

John R. McLaughlin, AIC – Biography

Mr. McLaughlin is a second-generation veteran claims professional with over 30 years of experience working in the insurance industry. Throughout his career he has worked for both independent adjusting firms as well as insurance companies in roles ranging from Field Adjuster to Chief Claims Officer.

In 2004 John Co-Founded BrightClaim, an independent adjusting company focused on providing diverse claims service offerings. As a Principal and Sr. Vice President, he was responsible for the development, execution and performance of their Property and Casualty claim programs.

Later, John created McLaughlin & Associates, a firm focused on providing various advisory functions to P&C carriers, independent adjusting companies and private equity groups. In his role he worked with various executives preparing business requirements, instituting change management, implementing vendor programs and developing specialized catastrophe response programs. John played an integral role in the successful execution of those programs in response to Superstorm Sandy.

Mr. McLaughlin was the Associate Vice President of Claims for Narragansett Bay Insurance Company where he oversaw the day-to-day operations of the claim department, overall service delivery, response to regulatory matters and IT claim initiatives. He was also responsible for the development and implementation of key service partnerships that allowed the company to successfully respond to customer needs during times of high claim volume.

Most recently, John held the position of Chief Claims Officer for RYZE Claims Solutions. Under new ownership and after the acquisition and merger with several other complimentary companies, he was instrumental in transforming RYZE's middle management team, creating performance metrics, measurement tools and building a culture for the future success of the organization.

Today, Mr. McLaughlin can be found working for Choice Solutions Services, a full-scale national claims organization providing multiline claim services to P&C carriers, governmental entities, the London market, self-insured entities and MGAs. With Choice, John has most recently focused on Florida's insurance industry and helping carriers build and operate successful claim programs.

Mr. McLaughlin is a graduate of the State University of New York at Oswego, he's earned the professional designation of Associate in Claims and is considered by his peers to be an expert in Homeowners coverage analysis and complex claim resolution.