

# Market Specialty



**MARKEL**



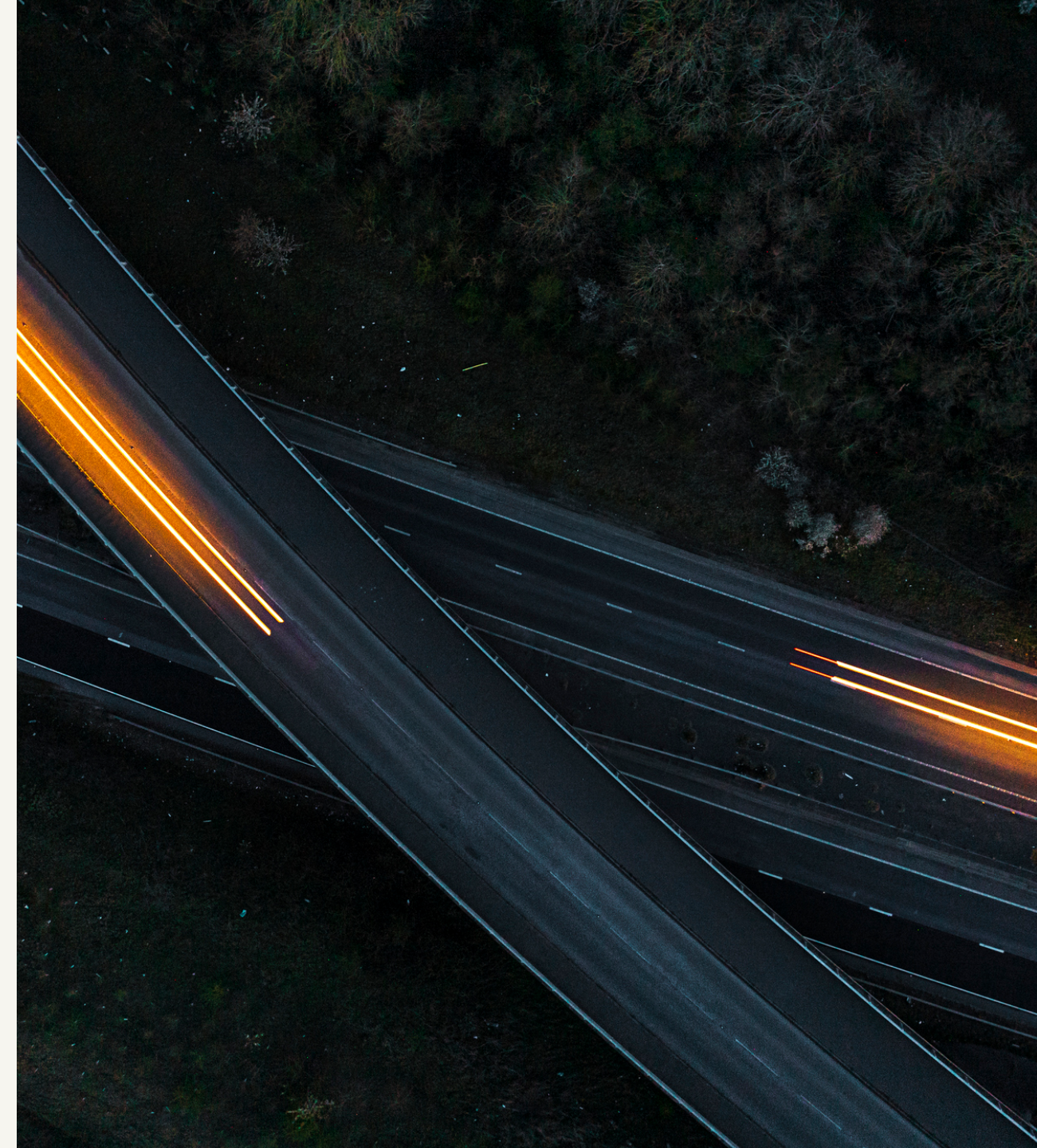
# Table of contents

## **Market overview**

- We are Market
- Market at a glance
- What sets us apart
- Company responsibility
- Market's place in the industry
- Insurance leadership
- Claims leadership
- Market Specialty

## **Market Specialty product and service offerings**

- Product and industry vertical capabilities
- Risk Solution Services offerings
- Claims overview and capabilities
- Contact us



# We are Markel

Markel is a global specialty insurance provider with a truly people-first approach.



