

## Explore | McLarens Platinum Circle Winner



GET TO KNOW

**NATALIE XU**

NATIONAL CASUALTY MANAGER



Based in  
Shanghai



Nearly 10 years  
of experience



McLarens Platinum  
Circle program winner



CPCU, DIP CII



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

I joined McLarens six years ago to primarily focus on product liability, product recall, commercial general liability, TPA accounts management etc. I also assign case instructions to McLarens' offices out of China for overseas product liability cases. The most memorable experience I have had at McLarens is that I carried out survey work at claimants' sites in France, German, and the Czech Republic. It is extremely exciting to travel to foreign countries and unusual locations, communicate and discuss claims with different parties, help solve problems for the Insurer and the Insured, and cooperate with local McLarens colleagues, which is found very rewarding, and challenging. I look forward to further travel to meet my colleagues across the globe next month in Dubai.

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

Outside of work, I enjoy watching movies, especially thriller and suspense genres. Also, I enjoy walking with my dogs. One is a female Schnauzer (2.5 years old) and one is a male Corgi (1.5 years old). They are very lovely. I am also running a restaurant, which features traditional Chinese food including special pancakes, noodles, wantons etc. The restaurant has been well-operated for more than two years and has a good reputation in the neighborhood.

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

Remember that mistakes will be eventually exposed so don't take short cuts or try to cover them up. Although we all make mistakes it is crucial to own up to them and correct them as quickly as possible. Be sure to clearly communicate with clients, so they understand what is happening with their claim.

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