



Christopher E. Mandel

RIMS-CRMP, RF, CRM, CPCU, ARM-E, AIC, CCSA

Christopher E. Mandel is SVP, Strategic Solutions for Sedgwick and the Director of the Sedgwick Institute, where in both positions he is responsible for helping the company reach its strategic vision of serving current and evolving needs of its current and future customers as well as help lead the industry vertical to the next level and beyond. He is the president and managing consultant of Excellence in Risk Management, LLC., and was also EVP, Professional Services for rPM3 Solution, LLC. both independent consulting firms specializing in risk management and insurance services. From 2001-2010, Mr. Mandel was head of enterprise risk management for USAA, Group. At USAA, he designed, developed and led the award-winning enterprise-wide risk management program. He also served as President and Vice Chairman, Enterprise Indemnity CIC, Inc.

Mr. Mandel has more than 30 years of experience in insurance and large global corporate risk management. He has pioneered the development of integrated risk management at USAA, where S&P rated USAA as “excellent” and a “leader in ERM” during their very first evaluation of USAA using their new ERM rating criteria in 2006 and 2007. In 2007, Treasury and Risk Magazine also recognized USAA’s ERM program when it bestowed the Alexander Hamilton Award for “Excellence in ERM” on USAA.

He began his career at Liberty Mutual Insurance Co. in claim management then segued into risk management when he joined Marsh & McLennan as senior claim consultant. He held leadership roles in risk management at Verizon, the American National Red Cross and Tricon Global Restaurants (now Yum Brands).

He has served the Risk and Insurance Management Society, (RIMS) as Chief Risk Officer (2003-04) and President, 2002-2003 and in various capacities over the years including; member of the Board/Executive Council from 1998 to 2004. He holds or has held appointments to: the Captive Insurance Group of NJ, the Association for Responsible Alternatives to WC, the Spencer Educational Foundation Board; the advisory board of Insurance Thought Leadership.com; the Board of the risk retention group for the American Orthodontics Association; the Center for Enterprise Risk Management Advisory Council (University of GA); and the Advisory Boards of AIG, the Nonprofit Insurance Alliance Group, Liberty Mutual, Zurich

American, FM Global and Willis. He was elected a founding member of Risk Who's Who in 2008 and teaches for both RIMS and the International Center for Captive Insurance Education.

Mr. Mandel received his B.S. in Business Management from Virginia Polytechnic Institute and State University and a Master in Business Administration from George Mason University. Between these university programs, he was conferred the CRM (Canadian Risk Management - 2018), RIMS CRMP ('17), C31000 ('17), RIMS Fellow (RF - '13), the CCSA ('07), CPCU ('87), ARM-E ('90/'15) and AIC ('82) designations and is a graduate of Every Nation Leadership Institute (ENLI). He is a frequent industry speaker, teacher and author, writes the Claim Management column for IRMI and contributes to the "Risk Insider" for Risk and Insurance magazine. He has had continuously running columns in the trade press since 1996. He was *named Risk Manager of the Year - 2004*, in 2008 was voted in as a member of Risk Who's Who (RWW) and in 2016 received RIMS' highest honor of the Goodell Award for lifetime achievement. He is recognized by his peers as a thought leader in ERM and related disciplines.

Recent Presentation Subjects:

- Enterprise Risk Management (ERM)
- Strategic Risk Management (SRM)
- Strategic Claims Management
- Emerging Risks
- Current issues in Risk Management
- Current Issues in Captives and ART Strategies
- WC Option Legislation
- Business Model Disruption and SRM
- Risk Appetite and Governance
- Social Media Risk
- Using Social Media in Fraud Investigations
- The upside of risk
- The Audit & Risk Collaboration
- High Performance Claims Management
- The Nexus Between Risk and Strategy
- The BCP and Risk Management Partnership
- Fraud Exposures and Strategies
- ISO31000 and Strategic Risk Management
- The Collaboration Between Risk & Benefits
- Risk Management Leadership and Careers
- Business Model Disruption & SRM
- Faith based Risk Management
- ERM in Captive Insurance Companies
- Keys to Risk Leader Success
- Current issues in claim management
- Managing risk in complex organization
- Integrated Disability Management
- High Performance Risk Management

Contact Information:

Chris.mandel@sedgwick.com

Chris.mandel@sedgwickInstitute.com

210-845-5804

or through Sedgwick Thought Leader Program at Catherine.bennett@sedgwickcms.com

www.sedgwickinstitute.com

www.sedgwick.com

www.excelinrisk.com