



JAKE ILES

TECHNICAL CLAIMS MANAGER

CONTACT

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SPECIALTIES

Property
Casualty
Third Party Administration
Commercial Property
Retail

ADDITIONAL EXPERTISE

Utilities & Housing Association

BIOGRAPHY

Jake began his career at Gallagher Bassett in 2011 after leaving university as a Claims Adjuster handling property damage, public liability and personal injury claims. He had a claims caseload of circa 350 for a utility client and a cleaning company client. During his time at Gallagher Bassett he undertook his Certificate in Insurance (CII) and Certificate in Loss Adjusting (CILA).

In 2014 he left Gallagher Bassett to join Allianz Insurance as a Commercial Property Claims Support Agent. He undertook policy validation, claims adjusting and helped assist with incoming phone calls for the entire department. Undertook internal exams and passed these with good results to increase responsibility within the branch and became a mentor for new colleagues.

Jake then re-joined Gallagher Bassett in 2017 and became a Liability Claims Adjuster for the same utility client. He undertook personal development in order to become a Team Leader whilst his was on maternity leave.

He then took on the role permanently managing a team of 8 for clients in the utility sector, the London transport sector, the chemical industry and a housing association. He then moved into being a Senior Claims Adjuster specializing in providing technical referrals for the branch in property and utility claims.

QUALIFICATIONS

- BA

INDUSTRY CERTIFICATION

- Cert CII
- Cert CILA