



Collegiate  
CLAIMS

# Claims Management

2026

# Delivering Claims Insight since 1986



Founded in 1986, Collegiate Claims has built a reputation for market-leading Financial Lines claims management, acting for both Lloyd's syndicates and company insurers. In today's competitive market, Insurers and Insureds expect high quality and efficient claims handling. Collegiate provide a first class claims handling service specifically tailored to the needs of you and your insureds.

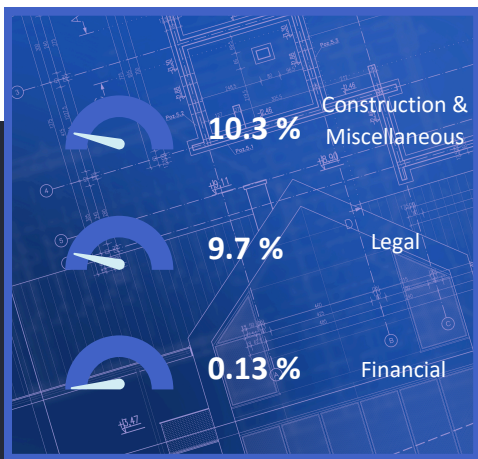
## Key Areas of Focus

Specialising in Professional Indemnity Insurance, we provide our Insurers with exceptional support in writing a profitable and sustainable account while delivering a first class claims experience to their Insureds. We provide tailored claims support for all traditional and emerging professions.

# Our Team

We have a team of 20 dedicated claims managers with a wealth of professional indemnity experience and knowledge. Our team is focused on offering high quality personal service from the date a problem is identified or when we are notified of a problem, through to claim resolution. We ensure that claims are allocated to an appropriate handler taking into account the specific needs of the Insured and the skills and experience of the handler.

## Collegiate in numbers



Panel instruction rates over last 10 years split between main profession groupings

**36**

Years trading

**7,100**

Average notification volume per year

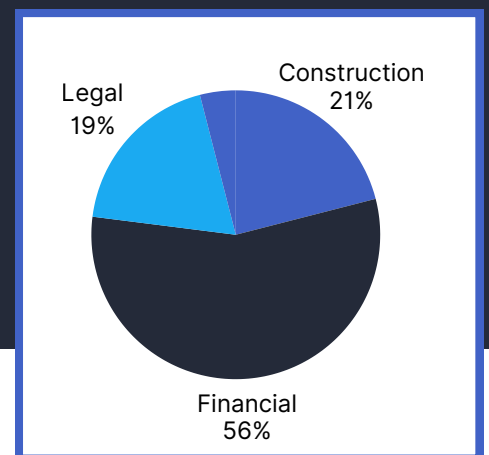
**174**

Years of cumulative PI claims handling experience

**20**

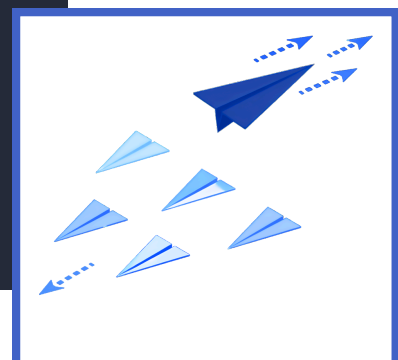
Claims managers

Split of Claims handled in the last 5 years



## Independence from any law firm

Unlike our competition, we are not owned by, or connected to, any law firm. We are not motivated to generate legal instructions and are often able to assist your Insureds in concluding claims without the need for external legal input. Collegiate will work with your Insured to resolve claims fairly and efficiently. Should external legal input be needed, due to the experience and knowledge of our claims managers, we are comfortable challenging advice where needed and will ensure costs are appropriately incurred.



# Partnerships

We have been successful in building long-term relationships with our clients, the majority of which have been with us for over 10 years. Our industry knowledge and position in the market allows us to ensure that we are well placed to ensure that your underwriters are well informed and fully up to date.

As a result of our size and focus on professional indemnity insurance, each of our external clients are assigned a dedicated senior claims manager who will ensure that our service is tailored to your needs and requirements.



## Underwriting Insight

We pride ourselves on working collaboratively with both claims and underwriting to ensure that knowledge on both individual firms and profession wide issues are shared on a need to know basis. We are active members of the PI Forum and Professional Lines Claims Committees, which enables us to keep you updated on the latest developments and challenges the market faces, this combined with our excellent 'management information' gives our clients a competitive advantage when it comes to assessing their portfolios and their position in the market.



## Claims Portal

Our expert team is supported by a robust, innovative an intelligent IT base which is fully customisable. You will have access to a claims portal, allowing for claims reports to be viewed in real time, ensuring both underwriting and claims professionals have access to the most up-to- date information.