## **We're committed to helping you meet your insurance coverage needs.**

We have the tools, knowledge and experience to offer you unique solutions across a wide variety of risks. But it's our people and the relationships we develop with colleagues, brokers and clients that makes us so unique.

## **Power of the platform**

Markel has assembled one of the broadest array of tools in the industry – insurance, reinsurance, fronting and insurance linked securities – to address our clients' most complex risk management needs.

# Markel at a glance

5,000+

Markel Insurance employees at the end of 2023

64

Insurance offices in 17 countries

262

Updated F500 ranking as of 2024

\$55b

Markel Group's total assets as of December 31, 2023



# What sets us apart

At Markel, we believe what we do really matters.

And that every one of us has the power to make a difference.  
To us, insurance is more than a piece of paper.  
It's a promise to help people get back on their feet.  
It's a commitment that gives people the courage to take chances.  
And in uncertain times, it's the fuel that moves the world forward.

Since the very start, we've used our ingenuity to insure risks that others can't.  
Finding smart solutions to complex problems, so people can live their lives and seize opportunities.

Our style is about focusing on people's needs, not just words on a page.  
It's about building relationships and connecting as humans.  
And ultimately, it's about being there for people when they need us most.

In our eyes, our journey is just beginning.  
Together, we're building a business that supports more people, in more places.  
But unlike our peers, we'll never lose our people-first focus as we grow.  
Because you will always be what makes Markel special.  
And what continues to power this business forward.

# Company responsibility

Good citizenship is the Markel Style.

In keeping with our people-first emphasis, Markel has a commitment to responsible, sustainable company citizenship that supports the long-term development of Markel as the leading global specialty insurer. Our dedication to this approach consistently reflects the guidance of our company compass, the Markel Style. From our people to our communities to our environment, we take this commitment seriously.



# Markel's place in the industry



#262

on Fortune 500  
(June 2024)



Ward's top 50

performing P&C insurers  
(August 2024)



#22

US P&C insurers  
(NAIC, March 2024)



#24

on AM Best's top 75 US and Canada  
public insurers by revenue (July 2024)



#33

on AM Best's top 75 US and Canada  
public insurers by assets (July 2024)



#4

S&P Global Market Intelligence top 25  
US E&S underwriters (May 2024)



#38

S&P Global Market Intelligence top 50  
world P&C insurers (October 2024)



