



sedgwick

## Chief Claims Officer, Casualty

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### **K. MAX KOONCE**

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#### **Summary**

Mr. Koonce is the Chief Claims Officer, for Sedgwick's Casualty Division. In this role, Koonce is responsible for product development and innovation, industry analysis and thought leadership, best practices and compliance standards, legislative and regulatory relationships, and continued involvement in client programs for Sedgwick's U.S. workers' compensation and liability lines of business.

Prior to his current role, Koonce was the Managing Director responsible for Sedgwick's casualty retail business unit in which he oversaw program results and service execution across the company's retail customer base. This included use of innovation and technology to improve client outcomes and customer experience.

Prior to joining Sedgwick, Koonce was senior director of risk management for Walmart Stores, Inc., the nation's largest private sector employer. In this role, he managed the retailer's domestic property and casualty claims program. He simultaneously served as president of Claims Management, Inc., Walmart's wholly owned third party administrator.

An attorney by trade, Koonce was previously an administrative law judge for the Arkansas Workers' Compensation Commission and an appellate court justice for the Arkansas Court of Appeals. Koonce has served on various state self-insured association boards, as well as the National Council of Self Insurers (NCSI), and National Unemployment and Workers' Compensation (UWC). He continues to serve as a member of several local non-profit boards and industry risk management advisory boards.

Koonce earned his BBA degree in economics from Harding University and his JD degree from the University of Arkansas in Little Rock. He is licensed to practice law in the State of Arkansas and is a member of the American and Arkansas Bar Associations.