



## NICOLA CATTAN

HEAD OF UK BUSINESS DEVELOPMENT

### CONTACT

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### SPECIALTIES

Property  
Catastrophe Response  
Private Clients & Estates  
Commercial Property  
Real Estate  
Municipalities

### INDUSTRY CERTIFICATION

- Dip CII - Diploma in Insurance - Chartered Insurance Institute
- AMInstLM Associate Membership of the institute of Leadership and Management

### BIOGRAPHY

Nicola began her insurance career with McLarens Toplis in November 1997, supporting Loss Adjusters. In December 2000, she joined GAB Robins as a Claims Handler, beginning an 11-year tenure in property loss adjusting.

She held various office-based and field roles, gradually assuming management responsibilities. Her leadership culminated in her appointment as Operations Manager for Robins Affinity Management, where she drove operational efficiency and service delivery.

Nicola later relocated to Amsterdam, stepping outside the insurance sector to join digital travel company Booking.com. She returned to the UK in 2014, joining its UK & Ireland leadership team, where she managed regional operations before moving into a commercial role to enhance service offerings.

In March 2021, Nicola re-entered the loss adjusting industry with Crawford & Company – Subsidence. Initially tasked with developing FNOL (First Notification of Loss) and virtual adjusting functions, she quickly became Head of Internal Operations, overseeing internal processes and service improvements.

She rejoined McLarens in June 2022 as Client Development Lead, bringing deep industry and cross-sector experience in business development, account management, customer service, operations, and change management. Her focus was on retaining, developing, and securing key insurer and nominated account relationships.

Effective 1st April 2025, Nicola was promoted to Head of UK Business Development. In this strategic leadership role, she drives growth across the UK loss adjusting business, strengthens client relationships, and identifies opportunities for cross-collaboration and new service offerings.