

## TOP SPECIALIST BROKERS

# Meet the Team: WORLDWIDE FACILITIES

Since 1970, Worldwide Facilities has offered brokers and agents access to specialist solutions for virtually every specialty domestic and international insurance market. Meet a few of the Worldwide Facilities brokers who have set the standard for delivering specialist coverage and expertise.



Brian Vassallo got into wrap-up coverage the way most find a career in insurance – by accident. “I moved to California in 2005 at the height of the construction boom, thinking I was going to specialize in nutraceuticals,” he says, “but if you were going to get in the door with any client out West, you’d better have been able to talk about construction.”

That meant learning everything he could about OCIPs, CCIPs and construction in general. “You don’t have to be great at something to start; you must just start to be great at something,” Vassallo says. Today, having forged strong relationships with wrap-up administrators, third-party peer review providers, construction attorneys, underwriters and agents, Vassallo is able to stay ahead of construction risks and trends.

He says the most exciting part of working with wrap-up and construction risks is providing critical solutions. “I don’t take lightly the big checks that insureds cut for this type of insurance,” he says. “That said, I don’t take lightly the checks that carriers must cut when there are claims. However, when we put the insured first, we all win.”



When Jeremy Huang began his insurance career as a professional liability/management liability underwriter for Chubb, he had the opportunity to underwrite E&O for various niche industries, including media/entertainment and financial institutions. Today, Huang is a vice president at Worldwide Facilities, where he not only assists his agent

partners with coverage, but also puts together several seminars for agents to help them learn about different coverages within professional liability.

“I prefer to be the person who knows the most about a topic,” he says. “I read every policy I’ve ever recommended front to back before I present it to my clients so I know what I’m recommending, and I prepare thorough coverage comparisons for my agents on a regular basis. Every risk profile is different, and every deal is different. I’m able to pull from my underwriting experience and years as a broker to get the job done, but every day presents a new challenge, and no deal is ever the same. I enjoy the art of the deal.”



When Matt Donovan started his underwriting career at Westchester, his boss steered him into the emerging cyber market after learning of his history building computers and running a small online business in college. In 2010, Donovan joined Hiscox to start its technology and cyber liability practice for the Southeast region and was eventually promoted to product head/global practice lead.

“The experience I gained there writing

policy wording, negotiating breach response vendor contracts, tailoring reinsurance programs, and creating underwriting guidelines and rate plans was invaluable to my career,” Donovan says. “Cyber exposure and coverage continually evolve at an ever-increasing pace, so there is never a dull moment in this specialty. That evolution comes with a number of hurdles in navigating policy wording ... Working through these coverage issues allows me to be a part of driving change in the marketplace.”

Working on accounts in many different industry segments has given Donovan the best exposure to emerging threats. “Cyber is one of the – if not *the* – fastest-moving segments in our industry,” he says, “so there are always new twists and turns to navigate.”



**CRAIG REEVES**

Senior vice president

**WORLDWIDE FACILITIES**

**SPECIALTY:  
PROPERTY  
CONSTRUCTION**

Craig Reeves' interest in construction began 20 years ago after successes on a couple of large stadium projects. He quickly discovered that each construction risk has unique exposures that require innovative solutions and that carrier and product forms have many variances.

"Many of the forms have limitations, exclusions or even the use of a single word

that can mean the difference between full recovery on a multi-million-dollar claim and little, if any, recovery," Reeves explains. "I found this to be most challenging and interesting, leading me to focus my attention on this space."

Although he's an expert in his field, Reeves isn't afraid to ask questions. For example, with engineered risks [EAR], he has made a point of getting to know the carrier engineers, which has allowed him to learn about the intricacies of more complex projects and how to deal with them. But what he enjoys most is "finding solutions for the most difficult-to-place risks, such as jobs that involve prototypical technology where risks are unknown to the industry."



**PHILIP COLLINS**

Senior vice president

**WORLDWIDE FACILITIES**

**SPECIALTY:  
MANAGEMENT  
LIABILITY AND FINANCE**

As an expert in management liability and finance coverage, Philip Collins looks after the risk needs of clients in innovative industries that are faced with fast-moving trends and are vulnerable to major disruptions and crises. Currently, Collins is witnessing the insurance industry's attempts to grapple with the explosion of legalized cannabis, despite it still being a banned substance under federal laws, as well as dealing with the exposures of companies involved in the cryptocurrency space. For Collins, being in these lines has meant working tirelessly to cover all bases and remain in the trenches.

"There is no silver bullet to this," he says. "It's a mix of reading industry blogs and articles, talking to the underwriting and brokerage community about their experiences, and attending educational events – but truthfully, the only way to stay on top of risks and trends in this space is to work deals every single day. It is dangerous to get too comfortable or cocky."



**LORI M. HUNTER**

Executive vice president

**WORLDWIDE FACILITIES**

**SPECIALTY:  
PRODUCT RECALL**

More than 15 years ago, Lori Hunter began handling product recall risks at a time when there were only a few markets available. When the market for recall expanded, she got to know the underwriting appetites and underwriters at the carriers that were entering the space. "I talk to carriers writing recall coverage on a regular basis to make sure we are abreast of their current risk appetite and form offerings," she says.

To stay on track with varying carrier appetites, Hunter creates coverage comparisons and spreadsheets, and she also led Worldwide Facilities to design continuing education classes for agents.

"I feel that the most exciting part of working with this specialty is that it's so dynamic," she says. "The other fun aspect of being a product recall specialist is meeting with insureds, along with underwriters and crisis consultants and agents. We get to see firsthand how industries are evolving to become safer and hear their concerns about the product recall environment. It is an exciting field."



**DAVID JONES**

Vice president, excess and brokerage casualty

**MCCLELLAND AND HINE,  
A DIVISION OF  
WORLDWIDE FACILITIES**

**SPECIALTY:  
EXCESS CASUALTY**

After starting out in the industry as a casualty underwriter with Aetna C&S, David Jones had the opportunity to move to Chubb as an excess umbrella underwriter – his first real indoctrination into the field. Jones says gossip is one of his keys to keeping up with trends and risks, along with counting on his network of underwriters to fill him in on specific changes within their companies.

In a space such as excess casualty, the immediacy required keeps things exciting and interesting. "The excess placement is always the last piece of the puzzle," Jones says, "so we are expected to react quickly on almost every account."



**RYAN RISKE**

Assistant vice president

**WORLDWIDE FACILITIES**

**SPECIALTY:  
MARINE**

A second-generation marine broker, Ryan Riske possesses unique knowledge of marine markets. As a specialty broker, he sees challenging and complex marine risks firsthand, which helps him stay on top of emerging trends. In addition, constant communication with markets and staying up-to-date with underwriting appetites have been key to his success.

"We have extensive relationships with underwriters and access to the major marine markets," Riske says. "We have been able to assist with some very interesting marine risks – everything from a decommissioned aircraft carrier to towing of a dry dock from Guam to China to coverage for deep-sea divers."