



JOHANNA MULLEY

HEAD OF TPA ANALYTICS AND SOLUTIONS

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SPECIALTIES

Third Party Administration

INDUSTRY

CERTIFICATION

CertCII (Chartered Insurance Institute)

ADJUSTER EXPERIENCE

31 years

BIOGRAPHY

Johanna began her career with McLarens in 1994 and has been working in the insurance industry ever since. In 1998 she joined a new specialist unit concentrating on claims management solutions for International and Corporate clients. She assisted in the development of a new global claim management product operated throughout most of the globe. This included working as part of a team in the design and implementation of various Global Claims Management Systems.

In 2003, Johanna was TUPE transferred to Crawford & Company along with a large Global TPA account and formed part of a team developing their TPA programme management function.

In 2018, Johanna was tasked with building a new team, to effectively manage global TPA programmes for Crawford. Johanna led a team of 12 people, based in the UK and Europe, who worked together to implement and manage TPA programmes across multiple countries for corporate and insurer clients. This team provided implementation services, programme administration, quality control, data integrity assurance, first-line support (internally and externally), claims system development and training, treasury management interface, visual data analytics and the provision of management information and business intelligence.

Johanna returned to McLarens in 2021 as Head of TPA Analytics & Solutions.

Johanna is a member of the Chartered Insurance Institute. She has been a council member of the Insurance Institute of Ipswich, Suffolk and North Essex for 12 years and has held various roles including the President, Annual Dinner Secretary and Education Secretary.

- Participant in Crawford's Emerging Leader's programme in Atlanta, Georgia, September 2019
- President of the Ipswich Insurance Institute 2017 – 2018
- Organiser of the Ipswich Insurance Institute's Equality, Diversity and Inclusion Symposium March 2018
- Panel Moderator for the Ipswich Insurance Institute's Equality, Diversity and Inclusion series entitled "Industry Role Models" March 2018