

## Explore | McLarens Platinum Circle Winner



GET TO KNOW  
**DEBBIE CROSTI**

PAN-EUROPEAN  
REAL ESTATE MANAGER



Based in  
London



35 years of experience



McLarens Platinum  
Circle program winner



Develops and  
manages real estate  
accounts and claims



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

I have worked in the insurance industry for many years, but nearly 10 years ago I joined McLarens in London with a focus on enhancing our Pan European Real Estate offering. The London Real Estate Broker market is challenging and has afforded me opportunities to learn and grow.

At McLarens, the autonomy for decision-making that I have allows me to ensure that we maintain and gain Real Estate nominations followed by claim assignments. This freedom brings me great enjoyment! Most interesting is the interaction I have with our partners and affiliates in Europe on a daily basis. Over the years the collaboration has taught me that we must be respectful and mindful of our cultural differences, and that not everyone works in the same manner in order to reach a satisfactory outcome. These relationships are incredibly valuable and educational to me. I look forward to spending time and relaxing with colleagues farther from the UK & Europe as part of the McLarens Platinum Circle inaugural award trip to Dubai this year.

The ultimate career reward is being given a new nomination that will be lucrative for the business, which affirms our quality work and is personally very satisfying.

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

I live in a pretty village outside of London surrounding by fields and the village green, which I love. Tending my large garden takes up much of my recreational time and enjoy seeing the fruits of my labour.

I get much pleasure cooking for and entertaining friends, especially preparing with my homegrown produce.

Also I enjoy watching most sports, such as Rugby Union and American basketball. Sadly, basketball in the UK is nowhere near exciting! Whenever I go to America, I always try to get tickets to watch an NBA game if it's the season.

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

Firstly, I would say that there are so many skillsets in loss adjusting such as property, casualty, marine, engineering and construction, or the account management side of things, which is as equally important.

Do your homework, speak to experts and ask how you can work with them to gain experience. Take opportunities to learn from those with a vast amount of technical expertise. They are typically happy to share their knowledge, so don't be afraid to keep asking questions.

Aside from the highly skilled expertise in loss adjusting there is an element of common sense, so use it.

If you are interested in pursuing an account management type role, build relationships and stick to your word. Do not make promises you cannot fulfill. Be prepared to work hard, put in the hours, be punctual and reliable, and you will reap the benefits.

Most importantly, find the area that you enjoy which usually leads to intentional efforts and being good at what you do. Remember, there is nothing better than to be paid for enjoying what you do.

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