

YOUNG GUNS

Meet the young stars who are making waves in the Australian insurance industry

Welcome to the *Insurance Business* annual Young Guns report. We asked you to nominate young insurance professionals from the country's leading brokerages, insurers, underwriters and advisers who were already making a name for themselves within their own organisations and the wider insurance community. The result? An impressive list of rising stars aged 35 or under, all of whom are enthusiastically embracing insurance careers and are set to shape the future of Australia's insurance landscape. Want to find inspiration, faith and hope for the future of insurance? Look no further than our 2014 Young Guns, and find an industry well and truly in safe hands.



Vanessa Morton
General manager
and director
Gary Morton
Insurance Brokers

Vanessa Morton may only have been an insurance broker for three short years, but she is certainly no stranger to the

industry and has already made her mark. Commencing her career with Allianz in 2002, Morton rose to become national sales and development manager and was responsible for creating and implementing the now-infamous 'Blue Eagle' loyalty scheme.

Launching into insurance broking with her parents in 2011, she is currently busy with all aspects of growing a small but thriving Sydney brokerage, which has a turnover of \$5m and is growing at 10% a year. However, Morton's aspirations do not stop with her own business, for which she says she has "strong aspirations for growth and development". Current chair of NIBA's NSW Young Professionals Committee and a member since 2005, Morton's achievements have included developing NIBA's mentoring program in 2007, and she currently mentors one broker a year. She is also involved in Women on Boards and is developing her board capabilities.



Tim Cooper
Founder and CEO
Challenge Insurance Services

Entrepreneur Tim Cooper is not one to say no to an opportunity. When Elliott Australia Group CEO John Elliott gave him a chance to grow his own book of business and take it on as an AR, he grew the book by 270% over three years on his own, culminating in the launch of his own Challenge Insurance Services brand. With targets that include growing the business organically by 100% a year for the first three years,

Cooper is a champion of the power of effort, saying that great effort is given to everything the business does, and his results stem from this.

He also recognises the motivating power of being an entrepreneurship, with a model that will include empowering other young insurance professionals to take a stake in their own financial future by providing ownership opportunities, a move he says will replicate his own opportunities.

Recognised in the *Insurance Business* 2013 Top 30 Brokers list, and a former participant in QBE's leadership program for young insurance professionals, 'eQuip', Cooper has said that "being a broker isn't enough". Instead, he is taking broking further by building partnerships among service providers peripheral to the broking industry, and runs an advisory program bringing insurance advisory services to groups of business owners and the public; a walking, talking advocate of broking while developing his business.



Victor Casper
Senior underwriter – commercial property, AIG

AIG's Victor Casper is part of a new generation of younger property market underwriters leading the way in the corporate and major account market segments. Having relocated to Sydney last year to manage, underwrite and lead some of the largest and most significant accounts in AIG's property portfolio, Casper has been identified as a future leader within AIG, and is known for a sound technical knowledge and range of experience, bridging the gap between junior and less experienced underwriters and more seasoned veterans.

Though only 31, Casper's breadth of experience should not be underestimated. Having worked

in Brisbane, Melbourne and Sydney, he was selected to attend AIG's inaugural global property underwriter exchange program in the USA, and its inaugural major accounts practice university in Singapore.

Casper was also nominated in March this year to participate in the 'Leading Others' leadership program within AIG, and was the only participant from Australia to be invited to be part of AIG's Asia-Pacific Future Leaders Forum, a program for exceptional talent within the organisation. He is described as proactive, collaborative and communicative and goes above and beyond for clients, and he aims to give back by mentoring and training colleagues.



Luke Wiblin
Distribution manager, Australian intermediaries QBE

Born into an insurance family rather than falling into the industry, distribution manager for QBE's Australian intermediaries business Luke Wiblin has grown up with a passion for insurance. Working his way through the general insurance branch of Mercantile Mutual, Wiblin has risen through a number of different roles to become responsible for QBE's team of business relationship managers throughout NSW and the ACT. He is something of a rainmaker, having been involved in a number of initiatives that have led to business success, and has secured large deals through the development of strong broker relationships. For example, Wiblin was successful in identifying and converting a large industry association into a profitable and growing facility for QBE. More broadly, he has led his team to maintain important relationships and exceed profitability and growth targets in extremely tough market conditions.

