

PEN CLAIMS TEAM

Contact Information



CLAIMS RELATIONSHIP

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Rebecca Taylor	Claims Relationship Manager	(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

CLAIMS MANAGERS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Mark Browne	Claims Manager - High Haz	(01372) 869 757	Mark_Browne@penunderwriting.com	Allie Williamson
Matt Hope	Claims Manager - Commercial	(07708) 483 766	Matt_Hope@penunderwriting.com	Rebecca Taylor
Robin Cundall	Claims Manager - Financial Lines	07553 415 052	Robin_Cundall@penunderwriting.com	Jordan Stokes
Thomas Matthewman	Claims Manager - Financial Lines and Recruitment	(020) 3040 6551	Thomas_Matthewman1@penunderwriting.com	Robin Cundall

COMMERCIAL PROPERTY HANDLERS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Hunt Group	Team Contact Line	(03330) 107 190 (Opt. 1)	N/A	
Sophie Ward	Operational Team Leader - Property	(0161) 920 0166	Sophie_Ward@penunderwriting.com	Anna Mansourpour
Anna Mansourpour	Technical Team Leader - Property	(0161) 920 0062	Anna_Mansourpour@penunderwriting.com	Sophie Ward
Danny Stafford	Senior Claims Handler - Property	(0161) 259 7628	Danny_Stafford@penunderwriting.com	Anna Mansourpour
Claire Simcox	Claims Handler - Property	(0161) 920 0162	Claire_Simcox@penunderwriting.com	Aidy Gerrard
Emily Harris	Claims Handler - Property	(0161) 529 1340	Emily_Harris1@penunderwriting.com	Adam Law
Matthew Mulford	Claims Handler - Property	(0161) 259 7617	Matthew_Mulford@penunderwriting.com	Sophie Ward
Mohammad Qadar	Claims Handler - Property	(0161) 259 7601	Mohammad_Qadar@penunderwriting.com	Lisa Lamport
Aidy Gerrard	Claims Handler - Property	(0161) 920 5999	Aidy_Gerrard@penunderwriting.com	Claire Simcox
Adam Law	Claims Handler - Property	(0161) 920 0154	Adam_law@penunderwriting.com	Emily Harris
Lisa Lamport	Claims Handler - Property	0142 047 0519	Lisa_Lamport1@penunderwriting.com	Mohammad Qadar
Adam Barnes	Property Contractor - GHG	(0161) 259 7632	Adam_Barnes@penunderwriting.com	Adam Law
Paul Hodgkiss	Property Contractor - Quadra	TBC	Paul_Hodgkiss@penunderwriting.com	Emily Harris
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

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 Leader - Liability	(0161) 920 0007	Chris_Hoyle@penunderwriting.com	Simon Jenkinson
Simon Jenkinson	Technical Team Leader - 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	Penny Rothwell-Mason
Lucas Spyrou	Casualty Claims Handler	(0161) 920 0050	Lucas_Spyrou@penunderwriting.com	Tina Noden
Jennifer Reynolds	Liability Contractor - Kennedys	(0161) 920 0159	Jennifer_Reynolds@penunderwriting.com	Evie Ridd
Penny Rothwell-Mason	Liability Contractor - DWF	(0161) 920 0182	Penny_RothwellMason@penunderwriting.com	Mark Exley
Sam Todd	Liability Contractor - BLM	(0161) 920 0163	Sam_Todd@penunderwriting.com	Amiee Lyons
Amiee Lyons	Casualty Claims Handler	(0161) 529 2309	Amiee_Lyons@penunderwriting.com	Sam Todd
Evie Ridd	Liability Contractor - Kennedys	(0161) 259 7616	Evie_Ridd@penunderwriting.com	Jennifer Reynolds
Tina Noden	Casualty Claims Handler	(0161) 259 7620	Tina_Noden@penunderwriting.com	Lucas Spyrou

HIGH HAZ - UK MOTOR HANDLERS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
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
Mark Senior	Claims Handler	(01372) 869719	Mark_senior@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
Hayley Allison	Claims Handler	(01372) 869744	Hayley_Allison@penundewriting.com	Simon Eells
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



RECRUITMENT

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Halima Ali	Driver's Negligence Contractor	07341637571	Halima_Ali@penunderwriting.com	Richard Bishop
Richard Bishop	Casualty Claims Handler	0161 920 0156	Richard_Bishop@penunderwriting.com	Chris Hoyle

FINANCIAL LINES HANDLERS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Jordan Stokes	Senior Claims Handler (technical lead)	07376125112	Jordan_Stokes@penunderwriting.com	Robin Cundall/Sasha King
Bikram Virk	Senior Claims Handler (operations lead)	07557971413	Bikram_Virk1@penunderwriting.com	Matt Driscoll
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	Halima Ali
Rory Macaskill	Claims Handler	07894 887130	Rory_Macaskill@penunderwriting.com	Suria Aujla
Sasha King	Claims Handler	07376 612 883	Sasha_King@penunderwriting.com	Jordan Stokes/Robin Cundall
Halima Ali	Claims Handler	07341 637571	Halima_Ali@penunderwriting.com	Jonathan Henney
Kelly Hockley	Claims Handler	07496 761689	Kelly_Hockley@penunderwriting.com	Jonathan Henney

