

# Insurance

## BUSINESS AMERICA

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# SPECIALIST BROKERS 2018

**Looking for specialty coverage?  
Start with these 59 wholesale brokers  
who consistently go above and beyond**



### **THE NEXT WAVE OF TECH**

How AI, Big Data and more could shape the industry in 2018

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Who won big at the first-ever *Insurance Business America* Awards?

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Expert tips on navigating this increasingly complex space

## SPECIAL REPORT

# TOP SPECIALIST BROKERS 2018

**These 59 brokers have taken their business to the next level by focusing on the industry's unique, hard-to-place and specialized risks**

**A RETAIL** broker's best partner when it comes to finding coverage for unique and varied industries, specialist wholesale brokers possess the knowledge and expertise needed to cover every risk and exposure. To find out which wholesale partners consistently go above and beyond, *IBA* asked retail brokers to name the best specialist brokers working in today's insurance industry.

From environmental brokers navigating changing markets and construction specialists learning to adapt to changing carrier appetites, to those specializing in even the most niche sectors (including e-cigarettes and forest products), the 59 wholesale brokers on the following pages stand out from the crowd thanks to their incredible service.

Together, they explain the challenges of working in their distinctive arenas and how they developed a passion for the niches they have come to build their careers around.

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**LARGE, HARD-TO-PLACE CASUALTY**

## ROGER WARE

President and CEO  
**GENESEE GENERAL**

As president and CEO of Genesee General, Roger Ware has grown the firm from a small MGA with \$3.5 million in annual premium in 1998 to a national firm with MGA and wholesale writings in excess of \$130 million in annualized premium. Today, Genesee writes a broad array of coverage, focusing on the E&S commercial segment, and has been named a Five-Star Wholesale Partner by IBA for the past two years.

Ware started his career as a commercial underwriter at Fireman's Fund before going on to focus on large casualty products for several carriers, including a stint as regional vice president of Crum & Forster's Atlanta region. Ware has served on the board of the American Association of Managing General Agents and was the association's president in 2015.



**CASUALTY**

## GARY GRINDLE

Executive vice president  
**AMWINS BROKERAGE OF NEW ENGLAND**

Gary Grindle has spent more than 30 years working on both the carrier and brokerage sides of insurance, handling both domestic and international casualty placements. As executive vice president at AmWINS Brokerage of New England, Grindle provides wholesale brokerage services to retail clients throughout the US. He specializes in writing hard-to-place construction, manufacturing, hospitality, transportation, multinational, sports and industrial E&S accounts.

When it comes to his day-to-day challenges, Grindle says that "incomplete submissions are always my biggest challenge, particularly given the generally difficult nature of the risks that we see. Obtaining quality and complete information in order to provide professional and complete submissions to our carrier partners is always the goal. We want to be sure our submissions tell a compelling story and will always go to the top of the underwriting pile."

Before joining AmWINS, Grindle held roles at Colemont Insurance Brokers, Guiford Specialty Group, Citigroup, Travelers and more. Outside of AmWINS, he serves on AIG's Wholesale Broker Advisory Board.

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**COMMERCIAL**

**NICOLE LOVEN**

Commercial underwriter

**MONARCH E&S INSURANCE SERVICES**

Nicole Loven has been part of the Monarch E&S Insurance Services family for 25 years, starting out as a file clerk before making

her way to her current position of commercial underwriter. "Being an underwriter with Monarch has been a rewarding experience," Loven says. "It is always challenging to place the unusual risks in the surplus lines market, and I enjoy getting to interface both with the companies and the retail agents. I seem to have a great rapport with both and look forward to many more years in this challenging position."





**E-CIGARETTES**

**JENNY O'BRIEN**

Executive vice president and branch manager  
**USG INSURANCE SERVICES**

In just five years at USG Insurance Services, Jenny O'Brien has quickly become one of the company's top producers, holding the title of number-one producer for the past two years. One of

IBA's Elite Women in 2017, O'Brien works to develop USG's California territory and was recently named branch manager of USG's Irvine, California, office.

By developing her agency base, O'Brien has been able to build and maintain a \$3 million book of business in the e-cigarette and vape store niche over the past three years. She was also instrumental in developing USG's e-cigarette program, which will launch in early 2018.



**PROFESSIONAL LIABILITY**

**WAYNE BERNSTEIN**

Director, professional lines  
**MONARCH E&S INSURANCE SERVICES**

For more than three decades, Wayne Bernstein has served the insurance industry from both the retail and wholesale sides of the business. For the last 18 years, he has worked exclusively in professional and executive liability. He has authored several articles on a variety of professional liability subjects and has appeared as a guest speaker at industry association events.

After co-founding a Los Angeles-based wholesaler and serving as its managing director, Bernstein joined Monarch E&S Insurance Services, a division of Specialty Program Solutions, as director of professional lines, where he implemented and built a dedicated professional lines department.

