Professional employer organization

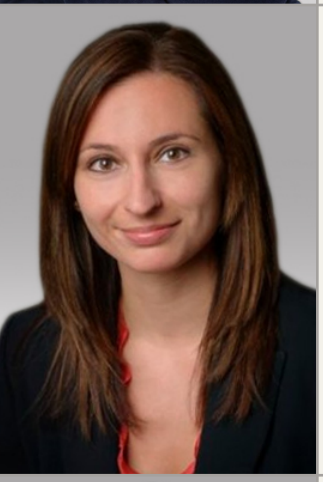
Meet our Claims team



Missy Thompson

Missy Thompson is Managing Director, Professional Liability and Cyber claims. She oversees the professional liability and cyber claims teams in North America and Bermuda. The professional liability claims teams handle management liability, errors and omissions and directors and officers claims.

Prior to joining Markel in 2017, Missy was a commercial litigator in private practice for more than 20 years. Her areas of practice included insurance coverage, bad faith, legal malpractice, employment and securities. Missy received her bachelor's degree from the University of Illinois Urbana-Champaign and her law degree from DePaul University College of Law. She is based in Chicago.



Michelle Gordon

Michelle Gordon is Senior Director, Management Liability Claims. She is responsible for overseeing management and claims examiners on the Management Liability Claims team, which includes the PEO claims group in North America. This group handles employment practices liability, directors and officers liability and fiduciary liability claims for private for-profit and not-for-profit institutions, PORTCOs and PEOS. Michelle previously managed the Management Liability Claims team and, before becoming Director, handled claims for these lines.

Prior to joining Markel, Michelle practiced law as an insurance defense attorney in New York, focusing on professional and general liability. She received her bachelor's degree from Binghamton University and her law degree from Hofstra University School of Law. She is based in our Austin, TX office.



Nilda Vasallo-Sanchez

Nilda Vasallo-Sanchez is the Manager of the PEO Claims team. She has extensive experience with PEO insurance policies and claims. Nilda regularly meets with PEOs to develop claims handling procedures tailored to the individual PEO. She coordinates with PEOs and client companies to appoint defense counsel and oversee the defense of employment practices claims.

Prior to joining Markel, Nilda practiced law as an insurance defense attorney in New York and Florida. She received her bachelor's degree from Florida International University and her law degree from Saint Louis University School of Law.



Kendra Johnson

Kendra Johnson is a Manager on the Management Liability Claims team. She works closely with the PEO team and has experience with handling and overseeing PEO claims. Kendra takes part in developing claims handling procedures with PEOs and coordinating with PEOs and client companies regarding claims, defense of claim and resolution.

Prior to joining Markel, Kendra was in private practice in Chicago, handling commercial litigation. She received her bachelor's degree from the University of Illinois at Urbana-Champaign and her Juris Doctorate from Chicago-Kent College of Law.



Shantel Dixon

Shantel Dixon is a Senior Claims Specialist and Counsel for Markel. She handles employment practices liability and directors and officers liability claims for insureds nationwide. Shantel is based out of Florida.

Shantel began her career in the management liability claims world in 2005. Prior to accepting a claims position, Shantel was an insurance defense attorney practicing with a regional firm while located in Mississippi in the federal, state and tribal courts. Shantel received her law degree from Mississippi College School of Law in Jackson. Her undergraduate degree was obtained from the University of South Alabama in Mobile.



Caroline Highland

Caroline Highland is a Senior Claims Specialist with the PEO Claims team, based in North Carolina. She works diligently with insureds, brokers and defense counsel throughout the claims process to ensure that an equitable outcome is reached.

Prior to joining Markel, Caroline worked with the Department of State on both national and international human resources and employment law matters and has an extensive international law background. She received a bachelors degree from Longwood University and her Juris Doctorate from Elon University School of Law.



Nicholas Mascola

Nicholas Mascola is a Senior Claims Examiner with the Professional Employer Organization (PEO) team based in Markel's Boston office. He works directly with a variety of insureds ensuring the claims process is run efficiently and up to Markel's quality standards. Prior to joining Markel, Nick was an insurance defense attorney practicing with a regional firm while located in Connecticut.

Nick received his law degree from Suffolk University Law School in Boston. His undergraduate degree was obtained from the University of New Haven in Connecticut.



Anne Santomaggio

Anne Santomaggio is Senior Claims Specialist with the Professional Employer Organization (PEO) team based in Markel's Tampa office. She works directly with the PEO and their client companies throughout the claims process to ensure quality standards are met with respect to the claims investigation, coverage analysis, case strategy and resolution. Anne comes from the PEO industry where she has served as general counsel and risk manager to several PEOs over the past decade.

Anne received her B.A. and her J.D. from Tulane University.

About Markel Insurance
We are Markel Insurance, a leading global specialty insurer with a truly people-first approach. As the insurance operations within the Markel Group Inc. (NYSE: MKL), we leverage a broad array of capabilities and expertise to create intelligent solutions for the most complex specialty insurance needs. However, it is our people – and the deep, valued relationships they develop with colleagues, brokers and clients – that differentiates us worldwide.

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