

## Explore | McLarens US Adjuster Team



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**LOUIS PIPPIN**

EXECUTIVE GENERAL ADJUSTER

TPA Practice Leader - US



Based in  
Oklahoma City, OK



30 years of  
experience



Specializes in TPA  
claims



AIC



### What has been one of the most interesting or rewarding experiences you have had at McLarens?

I'm particularly proud to be part of the McLarens Third Party Administration (TPA) team! Over the past three years, we have enhanced and streamlined McLarens' TPA offering into both back-office support and TPA adjustment, as well as built a formal, specialized team focusing on various sectors of TPA claims. Our TPA capabilities have grown from a collection of a few branch offices with individual adjusters assigned to TPA accounts into a more robust and centralized offering. Our U.S. team provides TPA services to all offices in North America covering a variety of lines of business. With our focused efforts and strong partnerships with clients, we've been able to more than double the size of our property program in recent years. The good news is we have more room to grow and expand. I look forward to the future and building the team further!

### What do you like to do outside of work? Do you have a personal passion?

I really enjoy golf and play as often as possible. Unfortunately, my dreams of joining the PGA tour still seem very distant! Otherwise, you will find me with my family as they are my true passion. Together, we enjoy vacationing, dinners, and time with extended family.

### What advice would you give someone starting out in this field or considering it as a career option?

I would suggest those considering this line of work to understand that this is a service industry first – which means dedicating yourself to continually evolving your capabilities to serve your clients in the best way possible. It's important to learn and develop skills, knowledge, and expertise throughout your career to continually meet and exceed the clients' expectations. I would recommend getting involved in various industry organizations to expand your knowledge base and develop a network of colleagues that can serve as intellectual resources. This is a complex business so it's important to not only grow your own skills but to have those resources to call on for a second opinion. Being immersed in the industry expands your expertise and helps to build relationships. These efforts are beneficial in numerous ways and often lead to developing potential new client opportunities.