

INSURANCE | SPECIALTY CARRIER | CLAIMS

An insurance carrier moved its VP of Claims search to Atlanta at the finish line

A Tampa finalist was close to an offer when senior leadership moved the role to Atlanta and started over. Our first Atlanta candidate was in front of the client 2 days later. He beat 2 internal candidates for the job.

INDUSTRY	FUNCTION	ROLE	MARKET	ENGAGEMENT	RESTART TO FIRST CANDIDATE
Insurance. Specialty carrier	Operations. Property claims	Vice President, Claims	Tampa, FL, then Atlanta, GA	Executive search	2 days

THE SITUATION

A specialty insurance carrier needed a VP of Claims with property claims experience, based in Tampa.

We presented 4 candidates and the client interviewed 3. 2 were solid, and the third was on the verge of an offer.

Then senior company leadership stepped in. They didn't want to "settle," so they moved the role to Atlanta and restarted the search from the beginning.

WHAT MADE IT HARD

- **Tampa is a thin market.** Leaders with the right property claims experience are scarce there, and the first slate came out of a small field.
- **A finished search started over.** The role changed cities with a finalist close to an offer. The Tampa slate no longer applied.
- **A new city on a short clock.** The client wanted viable Atlanta candidates as soon as possible, which meant mapping the Atlanta claims market for this role immediately.
- **2 internal candidates arrived late.** 2 internal employees and referrals entered the process near the end, and internal candidates normally get preference.

HOW WE RAN THE SEARCH

- 1 **Rebuilt the target list around Atlanta.** Carriers, MGAs, and TPAs in the Atlanta area, filtered for the specific type of property claims experience the role called for.
- 2 **Kept the population small on purpose.** A tight, targeted list let us move quickly and still present candidates across a range of experience levels.
- 3 **Presented fast.** The first Atlanta candidate went to the client within 2 days. 4 new candidates were in front of them within 1.5 business weeks.
- 4 **Briefed the hiring authorities on the new market.** Leadership was now hiring in a city the role was never slated for, so we gave them real-time intel on what the Atlanta claims market had to offer while they were deciding.

THE OUTCOME

The first candidate we presented came out of the first meeting as the front runner. Senior leaders from across the country interviewed him in later rounds.

Measured against the Lyneer Executive Search Strategy™, he cleared all 4 dimensions:

- **Technical skill.** Property claims experience in habitational and premises, the same lines as the programs the client runs.
- **Leadership capability.** The leadership experience to run the claims function.
- **Cultural alignment.** A personality that fit the senior team he met across the country.
- **Long-term growth potential.** Room to grow in the seat, and a strong desire for this specific role.

He also sat inside the approved salary band.

When the 2 internal candidates came forward, he was still judged the strongest of the field. He accepted the offer and started in Atlanta, which will be the company's Southeast flagship office.

BY THE NUMBERS

4 / 3

PRESENTED / INTERVIEWED,
TAMPA

2

DAYS TO FIRST ATLANTA
CANDIDATE

4

ATLANTA CANDIDATES IN 1.5
WEEKS

2

INTERNAL CANDIDATES
OUTRANKED

WHY IT MATTERS

A search that resets at the finish line comes down to how fast you can map the new market. We knew where Atlanta's property claims leaders sat across carriers, MGAs, and TPAs, so our first Atlanta candidate was in front of the client 2 days after the restart. He's the one who got the job.

Ready to start a search?

We place finance, accounting, underwriting, actuarial, and claims leaders at insurance carriers, MGAs, reinsurers, RIAs, and family offices. We have done it since 1993, and every retained search we have accepted has ended in a placement.

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