Wiblin is said to be passionate about the intermediated sector of the industry, and aims to become a leader in this space. He is a current member of the QBE Leadership Academy Mid-Level Manager Program, which is designed to help QBE staff become leaders and build their skills and knowledge to address new challenges and deliver superior results for customers. He is also involved in encouraging and influencing young talent to join the insurance industry and, with three young children under three, is said to lead by example. He is already considered a 'trusted adviser' by many intermediary partners.

Shaun Pang
Senior account executive (construction) Marsh

Melbourne-based construction specialist Shaun Pang has been recognised early at Marsh as a future leader within the firm. Named one of 10 'knowledge managers' for the group's large global construction practice in 2012, at 31 Pang services many of the company's largest accounts, including several multinational corporations, and regularly acts on the placement and maintenance of insurance programs for major construction projects. With a reputation for technical excellence, particularly in regard to his contract review performance, he earned the officer title of assistant vice president in 2012. In 2014, he was selected for the talent development program for emerging leaders, collectively known as 'Generation M'.



Madeeha Zali
Underwriter, professional risks Brooklyn Underwriting

Madeeha Zali – or 'Maddie' to her peers – has her eyes set on being recognised as a leading specialist professional lines underwriter by brokers across Australia, and she is already well on her way. A trained psychologist who fell in love with insurance at Brooklyn in 2012, Zali is now underwriting five different products, including specialist and broad lines of PI cover, and manages to find time to undertake additional tasks such as new business development with brokers Australia-wide and help with the ongoing improvement of Brooklyn's online capabilities and systems. Pegged as part of a new breed of 'tech-savvy' young professionals, Zali was voted Brooklyn's Employee of the Year in 2014, with achievements including exceeding her annual budget and demonstrating her exceptional relationship-building skills by organising a successful broker function – Brooklyn's Ladies High Tea – in May of this year.

She is said to love the challenge and dynamics of the insurance industry, and provides confirmation to younger colleagues that great things are possible for those who apply themselves.

Megan Sheehan
Underwriter and Hobart
office manager
Lawsons Underwriting
Australia

Megan Sheehan has seen her responsibilities at Lawsons Underwriting Australia grow rapidly since launching its Hobart office in 2008, to the point where she is now seen as the 'go to' person in the company for a range of underwriting and management matters. With a broad and varied remit that includes underwriting, as well as taking a hands-on role in the day-to-day running of the company, Sheehan has overseen a period of growth in the Hobart office, which has now become the largest in the company. Sheehan is increasingly involved in the management and direction of the business, while taking time to be a role model for younger staff.



Matthew O'Rourke
Commercial broker
Austbrokers Coast
to Coast

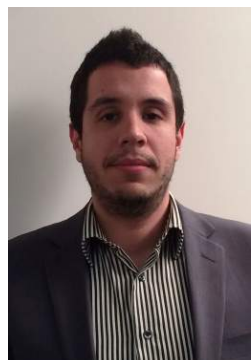
Having transitioned from a claims officer role into a commercial broking role 12 months ago, 22-year-old Matthew O'Rourke already boasts the highest number of individual clients – 520 – within the brokerage. Managing a commercial portfolio of SME and mid-market clients and specialising in the farming industry, he is said to be adept at building strong relationships and working proactively for clients to gain suitable products for all types of farming industries, while capitalising on leads in the sector. With a portfolio that began at \$120,000 in June 2013, O'Rourke has exceeded budget and growth expectations, with 70% growth to approx. \$210,000 over 12 months.

Milan Jankovic
Broker
Austbrokers Canberra

Recently progressing into his first fully fledged insurance broking role at the helm of his own team, Austbrokers Canberra's Milan Jankovic has quickly made his mark, with

efforts that have seen his portfolio grow by 20% over the past six months, representing 10% of the entire Austbrokers Canberra business.

Predominantly focusing on the construction industry, Jankovic works closely with the Master Builders Association (ACT). He has a reputation for consistently reaching portfolio budgets (his portfolio worth \$650,000 in commission and fee income exceeded budget by \$120,000) and doing particularly well with new business, with successful appointments to over 30 clients in recent times. His "affable" demeanour has also made him very accessible to clients, and he has impressed Austbrokers with his customer service as well as broking skills and knowledge. Jankovic is a regular attendee at NIBA YP events and has been a nominee in the Allianz Young Eagle Program.



