LINDA FIORENZI

8481 Jefferson Highway
Minneapolis, MN 55369-4588
Telephone: (763) 488-3700   Fax: (763) 488-3704
Email: LFiorenzi@Altair-USA.net
Website: www.Altair-USA.net

Professional Profile

Claim professional with thirty-two years of experience in the insurance industry. Experienced in all lines of claims, with emphasis on automobile, property, general liability and professional liability matters.

Employment Chronology

Altair Associates, Inc.   *October, 2007 / Present*
Minneapolis, Minnesota

Senior Claim Analyst
- Senior Claim Analyst for an insurance and reinsurance services firm.
- Performs general liability, property, automobile, workers' compensation and professional liability claim audits in North American for reinsurance and coverholder clients.
- Managed client internal and external claim reserve studies.
- Analyzed claim status and values for commutation considerations.
- Determined the appropriateness of third party administrative relationships.

St. Paul Travelers   *April, 2004 / October, 2007*
St. Paul, Minnesota

Director, Liability Major Case
- Responsible for resolution of high exposure medical malpractice claims.
- Received reassignment of files from Kentucky, West Virginia, Nebraska, Iowa, Montana, South Dakota, North Dakota, Minnesota, Michigan, Texas, Louisiana, Missouri and Illinois for claims handling through resolution. (caseload of approximately 110 files with reserve total of $38,000,000).
- Responsible for NPDB, Medicare and HIPPA processes, requirements, a resource for field offices and personnel and work with Compliance Department on each of these issues. Manage NPDB audits when required.
- Account Manager for large self insured retention hospital accounts and complete yearly audits of same.
- Supervise all nursing home cases in the country (approx 100 cases).

St. Paul Fire and Marine   *January, 2000 / April, 2004*
St. Paul, Minnesota

Corporate Claim Manager
  - Oversight of claims with exposure in excess of $1,000,000.

  - Worked with Regional Assistant Vice President in each region in developing areas of improvement and compliance with company requirements.

St. Paul Fire and Marine   *February, 1998 / January, 2000*
St. Paul, Minnesota

Claim File Analyst
  - Quantify the amount of potential economic loss when failures to comply with best practices is found.
  - Provide education to the field staff when requested in claim handling procedures, keeping Best Practices in mind.

St. Paul Fire and Marine   *October, 1992 / February, 1998*
Portland, Maine

Unit Claim Manager
  - Supervise approximately 1,000 plus claim files with total reserves of approximately $50,000,000 and include high exposure medical malpractice cases, general liability, other professional liability, E & O, D & O, property and automobile. Responsibility for Maine, New Hampshire, Vermont, Rhode Island and Eastern Massachusetts.

St. Paul Fire and Marine   *December, 1988 / October, 1992*
Ft. Lauderdale, Florida

Claim Supervisor
  - Supervised liability unit of four claim representatives (approx. 900 files). Claims included medical malpractice, general and premises liability, auto, other professional liability, E & O and D & O.

St. Paul Fire and Marine   *January, 1988 / December, 1988*
Ft. Lauderdale, Florida

Senior Claim Representative
  - Investigated, evaluated and negotiated the resolution of high exposure liability cases with a major emphasis on medical malpractice.

St. Paul Fire and Marine   *May, 1984 / January, 1988*
Ft. Lauderdale, Florida

<u>Claim Representative</u>
- All lines claim handling, extensive in medical malpractice.
- Claim Service Technician (Inside Adjuster)   1982 – 1984
- Claim Clerk   1980 – 1982
- Medical Technician   1969 – 1977

Educational Qualifications

Graduated from Broward Community College, Ft. Lauderdale, FL in 1981 with an Associate
Degree in Criminal Justice

Professional & Civic Involvement

- CCLA 1988
- CPLA 1989
- SCLA 1991
- Claim Basic Training
- Litigation Management
- Multiple other seminars, projects
- Cerebral Palsy Seminars
- Heart Attack/Cancer Seminar
- General Medical Malpractice Seminar
- WC / Liability Seminar
- Negotiation Seminars