



Marc Lanzkowsky
Hanover Stone Partners, LLC

Marc Lanzkowsky joined Hanover Stone Partners, LLC, as an Associate in 2009. He has 20 years of experience in insurance claims management, medical malpractice, and professional liability. He is concurrently the founder and principal of Lanzko Consulting, Inc., a boutique consultancy that helps large organizations with insured programs, self-insured programs, self-insured trusts and subsidiary captive insurance companies, ensure smart and efficient claims operations.

Starting his career as an Insurance Defense Attorney in New York, he represented physicians and hospitals against malpractice claims and defended insurance companies on coverage issues. After seven years, Marc became a Specialty Claims Adjuster at Zurich Insurance Company. Managing a caseload of physician, hospital and nursing liability claims, he was part of a black belt team that helped improve claims department operations. With his promotion to Northeast Regional Manager for Healthcare Medical Malpractice Claims, Marc was responsible for over 1,900 professional liability claims and more than \$250 million in outstanding reserves. He then rose to the position of Claims Director for Operational Innovation for the Specialty Claims Division. As a direct report to the VP of Specialty Claims, Marc ensured operational efficiency for multiple specialty lines in a department comprised of 150 claims professionals and 14,000 open claims files. He also developed performance metrics to promote productivity and facilitate team management. Tapped for the company's 9-11 disaster recovery team, Marc assisted in the relocation of over 100 claims professionals within one week of the tragedy.

Following his success at Zurich, Marc was recruited to help build a specialty claims organization as Vice President (and, later, Senior Vice President) of Home Office Claims Management for Arch Insurance Company. Charged with developing all internal processes and best practices for this new global Property & Casualty insurer, he created the company's innovative claims technology platform, an intuitive system used by claims professionals worldwide as part of a fully accessible paperless claims environment. Marc also assisted senior management in due diligence reviews of possible acquisitions, and formed and managed relationships with multiple claims vendors. As the company and department grew, Marc drove performance metrics and best practices oversight for its 85 claims professionals and third-party administrators handling over 20,000 open claims. He also led the litigation management department and created a Special Investigation Unit (SIU) to help combat fraud.

Marc received a bachelor's degree from New York University in 1988 and a Juris Doctor from Pace University School of Law in 1991. He serves as a member of the Board of Directors for IncentOne, a provider of integrated incentive solutions to clients ranging from small businesses to the *Fortune* 500.