Gemma Gould
Senior broker
MGA Insurance Brokers

The youngest QPIB Fellow in Australia at the age of 31, MGA Insurance Brokers' Gemma Gould boasts a strong interest in developing young insurance industry talent, in addition to her challenging senior broker role at MGA Insurance Brokers in Sydney, where she looks after SME clients. Gould has recently authored a book, *BreakThru Brokin: Unleash the Broker Within*, in which she aims to provide 'BreakThru' strategies for young insurance brokers entering the industry, to help them build successful insurance broking careers. The recipient of the 2011 NIBA/CGU CPIB Scholarship, and a NIBA National Education Committee member, Gould is passionate about young people. She is engaged in her local community as a youth mentor through her involvement with the Max Potential Program, an initiative of Clubs NSW, and she received corporate sponsorship from Castle Hill RSL for a position in the program. Gould's present goal is to successfully release her book, *BreakThru Brokin*, into the marketplace. The book is available from breakthrubrokin.com.au.





Chaice Evans
Business consultant,
commercial insurance
underwriting operations
TIO

“Driven and determined”, Chaice Evans commenced with TIO’s claims division in 2011, quickly establishing himself as an “outstanding customer-oriented” individual within the business.

Progressing through TIO’s personal lines business, he now works as an insurance underwriter and business consultant within the commercial underwriting operations team, where his portfolio covers service to clients and brokers on the spectrum of commercial insurance products, from commercial vehicle through to broadform liability.

Though relatively new to the industry, Evans’ “enthusiasm and passion” have seen him adapt quickly to the requirements of the business, and he is said to productively challenge the way things are done to create better outcomes for the business. He has already held various roles on cross-organisation committees and is often called upon to be a subject matter expert on organisational projects.

Evans’ passion for the insurance industry has led to him assisting with the launch of the first Young Insurance Professionals branch in the NT. He is now the branch’s communications officer and sits on its committee, in addition his day-to-day TIO role.

Evans has a dedication to customer service, which he hopes to one day make the centre of a role as a CEO of an insurance company.



Avi Tatarka
Sales and marketing manager
Scott Winton Insurance Brokers

A regular on the *Insurance Business* Elite Brokers list, Avi Tatarka of Scott Winton Insurance Brokers plays a central role within the brokerage as sales and marketing manager and on the board of management team, in addition to managing accounts worth over \$2.7m in total premium. Tatarka oversees all marketing areas of the business, from strategy to execution, as well as the organisation of all company events. This marketing role involves implementing procedures for building portfolios with all staff.

In recognition of his standing in the industry, Tatarka was selected to participate in QBE’s eEquip program in 2014, which aims to develop broader capabilities of Australia’s next generation of industry leaders. The industry can expect to hear more of Avi Tatarka in the future. He is being groomed to take over the management of Scott Winton from his father, Ron Tatarka, the 2014 *Insurance Business* Elite Broker of the Year.



Anna Heyligers
Account director, Milne Alexander

A high achiever at Milne Alexander, Anna Heyligers became a partner of the business in 2012, and hasn’t looked back since. Managing its broking division in NSW across corporate, SME/commercial and personal lines – which means heading and managing a team of 10 staff with varying levels of experience – Heyligers’ duties include being responsible for efficiencies within the business, and the company’s overall client service delivery. Heyligers is a very highly

rated broker, and she has a reputation for placing a strong onus on career development and education of the team members under her. While she is currently focused on developing her management skills in business and technical skills in insurance and risk management, she is also dedicated to making time to mentor, support and grow people within her own business and the insurance industry. She may be known to many as one of the ‘faces’ of the Allianz Blue Eagles program recently.

Jennifer Nixon
Claims executive, OAMPS Claims

Jennifer Nixon manages a portfolio of claims at OAMPS, where she supports a number of the business’s Ballarat and Melbourne insurance brokers. Working closely as their claims advocate to ensure prompt claims settlement from underwriting partners, Nixon regularly achieves strong informal and formal feedback from clients and brokers. She is already demonstrating her interest in development within the business by taking on a role as a ‘net advocacy champion’ within its Melbourne hub, which involves actively promoting net advocacy through a series of communications with the team she works in. Nixon is also known for recommending how OAMPS can improve its processes and behaviours so that it can keep helping clients in their time of need.



