



**Webcast – The project journey:
From blueprints to operations**
Understanding the risks and ways to protect your clients
Victor experts: Biographies

Michelle McIntosh, Senior Underwriter, Architects & Engineers

Michelle joined Victor in 2005, and since then, Michelle has been an underwriter in the Directors & Officers, Errors & Omissions, Architects & Engineers, and Construction departments, and she was promoted to Senior Underwriter in 2018. She graduated from the University of Ottawa in 2001 with a B.A. in Communications. Michelle earned her Registered Professional Liability Underwriter (RPLU) designation in 2016.

Bryson Hayes, Senior Claims Analyst, Architects & Engineers

Bryson is a senior claims analyst with the Architects & Engineers claims department. He holds a Bachelor's Degree of Applied Science (Biomedical Mechanical Engineering) from the University of Ottawa, and worked as a junior engineer with an engineering consulting firm before joining Victor in 2016. Outside of insurance, Bryson has a variety of interests and hobbies, including health and wellness, cooking and home brewing.

Marcus Raitanen, FCIP, CRM, Underwriting Specialist, Construction

Marcus joined Victor in 2004 as an underwriter in the Construction department, bringing with him experience in construction inspection and testing. Marcus has presented webinars on construction insurance for insurance brokers and had an article published in Canadian Insurance Top Broker magazine in 2012 on the subject of construction insurance. Marcus is a member of the CCDC Insurance Subcommittee. He received his Canadian Risk Management (CRM) designation in 2013 and his Fellow Chartered Insurance Professional (FCIP) designation in 2016.

Christine Lefave, B.Soc.Sc., CIP, Senior Claims Analyst, Construction and Environmental

Christine started at Victor in 2014 as a claims analyst in the Construction and Environmental claims department. She started her career in insurance 20 years ago as a Licensed Sales and Customer Service Specialist and Underwriter. She then moved to the Commercial Sector in 2005 as a Property and Casualty Underwriter. She has a Bachelor's Degree in Criminology from the University of Ottawa as well as her Chartered Insurance Professional (CIP) designation.

Shannon Gorman, CIP, Technical Lead, Environmental

Shannon joined Victor in 2007 as an underwriter in the Construction and Environmental department, where she currently underwrites Pollution Liability for Contractors, Environmental Cleanup and Liability Insurance for Storage Tanks, Environmental Package Insurance for Contractors and Consultants, and Environmental Cleanup and Liability Insurance for Premises. She was promoted to Technical Lead in 2019. Shannon graduated in 2006 from the Construction Engineering Technician program at Algonquin College. She received her Chartered Insurance Professional (CIP) designation in 2015 and her Risk Management Certificate in 2017.

Anthony Gallo, B.B.A., CIP, Underwriting Specialist, Directors & Officers

Anthony joined Victor in 2011 as an underwriter in the Directors & Officers department and was promoted to Senior Underwriter in 2016 and Underwriting Specialist in 2020. He obtained a Bachelors of Business Administration from Bishops University where he completed a concentration in Finance and a major in Economics. He earned his Chartered Insurance Professional (CIP) designation in 2015 and Risk Management Certificate in 2017. Prior to joining Victor, Anthony worked in insurance, specializing in personal lines.

Amy Mathurin, J.D., RPLU, Claims Analyst, Directors & Officers

Amy is a claims analyst in the Directors & Officers claims department and in that role manages claims related to employment, Human Rights, shareholder disputes and bankruptcy. In addition to holding a Doctorate degree in law, Amy holds a Master's Degree in Clinical Psychology and a Bachelor's degree in Biopsychology. Amy joined Victor in 2013 and earned the Registered Professional Liability Underwriter (RPLU) designation in 2017. Amy is a member of the Washington State Bar Association and the Professional Liability Underwriters Society.

Michael Jacobs, B.Sc., CIP, Senior Underwriter, Errors & Omissions

Michael is a senior underwriter in the Errors & Omissions and Technology department. Prior to joining Victor in 2008, Michael was a senior information technology consultant for a large insurance company in the United States. He has developed and delivered seminars and webinars on a variety of technology, insurance and financial topics since the early 1990s. Michael has over 28 years of experience with technology firms as a computer professional and as an insurance professional, underwriting technology and cyber risks. Michael graduated from Bradley University with a Bachelor of Science degree in Computer Science. He completed his Chartered Insurance Professional (CIP) designation in 2013.

Justin Larose, CIP, CRM, Senior Underwriter, Errors & Omissions

Justin is a senior underwriter in the Errors & Omissions department. Since joining Victor in 2009, he has worked in administration, as an underwriting assistant, and as an underwriter, before being promoted to senior underwriter in 2019. He finished his accounting diploma through Algonquin College, also having a Financial Management and Bookkeeping certificate under his belt. Since joining the insurance industry, he received his Chartered Insurance Professional (CIP) designation from the Insurance Institute of Canada and his Canadian Risk Management (CRM) designation through the RIMS association.

Anthony Johnson, B.Comm. (Hons.), CIP, RPLU, Senior Claims Analyst, Errors & Omissions

Anthony joined Victor in 2011 as a claims analyst in the Errors & Omissions claims department. Since joining, Anthony obtained his Chartered Insurance Professional (CIP) designation and, in 2017, he was promoted to senior claims analyst. In 2019, Anthony also completed his Registered Professional Liability Underwriter (RPLU) designation. Anthony is a graduate of the University of Ottawa, with an Honours Bachelor of Commerce degree. Anthony gained his insurance experience working over 20 years for a federal crown corporation in the financing and insurance industry, largely in project management. Today, Anthony manages claims in the E&O department, including Technology claims and EPL claims, and has also previously done so for the Architects & Engineers department, as well as briefly for the Directors & Officers department.

Marianne McKinnon, Underwriting Manager, Errors & Omissions

Marianne joined Victor shortly after obtaining her degree at McGill University in 2003. She began her career as a Claims Analyst, handling complex liability claims against various types of professionals, including those in the medical, financial, design and technology fields. She transitioned to the underwriting department in 2016 and now manages a team of 11 underwriters in the Errors & Omissions and Technology department. With her experience in underwriting complex liability risks and managing their claims, Marianne provides valuable insight in claim trends and important risk management recommendations to insured professionals.

Diane Lefebvre, H.BSc., CIP, Senior Claims Analyst, Errors & Omissions

Diane Lefebvre is a senior claims analyst in the Errors & Omissions claims department. Diane worked as a nurse before returning to school and graduating with an Honours B.Sc. Degree in Applied Health Science from the University of Waterloo. Diane joined Victor in 2015 as a claims analyst, bringing with her 20 years of insurance experience ranging from Health Professional Liability, CGL, Commercial and Personal Property, Environmental, Automobile, Transport, Cargo, and more. At Victor, Diane manages a large variety of professional liability claims, including Nursing, Occupational Therapists, Health Care Workers, Pharmacists, Insurance Brokers, Disciplinary Matters, and CGL claims.

For more information, please [contact our underwriters](#) by phone (toll free): **1-800-267-6884** or by e-mail: info.ca@victorinsurance.com.