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Phil Heron : Mediator CV



Testimonial :

A mediator with a facilitative style but ready to move towards an evaluative approach when the situation demands it.

Qualified :

Fellow, Chartered Insurance Institute – 1974
Chartered Loss Adjuster – 1979
Mediator - 2008

Professional Career :

General Accident 1968-1974, Claims Investigator.
Thomas Howell Group (Latterly Crawford & Co) 1974-1997, UK Main Board Director, Head of Northern Region.
Cunningham UK/Cunningham Ellis & Buckle 1997-1999, UK Main Board Director.
McLarens Toplis/Teceris 1999-2010, Executive Director.
Vrs Vericlaim UK Ltd, Executive Director.
Dominant focus has been dealing with major property, business interruption and liability claims within the framework of corporate insurance programmes both in the UK and abroad. Was responsible for heading his firm's response to the Manchester terrorist bomb incident in 1996 involving aggregate losses running into hundreds of millions of pounds.
Regularly engaged in high profile major loss work for instructing insurers.

Mediation Career :

(Career as a mediator/arbitrator/neutral. Experience, involvement with insurance industry.)
Following CEDR accreditation in 2008 has served on the CEDR Solve panel and the panels of Trust Mediation and the Association of Northern Mediators. Has also been involved in initiatives to raise the profile of mediation within the insurance market.
Has mediated and/or co-mediated on various high value property damage, business interruption and liability claims, including catastrophic personal injury cases and construction industry disputes. Has also mediated commercial disputes involving land/right of way, gambling debts, landlord and tenant, partnership dispute.

Memberships :

CII Claims Faculty; Past President of The Insurance Institutes of Middlesbrough and Leeds.

European Loss Adjusting Expert.

Member, Chartered Institute of Arbitrators.

Practising Associate of The Academy of Experts.

Publications :

Various articles in insurance periodicals. Provides tutorials on technical aspects of claims handling.

Education :

Cardinal Allen Grammar School, Liverpool.

Additional Experience :

Various articles in insurance periodicals. Provides tutorials on technical aspects of claims handling.

Phil says :

“I have spent the whole of my working life dealing with insurance claims, predominantly as a loss adjuster. To work effectively as an adjuster you must be able to reconcile what are sometimes conflicting interests of insurers and policyholders and potentially also third parties whilst ensuring all remain satisfied with the outcome. Of course this resonates with mediation and the skills I have had to develop to survive as a loss adjuster I find invaluable to me as a mediator.”