Alison Brough
Relationship specialist, broker distribution
Vero

Joining Vero in 2010, relationship specialist Alison Brough is a key member of the insurer's broker distribution team, working closely with major insurance broking groups. Viewed very much as a rising star at Suncorp, Brough is said to have wanted an opportunity to work directly with brokers, and has thrived in the fast-paced, diverse role she moved into in 2013, which sees her coming to grips with broker challenges, developing national offers and portfolio transfers, and coordinating training and conference programs. In addition, Brough also works with many other areas of Vero's business, including its BDM team, underwriters, claims team, and marketing and technology teams to ensure a coordinated outcome is reached. Said to be extremely customer-focused for both B2B and B2C customers across various industries, Brough has taken on the additional responsibility of managing Vero's involvement and sponsorship in the Warren Tickle Young Professional Broker award program, and she is an active NIBA NSW Young Professional Committee member. She was recently, for example, involved in the NIBA YP Presentation Skills Course sponsored by Vero.



Damon Edwards
Branch manager
Adroit Insurance Group (Ballarat)

Damon Edwards is being seen as a future leader within the Adroit Group, and his current responsibilities in managing the Ballarat branch include ensuring the ongoing retention of key accounts. Employed at Garden State Insurance Brokers for over 10 years, Edwards progressed through positions that included general manager and senior account executive, where he has developed wide-ranging exposure, from handling claims and personal lines products to marketing large accounts, including ISRs and complex liability policies. At Adroit, his day sees him managing the daily operations and staff of the branch to ensure the smooth running of the business operations, and leading strategic planning for the branch. He is a well-known face in the industry, having been a committee member of ANZIIF's Ballarat Chapter from 2005 to 2010, and president in 2007, and he was one of four brokers selected from Victoria as a part of the Allianz Young Eagle program in 2012. With a strong focus on assisting others to achieve their potential, working with and advocating for those new to the industry, Edwards has volunteered his time to run intra-company training sessions for emerging brokers within the Adroit Group on both the technical side of products as well as the soft skills required to be an insurance broker. He promotes insurance broking more widely to school leavers at career information evenings and by writing a quarterly article for the *Ballarat Courier*, which provides insurance information to the community.

Daniel Gordon
Broking manager
Austbrokers Coast to Coast (corporate)

Daniel Gordon oversees six general insurance brokers and one life insurance broker while managing and growing a book worth \$460,000, made up predominantly of corporate clients. A champion of a culture based on integrity, diversity, morals and outcomes, Gordon is said to be on track to becoming a director of the business, having demonstrated impressive growth results, such as increasing fees and income in his first year by 50% and then by another 50% in his second year. He has a reputation for engaging clientele with professional advice based on needs and outcomes as opposed to price, and has developed a 'personal brand' in the industry, which management of the business say clients respect and look forward to when doing business with him. Gordon was previously nominated for the Allianz Blue Eagle Award.



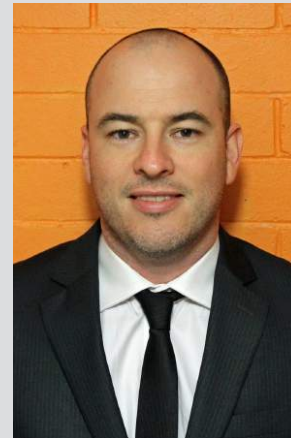


Stephanie Bainat
Senior associate
Moray & Agnew

A senior associate at Moray & Agnew who has set her sights on partnership, Stephanie Bainat is a broadly experienced general insurance lawyer the industry is sure to see more of in future. Specialising in professional indemnity law, Bainat is particularly skilled in representing barristers in claims against them, and is a respected adviser to clients who have an in-depth understanding of the law and yet are themselves the target

of litigious action. Her achievements include achieving win/win outcomes in a number of major cases, as well as advising government contractors in matters such as personal injury cases.

