

John S. Hanlon, AIC SCLA
Director, Complex Claims and Litigation
Kemper Personal Insurance
Kemper Services Group

John began his career in April 1990 in Chicago Illinois. John has worked in the claims for 32 years. He has handled and supervised claims in all 50 states at various times in his career and has handled all lines. John has handled both Standard Market claims and Excess and Surplus Lines claims on both a primary and excess basis. He has been involved in property, inland and ocean marine claims.

He moved to North Carolina and Pennsylvania as his career progressed and he changed companies. He started as an entry level claims representative gradually accepting positions of greater responsibility and complexity. He current holds adjuster licenses in RI, NC, TX, FL, CT, DE, KY, LA, SC, VT, WV, and WY

In June 2022 John joined Kemper Personal Insurance and is responsible for the management, control, and day-to-day operation of Complex Claims and Litigation Teams as well as the direct supervision of one of the complex claims' units. John works with the other business units to provide technical support to the various claims and underwriting staff.

John has had a focus on using claims knowledge to the underwriting process. This has resulted in changes to existing policy forms and the creation of others to help insure the profitability of the business written.