

CLAIMS FIRST

Confidence through partnership



UK Marine Claims Team | Contact Us

Our team is here to help you

The team overall handle Cargo, Freight Services Liability, Port & Terminal Operators' Liability, Charterers' Liability, Stock throughput, P&I, ship repairers' Liability, Warehouse keepers' Liability and Project Cargo claims.

Express

First party cargo claims up to \$20,000 net of deductible including VBA (fast track claims) up to \$10,000.

Complex

All claim types up to \$500,000, net of deductible.

Major loss

All claims types over \$500,000, net of deductible.

First Notification of Loss

All claims up to \$500,000 net of deductible: marineclaimslondon@aig.com

All claims over \$500,000 net of deductible: majormarineclaimslondon@aig.com

Express

Alexander Kralchev

Express Property and Special Risk Claims Team Leader

Alexander has been with AIG Claims since 2013 and has been leading the Express Team since 2017. Alexander has an Award in General Insurance (CII).

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Maria Vasileva

Marine Express Claims Adjuster

Responsible for FNOL and handling Express Marine claims. Maria has been with AIG since March 2014. Maria has 4 years of experience in motor (Policy servicing/ Personal lines Motor/ Commercial lines Motor) where she was promoted to subject matter expert in 2018 before joining the Marine team in September 2018.

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Stratimir Stoyanov

Marine Claims Adjuster SME

Responsible for FNOL and handling Express Marine claims. Strati has been with AIG Claims since 2016.

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Liliya Lambeva

Marine Express Adjuster

Responsible for FNOL and handling Express Marine claims. Liliya has been with AIG since 2017.

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Complex

Christine York

Complex Marine Claims Team Leader

Christine has been with AIG Claims since 2009 and has been leading the Complex Team since 2017. Christine has an Award in London Market Insurance (CII).

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Mark Tullett ACII

Senior Marine Claims Adjuster

Mark started in marine claims in 1980 working for AIG and has gained experience with recovery agents, shipping lines, P&I clubs and placing brokers. Most recently Mark operated for 15 years as a contact at one of our TPAs handling major freight forwarding accounts.

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Anja Lingsminat

Marine Claims Adjuster

Anja has 12 years of marine experience. She started her marine insurance career at a major freight forwarder in underwriting where she oversaw their global insurance programme before moving to AIG in 2014.

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Phil Nunn

Senior Marine Claims Adjuster

Phil has been with AIG since 2007 and previously worked for a major international insurance company and claims handling TPA. He has been handling marine claims since 1989.

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Christina Bourlaki

Marine Claims Adjuster

Christina started her career in the Marine Insurance Industry in 2004. During that time she has worked as a Broker, an Independent Consultant and a claims Adjuster. Christina has a postgraduate Law Degree and has been at AIG since 2013.

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Major Loss

Ian Thompson

VP Major Loss Marine Claims, EMEA

Ian has over 23 years' experience in commercial claims roles, the most recent being at AIG and, prior to that, 11 years at a global logistics, transportation and supply chain services provider. During this time he handled claims relating to loss and damage to 1st party cargo and hull and machinery, and liabilities associated with transportation, storage and port & terminal operations, vessel charterers, ship repairers and Customs related activities. Earlier in his career he also accrued several years' first-hand experience in operational roles.

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Jacob Posse

Major Loss Adjuster

Jacob joined AIG in 2012, during which time he has handled Property and EIL claims and, since 2013, Marine Major Loss claims. Jacob is a Swedish national with experience in the Nordic insurance markets and consequently he splits his time between the UK and the Stockholm office. Jacob holds an English law degree and LLM in International Commercial and Maritime Law.

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Peter Falvey

Major Loss Adjuster

Peter has 41 years' experience in the Marine Insurance industry and has held a variety of roles within the Marine claims area including claims handling, recoveries and a period in management. His first 10 years in the industry were with Parcels and General, a specialist marine cargo and goods in transit insurer, where he was employed as a Marine Cargo Claims Adjuster. This was followed by a further 2 years at Eagle Star in a similar role before joining AIG where he is currently employed as a Marine Major Loss Claims Adjuster with the Major Loss claims unit. Peter is a Chartered Insurer with broad experience in Marine Cargo, Logistics and Terminal Operators liability claims.

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Spencer Gilhooly

Major Loss Adjuster

Spencer has almost 30 years' experience in the London Market, during which time he has been involved in claims for a wide range of classes including Financial Lines, Hull, Energy, Fine Art & Specie and Cargo. He spent 5 years in the centre for Lloyd's Cargo claims prior to joining the AIG Marine Major Loss claims unit in 2014.

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Major Loss Continued

Teresa Niembro

Major Loss Adjustor

Teresa is based in Madrid. She started her career in Marine Insurance in 1999 as a claim adjuster and later as a maritime lawyer in a law firm. In 2001 she joined AIG Spain as Marine Claims Manager and in 2013 became an adjuster for Iberia, Italy, MEA and UK in the newly formed Marine Major Loss claims unit. Teresa has a Law Degree and LLM (Maritime Law) Soton University.

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Rebecca Kriek

Major Loss Adjustor

Rebecca is based in Rotterdam. She has 7 years' Marine Insurance experience. She started her career at an international insurer before moving to AIG at the end of 2013. She transferred from Marine Complex Loss claims to the Marine Major Loss claims unit in May 2018, where she handles claims from Benelux and the UK.

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Cristina Blat

Major Loss Adjustor

Cristina is based in Frankfurt. She began her career in the Marine Insurance industry in 2001 at a German insurance broker in Spain. She has been with AIG since 2009 and has been an adjuster in the Marine Major Loss claims unit, handling claims from Germany, Austria, Switzerland and the UK, since 2014.

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American International Group, Inc. (AIG) is a leading global insurance organisation. Building on 100 years of experience, today AIG member companies provide a wide range of property casualty insurance, life insurance, retirement products, and other financial services to customers in more than 80 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security. AIG common stock is listed on the New York Stock Exchange. Additional information about AIG can be found at www.aig.com and www.aig.com/strategyupdate | YouTube: www.youtube.com/aig | Twitter: @AIGinsurance | LinkedIn: www.linkedin.com/company/aig. AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc. For additional information, please visit our website at www.aig.com. All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Products or services may not be available in all countries, and coverage is subject to actual policy language. Non-insurance products and services may be provided by independent third parties. American International Group UK Limited is registered in England: company number 10737370. Registered address: The AIG Building, 58 Fenchurch Street, London EC3M 4AB. American International Group UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (FRN number 781109). This information can be checked by visiting the FS Register (www.fca.org.uk/register).