

Victoria S. Dickerson, CPCU, Senior Claims Analyst

North American Claims Group
Allied World Assurance Company (US) Inc
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Overview:

- 31 year claims professional with 27 years specializing in Defense Base Act (DBA) and international GL, AL, and workers' compensation exposures. Used to working with manuscript policies, voluntary coverages based on policy benefits, and federal jurisdictions including Jones Act, USL&H and DBA.
- 27 year relationship with Federal workers' compensation oversight group, U.S. Department of Labor. Helped design and implement mass reporting procedures for large accounts based on requests from this group in the early stages of the current conflict.
- Joined Allied World Assurance Company in 2017 to assist in oversight and account management for DBA and other international business.
- Joined Gallagher Bassett in 2012 to lead oversight and development of key requirements and relationships for Defense Base Act and other international business. Responsible for marketing, research and recommendations of systems changes, oversight of large losses, client liaison and other activities related to this niche business.
- As manager for AIU North America (AIG) from 2002 to 2010, balanced case loads and maintained customer service standards for FV accounts while accommodating tremendous growth spurt for DBA accounts. Expanded staff of 7 in 2004 to staff of 75 when I left in 2010. Implemented new process and procedures to evolve claims handling from a "one-off" method to a process designed to handle mono-line exposure (DBA) and large volumes. Helped adapt domestic claims system to accommodate roll-over of DBA book to an update and flexible system compatible with domestic services. Also helped implement "paperless system" for the DBA book of business. Moved from no vendor management to a panel for all major services, taking advantage of volume and existing contracts for same services in the domestic lines of business.
- As a claims examiner for AIU North America (AIG) from 1990 to 2002, handled front-line claims occurring outside of the USA (foreign voluntary exposure) for large energy and construction risks. Also handled multiple Defense Base Act accounts during Desert Storm and the Macedonia/Kosovo actions before going into management in 2002. In addition to determining jurisdiction and evaluating claims, responsible for handling losses "cradle to grave", including settling claims based on multiple jurisdictions and developing creative solutions for overseas exposures.

Employment:

Allied World Assurance Company – June 2017 to Present

Gallagher Bassett – August 2012 to June 2017

Independent Contractor – December 2010 to July 2012

AIU North America (AIG)

- June 1990 thru November 2010
- Assistant Vice President – 2008 – 2010
- Branch Manager – April 2002 thru 2008
- Claims Examiner – 1990 thru April 2002

Amerisure, Claims Examiner – May 1989 thru June 1990
TransAmerica/Chilton, Claims Examiner – November 1987 thru May 1989
Southwest Claims, Secretary/Adjuster – January 1986 thru November 1987

Education:

CPCU Designation 1998
B.S. Animal Science, University of Missouri, Columbia Missouri – May 1985
Linn County R-1 High School, Browning, Missouri, Salutatorian, Curators Scholarship – May 1981

Organizations:

Board of Directors, IIAD Staffing Services – IES, Dallas, Texas – Fiscal year 2011

Ladies' Auxiliary to the Veterans of Foreign Wars

- Lifetime Member, June 2006
- District President, May 2014 to May 2015
- District Sr. Vice President, May 2013 to Present
- District Jr. Vice President, August 2012 to May 2013
- Americanism Chairman and Patriotic Instructor, June 2016 to June 2017
- Department Chairman & Flag Bearer July 2012 to June 2013
- Auxiliary level Treasurer 2008 to present
- Auxiliary level Secretary 2006 to 2009

Honors & Speaking Engagements:

The 69th Annual Workers' Compensation Educational Conference (2014)

“Breakout on LHWCA, Jones Act and DBA”

Madison's Who's Who

- Lifetime Member 2010
- Platinum Edition 2011

International Who's Who of Professional Management – 1998 edition

Loyola USL&H Speaker – March 2008

US Chamber of Commerce Defense Base Act Seminar Speaker, Atlanta & Houston