For Bernstein, the biggest challenge in professional liability is "representing the same companies that have a multiple distribution presence – that is, working with retailers, wholesalers and the general public on various platforms."



**WORKERS' COMPENSATION**

**NATHAN JACKSON**

Producer/broker  
**AAU: ALLIED AMERICAN UNDERWRITERS**

Nathan Jackson's biggest challenge in the workers' compensation arena is the same thing that keeps his job exciting: keeping up with all the market shifts and carrier appetites in an area where changes happen almost weekly.

Originally hoping to become a nuclear physicist, Jackson was prompted by an elective course at the University of Central Arkansas to change his major to actuarial science. After graduation, he immediately started working in the insurance industry an account manager for workers' compensation and has continued to grow his career from there. Today, with 10 years of experience under his belt, Jackson remains committed to the workers' comp industry and continues to relish the feeling of finding a home for hard-to-place business.



**COMMERCIAL UMBRELLA AND EXCESS**

**WILLIAM G. COTÉ**

Vice president  
**W. H. GREENE & ASSOCIATES**

Unlike many in the business, William Coté always planned to go into insurance. He started as an actuary more than 40 years ago, but he quickly discovered he liked people better than numbers and, after a brief stint as a life and health insurance agent, became a property & casualty underwriter. He developed an expertise in umbrella/excess liability and specialty lines insurance, which ultimately led him to join W. H. Greene & Associates shortly after its founding more than 30 years ago.

As the company's vice president, Coté helps to run three national umbrella/excess liability programs while also managing a book of brokerage business. In addition to training underwriters, his current projects include a comprehensive review of coverage forms for each carrier and analysis of loss trends.



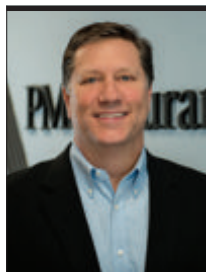
**AVIATION**

**SHAUN ROGERS**

Senior vice president,  
practice leader  
**RT SPECIALTY**

Shaun Rogers brings more than 28 years of aviation experience to the insurance sector. A retired Air Force pilot, Rogers has a deep understanding of operations, safety, risk management and maintenance development. After retiring from the Air Force, Rogers went to RT Specialty, where he created a viable and responsive aviation center of excellence for the company. Since Rogers joined RT, the company's aviation division has grown by 75% every year.

"The biggest challenge is the need to educate agents about aviation and instill within them the confidence to secure new aviation-related business," Rogers says. "Our market study has shown that most agencies have an untapped [aviation] revenue source related to existing clients of 5% to 7%, which has been passed off to aviation specialty brokers. Through education and support, we offer agents the ability to harvest this additional revenue while providing their clients the same quality service they are used to expecting."



**WORKERS' COMPENSATION**

**ANDREW SHAW**

Executive vice president  
and principal  
**PMC INSURANCE GROUP**

Boasting more than 25 years of risk management and insurance experience, Andrew Shaw has specialized in workers' compensation for the majority of his career. Prior to joining PMC Insurance Group, Shaw worked as a project manager for an environmental/risk management consulting firm and as a loss control representative for EBI Companies.

Since joining PMC, Shaw has become a member of the senior management team and has developed the company's pay-as-you-go premium payment platform. He has also been instrumental in creating programs to provide workers' comp solutions for the home healthcare and temporary staffing industries.

Shaw lists many challenges in the workers' compensation space, "from claims statutes and individual states' insurance rate policies to workforce demographics, the mobile workforce and marijuana in the workplace."

**CONSTRUCTION AND MANUFACTURING**

**LINDA STEPHENS**

Commercial underwriter/broker  
**MONARCH E&S INSURANCE SERVICES**

Linda Stephens began her insurance career 45 years ago at Aetna C&S, working as a file clerk before moving on to a variety of roles at major insurance carriers, where she has specialized in construction- and manufacturing-related insurance for the past 33 years. For the last eight years, Stephens has worked as a commercial underwriter in the Rancho Mirage, California, office of Monarch E&S Insurance Services, a division of SPG Insurance Solutions.

Stephens says her biggest challenge is finding the best insurance solutions for her retail partners' clients, which involves knowing which markets offer the best coverage for the best price and making sure retail brokers understand the difference. She prides herself in keeping her clients informed and providing the best service for their customers "I love meeting new challenges every day, no matter how hard the risk may be," she says. **IB**

**Stop, we're blushing.**

**Congrats to the Breckenridge team for earning multiple Insurance Business America honors!**

**Winner:** America's Best Wholesale Specialized Practice - Commercial Property

**Top Specialist Wholesale Brokers:**

**Michael J. Foley** - Construction Liability

**Shawn Hall, Sr.** - Workers' Compensation

**Victoria Dearing** - Professional Liability

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