



QUEENIE MAK

ASSOCIATE DIRECTOR

CONTACT

Unit A, 13/F, Lee & Man
Commercial Center
169 Electric Road,
North Point
Hong Kong
O: +852 3412 2222
D: +852 3412 2239
M: +852 6979 9921
queenie.mak@mclarens.com
mclarens.com

SPECIALTIES

Casualty

ADDITIONAL EXPERTISE

Healthcare Management,
Employees' Compensation Claims

ADJUSTER EXPERIENCE

15 years

BIOGRAPHY

- 11 years, Crawford (Hong Kong) Limited, Senior Healthcare Manager
- 1 year, Universal HealthCare Management Limited, Healthcare Executive
- 3 years, Hospital Authority/Private Clinic/Elderly Home, Physiotherapist

NOTABLE ASSIGNMENTS

- Bridge Construction Company – Employees' Compensation Healthcare Management
- Construction Companies – Employees' Compensation Healthcare Management
- Lift downfall accident in Kwun Tong factory building, causing 29 injured employees
- Public Utilities, Employees' Compensation Healthcare Management
- Schools, Employees' Compensation Healthcare Management
- Worldwide Medical Devices Group – Hip Replacement Recall Program
- Singapore Workers Compensation case management

QUALIFICATIONS

- Master of Science in Management in Health Care from Oxford Brookes University (UK)
- Bachelor of Science degree (Honours) in Physiotherapy from The Hong Kong Polytechnic University
- Professional Diploma in Insurance (PDI)
- Advanced Mediation Course from the Hong Kong Mediation Centre

INDUSTRY CERTIFICATION

- Registered Physiotherapist
- Accredited Occupational Rehabilitation Specialist
- Approved Assessor for employee with disabilities
- The Australian and New Zealand Institute of Insurance and Finance (ANZIIF) - Senior Associate (CIP)