



## Hanover Stone Partners, LLC

Where Experience, Expertise and Enthusiasm collaborate

### **Thomas N. Falzarano** **Hanover Stone Partners, LLC**

Thomas N. Falzarano joined Hanover Stone Partners as an Associate in 2011. He is a senior claims executive with over three decades of claims and risk management experience. Tom founded The Boxwood Group in March 2007. The Boxwood Group, based in Bernardsville, New Jersey, is an independent claims consulting firm that provides dispute resolution and strategic risk management claims solutions for corporate insureds, insurance brokers, insurers, and third party administrators. The premise of the firm is to help clients with property and casualty insurance claim related issues by providing them with practical solutions. The Boxwood Group's main stable of clients includes a global insurer, wholesale and retail brokers, and risk management clients. Tom acts as an advisor and advocate by helping clients resolve insurance coverage and claims handling disputes. On the client's behalf, he acts as an intermediary to bring parties together to manage complex claim matters and resolve contentious claim strategy and coverage issues.



Tom was a claims executive for Marsh USA between 1980 to February 2007. He was a Managing Director at Marsh USA and he also served as the Global Casualty Claims Practice Leader for Marsh Risk Consulting ("MRC") since 2003. As the Practice Leader he led a \$55 million claims consulting practice. He was responsible for the vision, strategy and leadership of the practice. He had oversight of a nationally recognized team that provided insurance claim advocacy, damage review, and preparation services. Tom was responsible for ensuring that Marsh claims consultants were experienced in coverage analysis, claim investigation, and reviewing economic damages – specifically in casualty claims.

Tom served in several leadership positions within Marsh, including Consulting Manager for the New York office with full P&L and operations management responsibilities over various risk consulting practices. Under his leadership, the NY consulting operation's revenue grew from \$4.5 million to \$31 million in two years (2000–2002). Other leadership positions included National Casualty Claims Leader (1999–2000), Northeast Regional Claim Manager and Manager of Marsh's New York Brokerage Claim Department (1995-1999), and Manager of the Morristown, NJ claim office (1982-1995).

Tom's experience at Marsh included Senior Casualty and Property claims work on some of Marsh's largest chemical, pharmaceutical, railroad, mining, manufacturing, electronic, and communication accounts. In addition to his claims consulting work, while at Marsh he also

created and then managed for several years, a claims administration program for the adjustment of claims on behalf of a self-insured public pooling group made up of 180 school boards.

In 2003, Tom led a team to create Marsh USA's first Claim Reporting and Management System called ClaimTrakker. In 2006, he was the Global Business Owner of a new web-based Global Claims System that all Marsh colleagues used. Tom is the co-author of Marsh's Best Practices and Professional Standards and developed an on-line training course on this subject.

Tom has participated as a facilitator/instructor for the Risk and Insurance Management Society at a number of its annual conferences. He was a RIMS instructor for seven years teaching "Claims Management," a course he co-created and authored. He was the original recipient of the Marsh Excellence Award for the Northeast Region in 2002. He received the Kroll CS Stars Cross-Practice Award in 2005.

Before joining Marsh in 1980, Tom was a Casualty and Property Claims Supervisor for Reliance Insurance Company. He holds a Bachelor of Science degree from Seton Hall University where he majored in Marketing. Tom has a New Jersey Brokers License. He is a member of NJ RIMS. Tom is a past member of Hartford Insurance Company's Broker/Agent Claim Advisory Council.