



## NICOLA CATTAN

CLIENT DEVELOPMENT LEAD

### CONTACT

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### SPECIALTIES

Property  
Catastrophe Response  
Private Clients & Estates  
Commercial Property  
Real Estate  
Municipalities

### BIOGRAPHY

Nicola began her career in insurance for McLarens Toplis in November 1997 providing support for Adjusters before moving to GAB Robins in December 2000 as a Claims Handler.

During her 11 years at GAB Robins, Nicola built her career in Property Loss Adjusting and gained extensive experience through a number of roles both office and field based including management responsibility before taking responsibility of Robins Affinity Management as Operations Manager.

Nicola relocated to Amsterdam which took her out of the industry when she joined digital travel company Booking.Com. Nicola returned to the UK with Booking.Com in 2014 where she joined the UK&I leadership team, managing UK&I operations before moving into a commercial role, growing and developing the service offering across UK&I.

Nicola returned to Loss Adjusting in March 2021 joining Crawford & Company – Subsidence initially to develop their FNOL and virtual adjusting functions and after a short period took on the responsibility of Head of Internal Operations. Nicola joined McLarens in June 2022 as Client Development Lead, bringing with her industry knowledge and experience in business development, account management, customer service, training and development and operations including change management. Nicola works across the business to retain, develop, and win new Insurer and nominated account relationships.

### INDUSTRY CERTIFICATION

- Dip CII - Diploma in Insurance - Chartered Insurance Institute
- AMInstLM Associate Membership of the institute of Leadership and Management