resolution proceedings, including Arbitration, Mediation, Reference and Appraisal.

**EDUCATION**

**Georgetown University Law Center. J.D., Washington, DC**

**May 1987**

Law Fellow; Special Projects Editor, Georgetown Journal of Law & Technology

**Colby College. B.A., magna cum laude, Waterville, ME**

**May 1982**

Phi Beta Kappa, Laurie F. Peterson Memorial Prize in Government; Goodwin Public Speaking Prize; Charles A. Dana Scholar; Colby College nominee for Harry S. Truman Scholarship

**PROFESSIONAL ACTIVITIES**

**AIDA Reinsurance & Insurance Arbitration Society ("ARIAS-US"), Certified Arbitrator**

**SheResolves, Advisory Council Member**

**Ametros, Insurance Advisory Board Member**

**Geneva Association** – AIG and XL Catlin Representative, 2016-2023  
**International Association of Defense Counsel (“IADC”)**, 2010-2018  
**Claims and Litigation Management Alliance (“CLM”)**, 2014-2019

### **BOARD MEMBERSHIPS**

**AIDA Reinsurance & Insurance Arbitration Society (“ARIAS-US”) – (2017-2023)** -- ARIAS-US provides training, certification and continuing education in the skills necessary to serve effectively on an insurance/reinsurance arbitration panel. Vice President 2018-2020; President, 2021, Chairperson, 2022

**One Family, Inc., Boston, MA – (2018-2020)** -- One Family is a charitable Massachusetts Corporation that aims to prevent homelessness and break the cycle of family poverty by promoting pathways to economic independence through advocacy, education, and innovation

### **BAR ADMISSIONS**

Commonwealth of Massachusetts (1987)  
U.S.D.C. District of Massachusetts (1988)  
U.S. Court of Appeals, First Circuit (1988)  
State of Maine (1989) (recently suspended membership voluntarily)  
U.S.D.C. District of Maine (1996)

### **RECENT PRESENTATIONS**

- **HDI Global, Annual Lead Underwriting Meeting, September 2023, Hamburg, Germany** – US Nuclear Verdicts
- **AMWINS Annual Leadership Meeting, January 2023, Las Vegas, NV** – The Emerging Liability Landscape in US Litigation
- **AIG Client/Broker Fall Summit, October 2022, Pasadena, CA** – Nuclear Verdicts and Other Emerging Risks in the US
- **Canada RIMS, September 2022, Halifax, Nova Scotia** – Social Inflation and Litigation Funding in US
- **RIMS, March 2022, San Francisco, CA** -- “A Look at Third Party Litigation Funding”
- **AIG Global Client Council Meeting, March 2022, Napa Valley, CA** – “Current Claims Trends”
- **AIG Client/Broker Winter Summit, February 2022, Stowe, VT**– “Understanding Impact of Inflation”
- **AIG Client/Broker Winter Summit, December 2020, Virtual Conference** – “Recalibrating Risk: A Look at Third Party Litigation Funding”
- **ARIAS-US Fall Conference, November 2020 Virtual Conference** – “Social Inflation: What Does It Mean to Cedents and Reinsurers?”
- **AIG Client/Broker Fall Summit October 2019, Scottsdale, Arizona** – “Climate Change Implications”
- **Geneva Association Annual Liability Regimes Conference, November 2018, London, England** – Conference Chair
- **Annual Casualty Underwriting Conference, July 2018, Paris, France** – “Evolving Liability in the Age of Autonomy”
- **EMEA International Casualty Underwriting Conference, April 2018, Rome, Italy** -- “Litigation Trends and Emerging Risks for Casualty Insurers”
- **Geneva Association Annual Liability Regimes Conference, November 2017, Zurich, Switzerland** – “Liability Issues in Autonomous Transportation”