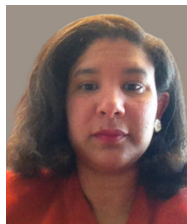


# Claims Team

## Professional Lines

### Our claims philosophy

**QBE is committed to responsible claims management and quality customer service. Our world-class claims handling expertise makes it possible to resolve and pay claims quickly and efficiently. QBE is proud of our in-house, dedicated professional lines claims team with industry specialization and product expertise. Our customers can count on our commitment to superior service pre-loss and post loss.**



#### Shauna Reeder

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Shauna Reeder is the Vice President, Professional Liability for QBE North America. In this role, she is responsible for claim oversight and manages a team of claims professionals for several professional liability programs within QBE's Specialty Programs division. Shauna's team manages the following E&O programs: architects and engineers, lawyers, mortgage brokers and title agents, and collection agencies. Prior to joining QBE, she held management positions at another insurance company leading teams that adjusted high exposure professional liability claims against lawyers, architects and engineers, accountants and miscellaneous professionals. She served on the ABA Standing Committee on Lawyers Professional Liability from 2015-2018. Prior to becoming an insurance professional, Shauna was a trial lawyer at various insurance defense firms in New York City and began her legal career as an Assistant Corporation Counsel at the New York City Law Department. Shauna earned a Bachelor of Arts degree from Brown University and a Juris Doctorate from Brooklyn Law School.



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Lindsey Lawrence serves as a Senior Claims Technical Specialist for Professional Liability Claims for QBE North America. She is responsible for handling professional liability claims involving lawyers, architects and engineers and accountants. Prior to joining QBE, Lindsey practiced law for ten years. Her practice focused on insurance coverage and insurance defense work. Lindsey's experience includes insurance coverage analysis and disputes in the areas of commercial general liability, excess and umbrella liability, commercial property, auto liability, and private client group and personal lines. Her practice involved a variety of claims in both state and federal court, including claims of coverage for construction defects, property damage, employee injury, oil and gas industry claims, and defending against homeowners' claims related to catastrophic losses. Lindsey earned a Bachelor of Arts degree from the University of Texas at Austin, with a dual major in the Plan II Honors Program and Russian, East European and Eurasian Studies, and a Juris Doctorate from the Southern Methodist University Dedman School of Law. In 2017, Lindsey was named a Texas Super Lawyers Rising Star for Insurance Coverage.



#### Ted Turner

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Ted Turner is a Senior Claims Technical Specialist for QBE North America. He is responsible for handling professional liability claims involving lawyers, architects, engineers and accountants. Prior to joining QBE, Ted was a Claims Counsel for 13 years with Great American Insurance Company, XL Catlin, and Chubb, handling professional and fiduciary claims. Ted practiced law for 16 years with Gollaher and Chambers and Thompson, Coe, Cousins, and Irons, defending a variety of professionals in state and federal court. He also litigated underinsured and uninsured motorist claims. He provided coverage opinions and litigated coverage matters in the areas of professional, commercial and property insurance. Ted earned a Bachelor of Arts from Southwestern University with an emphasis in accounting and a Juris Doctorate Degree from Baylor University.



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Nhataly Vu is a Senior Claims Technical Specialist for QBE North America. She is a claims attorney handling claims on several programs including architects and engineers, lawyers and title agents. Prior to joining QBE, Nhataly was an insurance defense attorney for 16 years. Nhataly's private practice focused on the defense of architects and engineers, as well as commercial and residential developers in all phases of litigation, including mediations, settlement conferences and trial. Nhataly has trial experience and experience evaluating coverage issues involving professional liability, commercial general liability and excess liability. Nhataly has been a guest speaker at the University of California, Irvine School of Law and California State University, Long Beach. Nhataly earned a Bachelor of Arts degree in Political Science and English from Mount St. Mary's University and a Juris Doctorate from Pepperdine University.