Bainat is said to understand both the rigours and rewards of choosing a career in the legal profession, including the impetus to 'stay on top of everything'. However, while appreciating the need to be highly organised, the value of prioritising effectively and the ability to cut through and work around obstacles, as a mother who works part-time at the firm, Bainat is also an ambassador for work-life balance. She hopes that working towards her goals will encourage other young lawyers to follow their ambitions for partnership and achieve the rewards that brings, while not having to sacrifice everything else in their lives.



Shane Moore
Managing director
Trade Risk

Founder and managing director of Trade Risk Shane Moore has grown the business from scratch into one of Australia's leading firms specialising in insurance for tradespeople.

Refusing to be deterred by experts in the insurance industry who warned him against the strategy, Moore – without using any debt or an existing book of clients – instead chose to utilise digital marketing to target a particular niche, and single-handedly made it a success. Though it began as a single broker operation, Moore has grown the business to a team of six, with a book of over 2,000 clients from every state and territory in Australia. As a result, he is now focused on improving his management skills, to become a better manager of his people and his business. The insurance profession can expect to see more of Moore in future, with expectations he may be able to replicate his success in other niches outside of building and construction. Moore has already been an inspiration to other business operators in the industry, through a demonstration of his commitment to invest in websites and digital marketing to achieve success, which Moore sees as a big part of the future of the industry, especially when it comes to fighting off the challenge of the direct market.



Samantha Forkas
Account executive
Willis

New Willis recruit Samantha Forkas is already impressing industry colleagues at the young age of 23. Fast-tracking her career progression, Forkas has moved quickly from a first role

out of school as an administrative assistant at PSC Horsell in 2009, to joining Willis's commercial team as a client-facing account manager in June this year, having taken some

intervening steps as an assistant broker at PSC Horsell and an assistant account manager role specialising in construction at Planned Cover. Known as a 'star student' at NIBA who takes 'education very seriously', Forkas is already a NIBA QPIB, was awarded NIBA's Frank Earl Scholarship in 2014, and was also selected as a finalist for the 2014 NIBA QBE Student of the Year Award. She is an active participant in the industry, through her involvement in NIBA College's coaching program, and is responsible for arranging NIBA young professional training workshops through the YP committee. She also manages to successfully balance the demands of professional life with motherhood.



Denver Van Gramberg
Manager, marketing & distribution
Brooklyn Underwriting

Denver Van Gramberg would be known to many brokers nationwide, having taken on the role of managing and selling Brooklyn Underwriting's brand, the sales and marketing of the group's products, and the promotion of its online system and distribution channels. With a proven ability to build relationships across the Australian broker and insurer markets, Van Gramberg has made

a significant and easily recognisable contribution to the organisation's achievement of over 35% growth in three consecutive financial years. An energetic and assertive professional who is contributing to innovation at the group, he has engaged with clients across all states, territories, and regional centres in Australia, conducting meetings and presentations at the executive level and managing the relationships with over 650 licensed brokers. He is seen as having played a crucial role in Brooklyn's Underwriting Agency of the Year wins in both 2012 and 2013.

Personally passionate about the insurance industry, Van Gramberg has contributed to it through Brooklyn's 'NEXT' event aimed at young professionals, with guests including Dr John Hewson, rugby stars such as Chris Lawrence, and Sydney FC's Terry McFlynn. He was also on the committee that helped raise over \$100,000 for KidsXpress through participation in the industry-wide KidsXpress Charity Cricket Shield.

David Clarke
AR and head of special risks
Elliott Insurance Brokers

With ambitions of being the 'go to' insurance broker for the subsea and offshore industry, David Clarke has made a stellar start to his career as an AR and head of special risks at Elliott Insurance Brokers. Having kickstarted his business by creating a six-figure business in just six months, Clarke has been quick to secure clients all over Australia and in the UK, including high-level advisory work with multinational and global businesses. In a landmark achievement, he has recently been successful in securing a first-of-its-kind Lloyd's facility, which combines a 'world first' range of covers for the marine, energy and offshore industries. A committee member of Subsea Energy Australia and also involved in the Australian Oil & Gas expo, Clarke plans to roll out a formal high-level advisory service offering for large corporates and multinationals, expand the strategic partner model, and implement a complex risks wholesale broker service. NIBA awarded Clarke the 2013 Young Professional Broker of the Year Award.