# Markel Insurance leadership



**Jeremy Noble**  
President, Markel



**Bryan Sanders**  
Chairman, Markel  
Specialty



**Alex Martin**  
President, Markel  
Specialty



**Meredith Albright**  
Chief Financial Officer



**Jamie Carsey**  
Chief Claims Officer



**Glenn Harris**  
Managing Executive,  
Global Distribution  
Strategies and  
Business Development



**Jim Hinchley**  
Chief Retail Officer



**Wendy Houser**  
Chief Wholesale Officer



**Guenter Kryszon**  
Chief Underwriting  
Officer



**Jeff Lamb**  
Executive Director,  
Programs and Alliances



**Ryan Oosterheert**  
Chief Operations  
Officer



**Scott Whitehead**  
Managing Director,  
Insurtech Underwriting



**Jessica Williams**  
Senior Director, HR  
Business Partner

# Markel Claims leadership



**Jamie Carsey**  
Chief Claims Officer



**Richie Henry**  
Senior Managing  
Director, Claims  
Administration



**Adriana Belli**  
Managing Director,  
Claims



**Steve Nelson**  
Senior Director, Claims



**Melisa Thompson**  
Managing Director,  
Claims



**Jaclyn Tiger**  
Senior Director, Claims



**Margot Green**  
Managing Director,  
Claims



**Kerry Conners**  
Managing Director,  
Reinsurance Claims

# Markel Specialty product leadership

## Casualty

## Personal lines

## Professional liability

## Property and marine

## Small commercial

## Surety



**Jennifer Devereaux**  
Executive Underwriting Officer,  
Casualty



**Jeff May**  
Executive Underwriting Officer,  
Personal Lines



**Sal Pollaro**  
Executive Underwriting Officer,  
Professional



**Jon Hahn**  
Executive Underwriting Officer,  
Property



**Mark Schauss**  
Executive Underwriting Officer,  
Small Commercial



**Michael Keimig**  
President and CEO,  
Surety

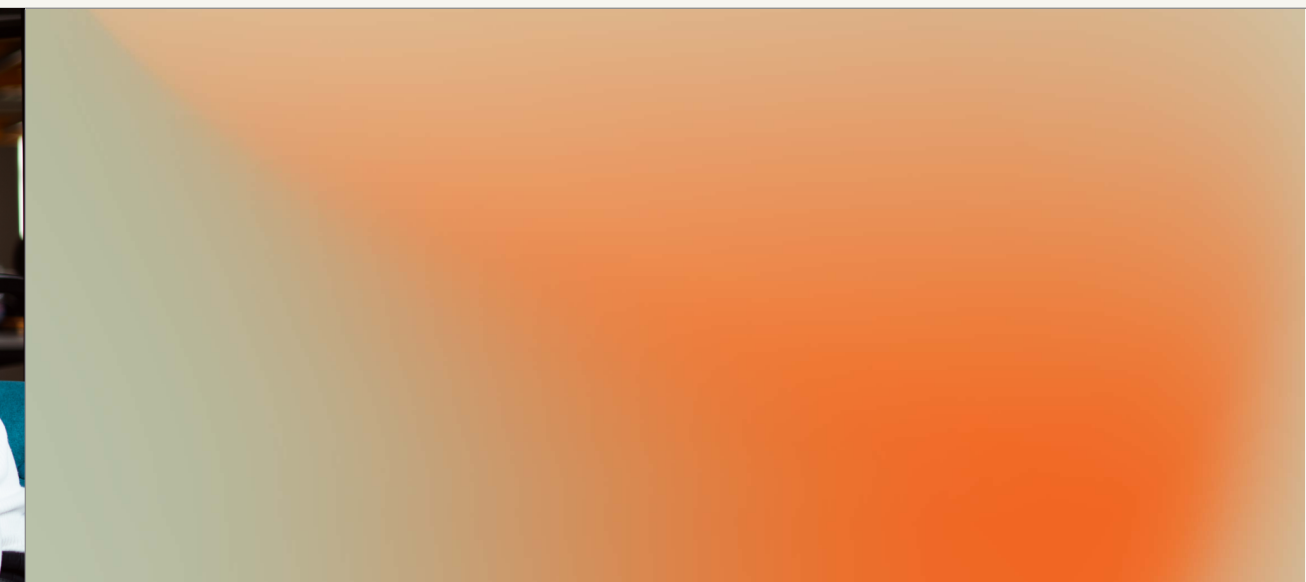
# Market Specialty

From simple to complex, we understand the risks you face—that's our specialty.



We constantly push the boundaries to provide our customers with new and creative insurance solutions in ways that others can't. From our employees to our agents and brokers to our customers, we never lose sight of what's most important—putting people first. We approach our business by building trust through honesty and fairness in our dealings and forging meaningful relationships that last far beyond a transaction. We are passionate about what we do because we believe that what we do really matters.

Our name reflects our passion for being specialists at what we do. Our teams are specialists in their field, focused on providing insurance for customers in unique ways for unique needs.







# Market Specialty product and service capabilities



## Product capabilities

From Main Street to Wall Street, we provide insurance solutions for people and businesses of all shapes and sizes. We understand not all risks fit in a box. We're passionate about our business because what we do goes beyond a piece of paper. We focus on building lasting partnerships to provide solutions that serve more people in more places.



150+ products in  
multiple industry  
segments



Availability in 50  
states



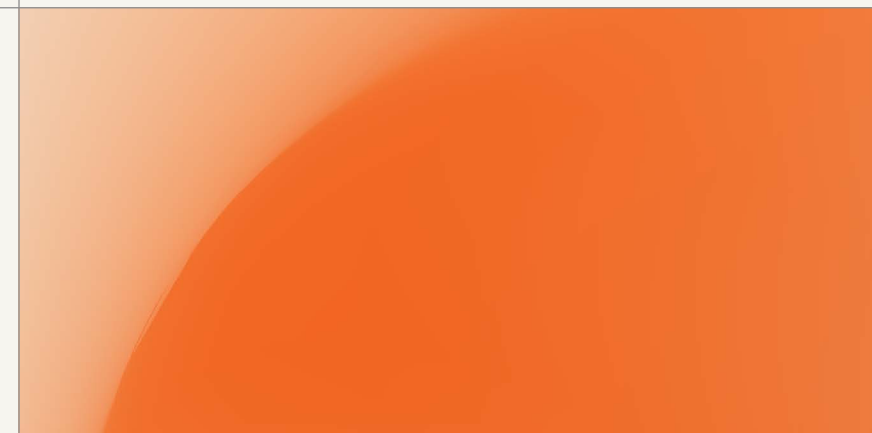
Admitted and non-  
admitted solutions



ISO and proprietary  
forms



Customer-centric  
approach



# Product capabilities

Markel offers over 150 insurance products across multiple industry segments and distribution channels, both domestically and globally.