PTARMIGAN

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
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INTERNATIONAL CONTRACTORS & EQUIPMENT

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Matt Driscoll	Senior Claims Handler - FSCS Claims & International Contractors	(020) 7877 6013	Matt_Driscoll@penunderwriting.com	Robin Cundall

DELEGATED HOUSEHOLD & E-SOLUTIONS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Alex Tinsley	Head of Technical Claims	(07770) 632 267	Alex_Tinsley@penunderwriting.com	Dawne Chandler
Dawne Chandler	Head of Supply Chain	(07920) 714293	Dawne_Chandler@penunderwriting.com	Alex Tinsley
KC Giovanni	Technial Claims Manager	(07707) 284150	KC_Giovanni@penunderwriting.com	Seb Bloxsome
Alexandra Greaves	Senior Claims Consultant	(07395) 881995	Alexandra_Greaves@penunderwriting.com	Dawne Chandler
Dameon Brown	Technical Claims Consultant	(07902) 112361	Dameon_Brown@penunderwriting.com	KC Giovanni
Seb Bloxsome	Property Contractor - GHG	(07923) 137341	Sebastian_Bloxsome@penunderwriting.com	KC Giovanni
Melissa Connelly	Property Contractor - GHG	(07510) 930666	Melissa_Connelly@penunderwriting.com	KC Giovanni
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	Samuel Brown
Danielle Bould	Property Contractor - GHG	0161 529 1400	Danielle_Bould@penunderwriting.com	Alison Taylor
Samuel Brown	Property Contractor - GHG	0161 529 1400	Samuel_Brown@penunderwriting.com	Sarah Pomfret
Melissa Swindells	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

CLAIMS OPERATIONS

NAME	POSITION	CONTACT NUMBER	EMAIL ADDRESS	BUDDY SYSTEM
Steve Bushby	Claims Operations Manager	(07729) 441 525	Steve_Bushby@penunderwriting.com	Billy Hinken
Julie Wakefield	Claims Compliance Manager	(07584) 500496	Julie_Wakefield@penunderwriting.com	Mark Browne
Tricia Blair	Casualty Claims Handler	(0161) 259 7630	Tricia_Blair@penunderwriting.com	Steve Bushby
David Cluff	Claims & MI Team Leader	(01245) 772 519	David_Cluff@penunderwriting.com	Steve Bushby
Nicola Dale	Claims Technician	(01245) 772 509	Nicola_Dale@penunderwriting.com	David Cluff
Janet Riding	Claims Operations Assistant - Commercial (Real Estate)	(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

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 Supply Chain	(07920) 714 293	Dawne_Chandler@penunderwriting.com	Alex Tinsley



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
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 Emma.Murray@davies-group.com Sarah.Pomfret@davies-group.com	07841 673173 07788 390162 07770 175440 01772 348 857
Sedgwick (Cardiff) (Simply Business)		Contact Details/Escalation	Rachel.Rees@uk.sedgwick.com	07796 620702

AFFINITY /DELEGATED HOUSEHOLD

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 Emma.Murray@davies-group.com Sarah.Pomfret@davies-group.com	07841 673 173 07788 390 162 07770 175 440 01772 348 857
Davies Group (Preston) (x Direct Group)	General Claims Inbox	This inbox is used for all incoming claims correspondence	PrestonClaims@davies-group.com	
Davies Managed Systems (Stoke)		Contact Details/Escalation	Russell.Crewe@davies-group.com Laura.Harvey@davies-group.com Amelia.Wood@davies-group.com Andrew.Marsden@davies-group.com	07841 673 173 TBC 01782 980 962 07584 213 111
Davies Managed Systems (Stoke)	General Claims Inbox	This inbox is used for all incoming claims correspondence	Workflow@davies-group.com	
Advent		Contact Details/Escalation	Sharonl@adventinsurance.co.uk	01242 674674
County		Contact Details/Escalation	David@county-insurance.co.uk	01865 844995
Intasure		Contact Details/Escalation	Jen_Rattray@ajg.com	TBC
Vasek		Contact Details/Escalation	Darren.Smith@pbclaims.co.uk	07944 187455
Aston Lark		Contact Details/Escalation	Hannah.Steggle@astonlark.com	0208 557 2353
Stackhouse		Contact Details/Escalation	Sarah_Rutherford@ajg.com	01482 407487
Highhouse		Contact Details/Escalation	Neilkimber@highhouseinsurance.com	01243 606552
Bell (run-off)		Contact Details/Escalation	Mark.Richards@cbcinsurance.co.uk	0207 265 5644
Sedgwick (Dublin) (OBF)		Contact Details/Escalation	Denise.Kelly@ie.sedgwick.com	00353 1 2611455
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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