



## BRUCE JOHNSTON

EXECUTIVE GENERAL ADJUSTER

### CONTACT

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### SPECIALTIES

Casualty

Catastrophe Response

Property

Builder's Risk

Commercial Property

Construction & Engineering

Consumer Goods

Heavy Equipment

Hospitality

Manufacturing

Marine

Municipalities

Transportation

### ADJUSTER EXPERIENCE

35 years

### BIOGRAPHY

Bruce began his career at State Farm Insurance right after university, where he received substantial in-house training both in Toronto and at their headquarters in Illinois, USA. He worked in their Special Investigations Unit (SIU), focusing on investigating questionable claims related to auto, property, and injury losses.

Afterward, he gained experience working for several large independent adjusting companies. He also ran my own adjusting company for about five years, managing a team of 14 employees. Over the years, his work has become varied, with a strong focus on liability claims.

In addition to my claims work, he has been involved in developing training seminars and creating training manuals. He has also actively participated in mentorship programs, supporting the development of junior adjusters.

### NOTABLE ASSIGNMENTS

- Claim Examples and Losses
- Host Liability Tavern: Shooting resulting in an Injury and fatality (USD \$10 Million)
- Environmental Loss: Chemical contamination in waterway (USD \$6 Million)
- Wrap-Up Liability: Catastrophic Personal Injury (USD \$8 Million)
- Commercial Property Claim: Fire: BI and Property Damage (USD \$15 Million)
- Professional Liability: Engineer's Design Flaw (USD \$20 Million)
- CGL: Occupiers Liability resulting in death (USD \$10 Million)
- Host Liability Tavern: Quadriplegic Injury (USD \$25 Million)
- Professional Liability: Engineering Firm Design Flaw Affecting Power Plant and local habitat (USD \$30 Million)

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### QUALIFICATIONS

Bruce holds an Honours degree in Economics, complemented by numerous courses completed through the Insurance Institute of Canada. He is committed to ongoing professional development, including a recent continuing education course for a Critical Thinking course from the University of Toronto. Additionally, he regularly attend industry seminars led by leading experts to stay current with best practices and emerging trends. He has also had the opportunity to teach Chartered Insurance Professional (CIP) courses through the Insurance Institute of Canada and Humber College, sharing my knowledge and experience with aspiring insurance professionals.

### INDUSTRY CERTIFICATION

- FCIP
- CRM
- ERM
- CFEI