Jessica Mitchell
Underwriting technical manager, SME
Zurich

Jessica Mitchell's ability to adapt well to change, learn from others and her personal desire to always challenge herself are impressing the management ranks at Zurich. As underwriting technical manager, SME, Mitchell is responsible for the overall technical ability and development of a team of 50 underwriters through establishing and driving an internal technical education program. Said to be deeply committed to improving the customer experience by driving efficiency of business rules and improving underwriting guidelines, Mitchell recently led a project to assist Zurich's Malaysia office in developing an SME business insurance proposition, and was involved in the implementation of Zurich's Xpress Underwriting Centre, in addition to managing and leading a comprehensive review of SME underwriting guidelines to improve business processes and underwriting rules. She completed Zurich's Horizon Leadership Program in 2013, and is seen as a future leader within the business. Mitchell is also passionate about developing future talent, and shows her community spirit in The Smith Family's mentoring program, where she offers regular support and direction to students to help guide their studies and career prospects.





Sarah Kempton
Account executive
OAMPS Insurance Brokers (Darwin)

Previously working as an underwriter for IAG Group in New Zealand, Sarah Kempton's first year and a half in insurance broking in Darwin has been a resounding success, having quickly built a rapport with her

clients and gained a strong knowledge of commercial products. Kempton manages a large commercial portfolio of

SME business clients, and has already demonstrated a strong desire to further develop her skills, a willingness to mentor and train other staff, and great leadership and mediation skills. OAMPS nationally recognised her contribution to the business with a Values Award at a recent Melbourne luncheon. Kempton already sees herself moving into a senior account management role in the near future, and is working with the business' senior team to gain the knowledge and skills required to take her career to the next level, which will include further study. She helped launch Young Insurance Professionals in the NT and has taken on the role of president.

Hamish McDonald Nye
Southern region manager, DUAL Australia

Hamish McDonald Nye has achieved a remarkably quick ascent from a role as senior account executive at Aon Risk Services to southern region manager at DUAL Australia in just 18 months. Starting at DUAL as a senior underwriter for corporate financial lines, McDonald Nye joined DUAL at the start of a tumultuous period, which included a restructure of the portfolio, a large fraud, and the resignation of the MD and the southern region manager. Despite the challenges, he wrote more new business than any

other underwriter at DUAL, and was rewarded for this success, relationships, leadership skills and ability with consecutive promotions to financial lines manager, then to southern region manager. Having been nominated for the Warren Tickle award during his former broking career, some of his achievements then – such as the broking of several large and complex placements, including the negotiation of the D&O program for Fosters – are his career highlights to date. He now oversees the running of the Melbourne office and plans to continue to grow a sustainable and profitable business.



Lizzie Carver
NSW casualty manager
ACE Insurance

Joining ACE in 2011 after gaining significant experience at Allianz Cornhill, Lizzie Carver quickly established herself in Australia as an expert underwriter of liability risks, specialising in public and products liability and large

multinational general liability programs. Promoted from casualty underwriter to NSW casualty manager in 2013, she has demonstrated a genuine flair for leadership ever since, successfully overseeing growth in the NSW casualty portfolio, including contributing personally with a number of significant new business wins in 2013 and 2014.

Renowned in the ACE office for her 'I love insurance' coffee mug, Carver is dedicated and enthusiastic about the insurance industry. She has been a member of the NSW YIPs committee since its inception in early 2012 and became NSW treasurer in 2014. In fact, she was integral to the organisation's early success and played a leading role in facilitating the partnership between ACE and YIPs that resulted in ACE becoming a new national sponsor for the organisation this year. Carver is said to be working hard to improve the image of the insurance industry through her work with YIPs, in addition to managing ACE's portfolio of NSW casualty clients and a team of three underwriters.

Raisa Conchin
Partner, Wotton + Kearney

Raisa Conchin has been a fast riser. Promoted to special counsel at Wotton + Kearney in July 2013 and moving to Brisbane to help establish its office there, her performance meant she was promoted to partner only a year later, eight years after her admission. At 32, Raisa Conchin is now a key member of the Brisbane leadership team, assisting managing partner Paul Spezza with running the office. With a specialty in professional indemnity, including claims against valuers, financial planners, accountants, stockbrokers and mortgage brokers, Conchin has particular responsibility for building the Brisbane financial lines practice. Recent matters include representing a director in a \$60m class action under a D&O policy, representing a valuer on a \$25m commercial property claim, and advising an insurer on indemnity for fraud claims by over 100 clients against a financial planner. Now co-head of the firm's financial lines focus group, Conchin has set her sights on growing the firm's practice presence in Queensland, and is an active member of the YIPs Queensland branch.