[Click here](#) for more information on our products and offerings.



- Primary general liability
- Workers compensation
- Excess and umbrella/lead umbrella
- Environmental and energy
- Life sciences
- Healthcare
- Management liability
- Financial institutions
- Professional services firms/miscellaneous E&O
- Cyber liability/information technology E&O
- Property
- Inland marine
- Ocean marine and cargo
- Railroad
- Specialty packages
- Terrorism
- Active assailant
- Trade credit and political risk
- Personal lines
- Surety

# Industry vertical capabilities

Markel has deep knowledge and experience across many industry segments and product line offerings from a coverage, risk engineering/loss control and claims standpoint, and we are constantly innovating our product and service offerings. We understand risks and exposures unique to various industry segments, and we work hard to craft solutions to address them.



[Click here](#) to learn more about our capabilities within our industry verticals.



# Risk Solution Services | Dedicated loss control

Risk Solution Services (RSS) is designed to serve as your partner in navigating the maze of existing and potential risks to your business. We strive to actively engage with you from the development of customized service plans to providing clear and easy-to-use self-guided resources. Our experienced and qualified specialists are available to help you meet your risk challenges with a broad offering of risk management solutions.

Visit [markel.com/us/risk-solution-services](https://markel.com/us/risk-solution-services) to learn more.



**Markel provides customized solutions tailored to our customers' needs.**

## Assess



- Evaluate exposures and existing controls
- Noise sampling, air quality testing and other Industrial Hygiene (IH) services
- Claim reviews to identify loss trends
- Policy and procedure review
- Subcontractor agreement review
- Environmental Site Assessment (ESA) reviews

## Mitigate



- Risk improvement recommendations
- Customized service plans
- Hazard Analysis and Critical Control Point (HACCP) program support
- Emergency response and disaster recovery guidance
- Access to products and services at a negotiated rate

## Educate



- Risk management training resources
- Industry-specific resources and guides
- White papers
- Self-audit guides and checklists
- Sample written programs
- Newsletters
- Safety videos
- Webinars

# Claims overview and capabilities

Our claims team focuses on timely, productive interactions with production partners, claimants, insureds and other impacted stakeholders throughout the claims process. We combine experience and dedicated customer service aimed to achieve the best possible resolution.

At Markel, our goal is to build one of the world's great companies. We strive to do this in a number of ways, but specialization is key to our success. We partner closely with our underwriters and each of our claims teams are highly specialized.

## By the numbers



**600+**

Claims employees



**61**

NPS score (ranking well above satisfactory)



