



KELLY-MARIE CAROLINE

LOSS ADJUSTER

CONTACT

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SPECIALTIES

Property

INDUSTRY CERTIFICATION

- AICLA (Aff) Affiliate

BIOGRAPHY

Kelly-Marie Caroline is a Loss Adjuster with a well-rounded background in insurance claims management, having entered the industry in 2019 with a residential insurer. She has gained broad experience across frontline claims handling, catastrophe response, and major loss, including involvement in significant events such as the Melbourne earthquake. Her early career provided exposure to domestic home and contents claims and high-volume CAT environments, building a strong technical and operational foundation.

Since joining McLarens in April 2023 as a Trainee Loss Adjuster, Kelly-Marie has successfully progressed to the role of Loss Adjuster in April 2024. In this capacity, she applies her claims experience and growing technical expertise to the assessment and management of a diverse portfolio of losses across both commercial and residential sectors.

Kelly-Marie is recognised for her proactive approach, strong organisational skills, and ability to manage competing priorities in fast-paced environments. She is committed to delivering clear communication and fair, well-reasoned outcomes for clients, insurers, and stakeholders, while continuing to develop her expertise within the loss adjusting profession.

NOTABLE ASSIGNMENTS

- Factory Fire Loss (AUD 600K) – Assisted
- Commercial Real Estate Impact Damage (AUD 50K)
- Commercial Office Storm Damage (AUD 200K)
- Cultural Community Centre Cyclone Loss (AUD 200K)
- Multi-Location Shopping Centre Cyclone Loss (AUD 350K)

QUALIFICATIONS

- BA (Psychology and Film & Television)
- Certificate III - Technical Production