Prudence Chang

Senior new business development manager National Credit Insurance Brokers

A regular on the *Insurance Business Elite* Brokers list, Prudence Chang manages the largest budget at National Credit Insurance Brokers. Having set her sights on the goal of becoming the youngest person at NCI to achieve all three internal sales awards – the NCI Executive Team Sales Achiever of the Year, the NCI Sales Person of the Year, and the NCI Most \$ Value of the Year, Chang went about doing just that – not once, but twice. In addition to placing new trade credit insurance policies and impressing both insurers and clients, Chang spends a lot of her own time mentoring other trade credit brokers, and also mentors young general brokers to achieve better sales results for their own companies. She is said to look for ways to invest in the industry, and motivates younger brokers to achieve their very best. She is a networking dynamo, and is expected to continue to shine brightly in the industry.



Shane Brady

Account manager Sear Insurance Brokers

Winner of the NIBA Young Insurance Professional of the Year Award for Vic/Tas this year, Shane Brady is also a national finalist for the Warren Tickle Memorial Award. Managing a diverse portfolio of commercial clients across Australia and New Zealand, his achievements include management of a large total loss fire claim in 2012; management of 12 flood claims in the 2011 Brisbane flood; and the successful placement of a large multinational ISR, liability and marine program. With a reputation for integrity, leadership and going 'above and beyond what is expected', Brady has also, in conjunction with his director, developed an online procedural compliance system to help Sear comply with their regulatory requirements.



Madeline Barra

Account executive North Queensland Insurance Brokers

Winner of the Peter McCarthy Memorial Award as CQIB's Young Professional for 2014, Madeline Barra has made the journey from receptionist to account executive in just five years. At 23, she manages an account consisting of a wide range of business and domestic insurances totalling \$1.5m in premium. Barra managed a host of Cyclone Yasi claims to settlement through sheer "dedication and perseverance", and lobbied her local Federal Parliament representative on behalf of the insurance industry, in an effort to obtain fair property premiums for customers. With the support of CQIB, Barra is establishing a Young Professionals group in North Queensland.



Jodie Barrett

Senior broker relationship manager, distribution Lumley Insurance

Promoted to senior broker relationship manager in mid-2013, Lumley

Insurance's Jodie Barrett – a former insurance broker – plays a key role in helping insurance brokers identify and win new corporate accounts.

Having completed the Wesfarmers Emerging Leader Program – a high-profile internal program developed exclusively for staff with high potential – Barrett is already demonstrating her talents, playing an integral part in developing a process to quantify new clients at Lumley. This new process helps business relationship managers have more meaningful conversations with their clients and meet their needs, and has already led to an increase in pipeline 'strike rate' in her region – she exceeded budget by 200% in March.

Seeing insurance as a "great and giving" community, Barrett hopes to one day be a leader in the field, and to help new insurance professionals grow in an industry she says offers "fantastic opportunities to young people".

John Elliott

CEO, Elliott Australia Group

As CEO of Elliott Australia Group, John Elliott is in charge of the direction and growth strategy of this fast-growing business, which has set itself a target of acquiring a massive 50,000 new clients by 2017, after 3,000% growth during the last six years. Though this target would involve an escalation in the client acquisition rate from 15 per day to 50 per day by mid-next year, Elliott has already overseen growth from seven clients per day in mid-2014, and with his track record the industry should watch his future growth with interest.

Along with his team, John has achieved several breakthroughs in online insurance, including Australia's first online comparison service for home insurance which resulted in nearly 30,000 quoting opportunities. In addition, he has developed Australia's first site offering workers' compensation information and placement for every state in Australia and fully automated online products for his clients. Elliott's goals extend to assisting those around him, with the hope of turning 10 of his ARs into millionaires in five years. With his focus on new talent development and technology, as well as a belief in the opportunities available in the industry, he is said to hope the insurance industry will be different by the time he leaves it. **IB**