**68,108**

Claims closed in 2023



**\$2b**

Paid in indemnity

# Contact Market Specialty

## Retail leadership

### Chief Retail Officer

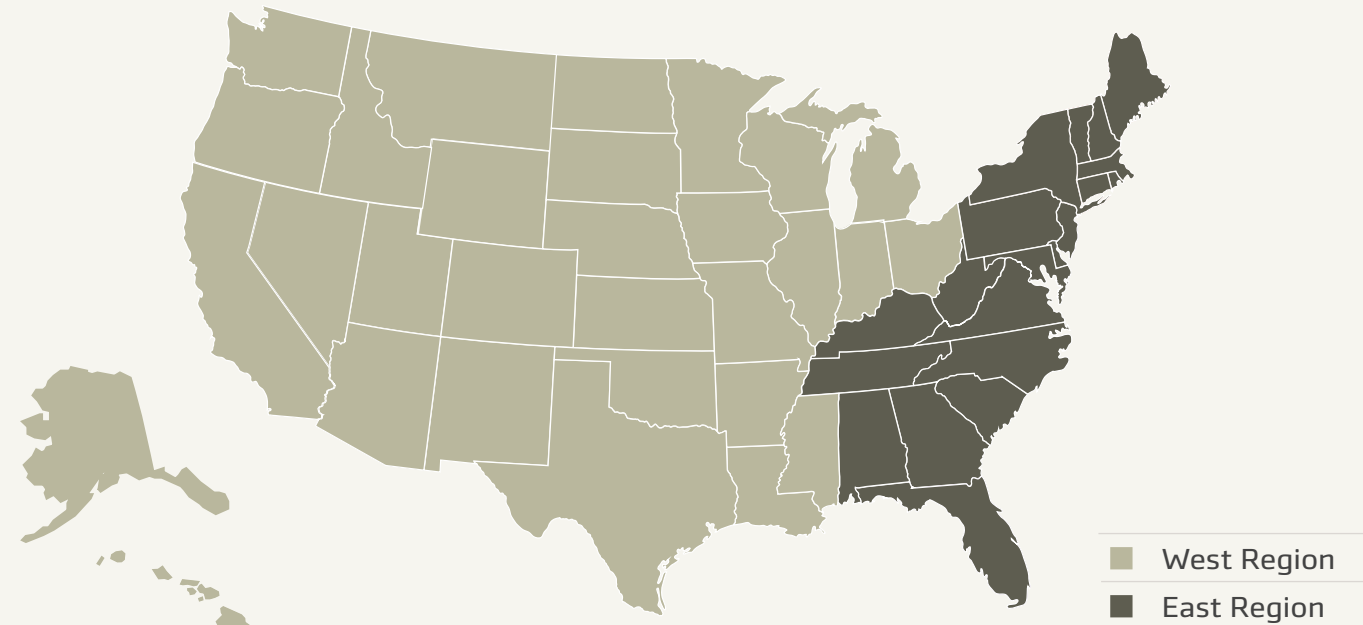


Jim Hinchley  
[james.hinchley@markel.com](mailto:james.hinchley@markel.com)  
+1.617.960.9610  
Boston, MA

### Sr. Director, Retail Business Development



Chris Belvedere  
[christopher.belvedere@markel.com](mailto:christopher.belvedere@markel.com)  
+1.646.632.4141  
New York, NY



### Retail Regional President, West



Matt Huels  
[matthew.huels@markel.com](mailto:matthew.huels@markel.com)  
+1.312.258.3360  
Chicago, IL

### Retail Regional President, East



Alison Burgess  
[alison.burgess@markel.com](mailto:alison.burgess@markel.com)  
+1.732.391.8924  
Red Bank, NJ

## Wholesale leadership

### Chief Wholesale Officer, Markel Specialty





Wendy Houser  
[wendy.houser@markel.com](mailto:wendy.houser@markel.com)  
+1.469.241.3415  
Plano, TX


### Managing Director, Wholesale Business Development





Mallorie Harper  
[mallorie.harper@markel.com](mailto:mallorie.harper@markel.com)  
+1.212.898.6673


**WEST REGION**  
  
Brian Gray  
Regional President  
+1.818.227.8111  
[brian.gray@markel.com](mailto:brian.gray@markel.com)

**MIDWEST REGION**  
  
Mimi Fiske  
Regional President  
+1.312.258.3375  
[mimi.fiske@markel.com](mailto:mimi.fiske@markel.com)

**NORTHEAST REGION**  
  
Tim Pasik  
Regional President  
+1.212.898.6673  
[tim.pasik@markel.com](mailto:tim.pasik@markel.com)

**MID-ATLANTIC REGION**  
  
Hollis Zyglocke  
Regional President  
+1.804.955.1851  
[hollis.zyglocke@markel.com](mailto:hollis.zyglocke@markel.com)

**SOUTHEAST REGION**  
  
Steve Girard  
Regional President  
+1.804.565.1979  
[steve.girard@markel.com](mailto:steve.girard@markel.com)

**MID SOUTH REGION**  
  
Dan Kennedy  
Regional President  
+1.804.217.8820  
[dan.kennedy@markel.com](mailto:dan.kennedy@markel.com)



Markel Group Inc. is a publicly-traded financial holding company. Coverage is underwritten by one or more insurance company subsidiaries of Markel and policyholder services are provided by the underwriting manager, Markel Service, Incorporated, national producer license # 27585, in California dba Markel Insurance Services license # 0645481. Certain products and services are provided through various non-admitted insurance company subsidiaries of Markel and are offered through licensed surplus lines brokers or through Markel West, Inc. dba Markel West Insurance Services California, license # OD95581. Markel Service, Incorporated's business division, Markel Specialty, offers both commercial and personal lines products. Markel® is a registered trademark of Markel Group Inc. This information is provided for informational purposes only. Markel does not assume any obligation to update this publication as a result of new information, developments, or otherwise. Furthermore, Markel does not assume any liability to any person or organization for loss of damage caused by or resulting from any reliance placed on this content. Markel Specialty is a business division of Markel Service, Incorporated.

© 2024 Markel Service, Incorporated. All rights reserved.

**markel.com**

December 2024