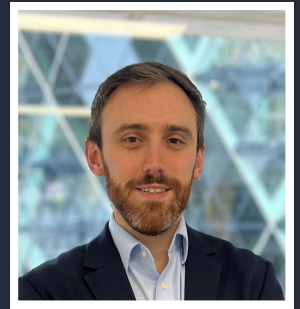
# Management Team

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## Alex Barry

CLAIMS DIRECTOR

Alex has overall responsibility for the claims department. He has over 16 years experience of dealing with claims against professionals and is a regular contributor to market initiatives. Alex first joined Collegiate after completing his Law degree in 2009. After four years of handling professional indemnity claims at Collegiate, he went on to work for a number of insurers and MGAs specialising in Financial Lines and Cyber insurance. Alex also has experience of dealing with claims arising out of the majority of European nations, as well as the USA and Canada. Alex returned to Collegiate in 2019 to take on the role of Claims Director.



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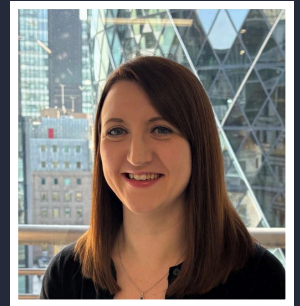
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## Amy Barnes

DEPUTY CLAIMS DIRECTOR

Amy graduated from the University of Warwick with a Second Class Honours (Division One) in Law in 2010, before completing her Bar Professional Training Course at BPP Law School in London. She was called to the Middle Temple Bar in 2011 having been awarded the Jules Thorn Scholarship. Amy joined Collegiate in July 2011 and is responsible for a diverse range of claims involving Management Liability and Professional Indemnity in respect of a wide variety of professions including IFAs, accountants, surveyors, letting agents, architects and solicitors.



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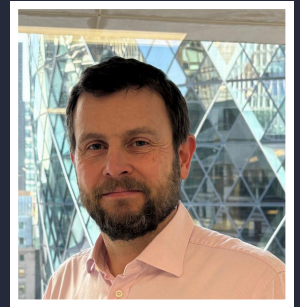
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## Mark Campbell

DEPUTY CLAIMS DIRECTOR

Mark began his career as a Financial Adviser with City Financial Partners Ltd and Friends Provident where he was responsible for advising a wide range of clients on existing and new policies as well as financial products. He joined Collegiate in 1998, dealing with Professional Indemnity Claims from IFAs and Insurance Brokers. Mark's background as an adviser and his 27 years subsequently concentrating on claims concerning FCA regulated professionals highlights his market leading experience.



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## Chris Gibbon

DEPUTY CLAIMS DIRECTOR

Chris graduated from the University of Lancaster in 2009 with Second Class Honours (Division One) in Philosophy and Politics. He then went on to complete the Graduate Diploma in Legal Studies at the University of Birmingham in July 2010. Chris joined Collegiate the same month as a Claims Handler dealing with range of Professional Indemnity claims.




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# Senior Team



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## Mark Bates

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### SENIOR CLAIMS MANAGER

Mark read law at the University of Luton and received a Hoffman Scholarship for International Jurisprudence and Human Rights in Strasbourg. Mark qualified as a Solicitor with Staffurth & Bray specialising in Civil Litigation before joining the Collegiate Claims team in February 2001. He is responsible for a diverse range of Professional Indemnity claims. Mark is also one of British Boxing Board of Controls Professional A Star Class Referees.



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## Rob Lewis

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### SENIOR CLAIMS MANAGER

Robert read law at the University of East Anglia. He qualified with Eversheds in September 2001 having gained experience in Commercial Law, Property and Commercial Litigation. During his time at Eversheds, Robert also gained in-house experience with Norwich Union. Robert joined Collegiate in March 2003 as a Claims Manager and is responsible for a wide range of Professional Indemnity claims.



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## Amy Amis

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### SENIOR CLAIMS MANAGER

Amy graduated from the University of Exeter with a Second Class Honours (Division One) in Law in 2012, before completing her Bar Professional Training Course at BPP Law School in London. She was called to the Bar by Lincoln's Inn in 2013. Amy joined Collegiate in August 2013 as a Claims Handler, focusing on a wide range of Professional Indemnity claims.

# Senior Team


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## Charlie McCraith

SENIOR CLAIMS MANAGER

Charlie is a Graduate Member of the Chartered Institute of Legal Executives. Charlie worked at an in-house law firm and then in private practice for 6 years before joining the professional indemnity sector – initially working for an insurer, before moving over to Collegiate. Charlie works on a range of Professional Indemnity Claims including those brought against IFAs and Construction professionals with a focus on claims brought against Solicitors.



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## Kate Atcherley

SENIOR CLAIMS MANAGER

Kate graduated from the University of Warwick in 2016 with a Second Class Honours (Division One) in Law. Kate joined Collegiate as a Claims Handler in October 2016, focusing on a wide range of Professional Indemnity claims.



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## Alice Turvey

CLAIMSPLUS MANAGER

Alice joined Collegiate in 2025 to manage the ClaimsPlus service. She is an experienced Solicitor, with expertise in the Professional Indemnity sphere dating back to 2011 (spanning private practice, TPA work, and also in-house claims – both seconded and permanent roles). Alice left private practice in 2023, having acted in the defence of a wide range of Professional Indemnity claims and also on various complex coverage disputes, and joins Collegiate from AIG. Her breadth of experience allows her to bring drafting and negotiation skills to the role, but also an appreciation of the nuts and bolts of insurance and the day-to-day requirements of both Insurers and their Insureds.



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