

Alicia M. Gray, CLMP, AINS Biography
Fides Insurance Group

Alicia M. Gray is the Claims Manager at Fides Insurance, a captive insurance company insuring the Archdiocese of Boston, Diocese of Springfield and other separately incorporate nonprofit entities. She has been with Fides insurance since 2019 when she started as the Assistant Claims Manager. Alicia is responsible for the management oversight of the claims and litigation across all lines of coverage. She has over 15 years of experience in the insurance industry working for both standard and non-standard insurance companies handling auto, property and liability claims for personal and commercial policies.

In her current role, she manages the claims department and is heavily involved with Fides financial partners, excess insurance carriers, brokerage companies and the actuarial companies. Alicia has been actively involved in the growth of the company, implementing changes, streamlining processes, and building partnerships with outside vendors. Her role also includes auditing the claims processes with Fides TPA partners and assist with the training and development of the claims staff.

She is a licensed All-Lines Adjuster and has earned her CLMP and AINS designations. She is a member of the PLAB Advisory Board and the Co-Chair of the Diversity Equity and Inclusion Committee for Claims & Litigation Management Alliance (CLM).

Alicia grew up in Kansas City, MO and attended Missouri Western State University and the University of North Texas. She currently resides in Boston, MA.

