



BRENDA M DIAZ

TECHNICAL DIRECTOR MARINE, PROPERTY & CAT

CONTACT

Puerto Rico

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mclarens.com

SPECIALTIES

Heavy Equipment

Casualty

Catastrophe Response

Crisis Management Response

Commercial Property

Property

Third Party Administration

Builder's Risk

Construction & Engineering

Consumer Goods

Entertainment

Hospitality

Manufacturing

Marine

Municipalities

Private Clients & Estates

Product Recall

Retail

Transportation

Asset Management

Claims Management

BIOGRAPHY

A dynamic and results-oriented Senior Insurance Claims Executive, Brenda brings over 25 years of global experience in managing complex, high-value insurance claims across Property, Casualty, Personal Lines, Accident & Health, Technical Lines, and Specialty Lines. With vast experience in reinsurance management, claims handling, and litigation management, she has successfully coordinated with global reinsurers and legal teams to optimize recoveries, resolve disputes, and navigate intricate coverage scenarios.

Brenda has led large-scale catastrophe response efforts and is recognized for her strategic yet empathetic approach to high stakes claims resolution. She excels in developing and executing company-wide claims strategies, operational protocols, and compliance frameworks that drive efficiency, mitigate legal exposure, and support service excellence.

With deep international exposure across the U.S., Central and Latin America, and the Caribbean, Brenda brings a nuanced understanding of regional regulatory environments and risk landscapes. She is known for building high-performing teams and fostering collaborative relationships with clients, brokers, reinsurers, underwriters and legal counsels worldwide.

QUALIFICATIONS

University of Puerto Rico – Political Sciences Minor, CIC (Certified Insurance Counselor) -The Institutes, Multiple Insurance Courses and Seminars Additional Licenses: USVI, Puerto Rico

ADJUSTER EXPERIENCE

27 years

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CONTINUED

NOTABLE ASSIGNMENTS

- Commercial Liability: TPA (USD \$6 Million)
 - Recovery (USD \$2 Million) – 2014
 - Food Borne illness: Liability (USD \$1 Million) – 2015
 - Construction: Builders Risk (USD \$1 Million) – 2016
 - Cargo: Marine (USD \$5 Million) – 2016
 - Public Entity: Property/CAT (USD \$1 Million) – 2017
 - Hospitality: Property/CAT (USD \$100 Million)- 2017
 - Residential Condominiums: Property/CAT (USD \$300 Million)- 2017
 - Commercial Centers: Property CAT (USD \$200 Million) – 2017
 - Healthcare / Hospitals: Property/CAT (USD \$15 Million) – 2018
 - Fraud: ID & Recovery (USD \$1 Million) -2018
 - Fast Food Service Restaurants: Property (USD \$5 Million) – 2020
 - Public Entities: Property/CAT EQ (USD \$1 Million) – 2020
 - Universities: Property/CAT (USD \$5 Million) – 2020
 - Hospitality Fire: Property (USD \$15 Million) – 2022
 - Housing Government CAT Fiona: Builder's Risk (USD \$1 Million) – 2022
 - Port & Terminals: Marine (USD \$1 Million) – 2023
 - Port & Terminals: Marine (USD \$2 Million) – 2023
- CATASTROPHES
- Cat Adjuster Hurricane Georges 1998

LANGUAGE SKILLS

English, Spanish, Portuguese (in progress)

ADDITIONAL EXPERTISE

Skilled in performing detailed quality assurance reviews of claims files to identify trends, improve processes and support continuous improvement initiatives, thus ensuring operational consistency and regulatory compliance across multiple lines of business.