

## **Jane Marie Downey**

**Jane Downey, M.Ed, ARM**, President of Clarity Concepts Inc, provides Enterprise Risk Management consulting, insurance broker management, workers compensation claims reduction programs, and outsourced risk management along with leadership, mentoring and team training to corporations, universities and other organizations. Jane also serves as insurance Expert Witness in insurance related litigation. Her areas of expertise include Insurance Claims Handling, Risk Management & Risk Control Standard, Insurance Broker Service/Agent Professional Liability and Insurer Bad Faith.

### **Education**

Ms. Downey is a Summa Cum Laude graduate of Temple University's Fox School of Business and Management with a dual major in Insurance and Risk Management and Accounting. She ranked first in her graduating Risk Management class and was chosen nationally for a RIMS conference scholarship. She completed her Masters in Education at Temple in Psychoeducational Processes (Leadership and Group Dynamics).

### **Clarity Concepts, Inc.**

Ms. Downey founded Clarity Concepts in 1995. Her risk management clients have included Schott Corporation, Carl Zeiss US Companies,, Tredegar Corporation, Integra Life Sciences, Main Line Health Systems, Genencor International, Entech Creative Industries, Saint-Gobain Corp., Communication Test Design, Inc. (CTDI), Commerce National Insurance Services, Napco and CIGNA International. She has provided expert reports and testimony in over fifty litigation cases on various lines of property and casualty insurance, risk management and insurance broker service standards. She has testified twice in trial and gave written testimony to the Insurance Commissioner of California. Her testimony is outlined later in this document.

### **Corporate Insurance and Risk Management Experience**

Ms. Downey's experience includes risk management positions with IU International, PaineWebber Group, Inc., and West Pharmaceutical Services. She was an Account Executive in insurance brokerage with the Hobbs Group, now part of Willis. Jane served as adjunct faculty in Temple University's Fox School in Risk Management and the School of Communications; Jane also Crisis Management at Penn State. Jane is currently teaching Insurance CE classes for ISEP.

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## EDUCATION

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- *Temple University, School of Education, Philadelphia, PA*  
**M.Ed Psychoeducational Processes (Renamed Adult & Organizational Development) 1998**  
Masters Paper: Team Development GPA: 3.97
- *Temple University, Fox School of Business, Philadelphia, PA*  
**BBA Insurance & Risk Management and Accounting (Double Major) 1985**  
Summa cum Laude
- *Insurance Institute of America, Malvern, PA*  
**Associate in Risk Management (ARM) 1988**
- *Rosemont College, Rosemont, PA* 1994  
**Health Perspective Certificate (Holistic Health)**

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## TEACHING EXPERIENCE

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- **Institute of Strategic Educational Partners-CE Classes** **Current**  
**Intro to Risk Management, Fundamentals of Property & Casualty Insurance, Active Shooter Insurance & Risk Control, Introduction to the Excess & Surplus Lines Market**
- *Insurance Society of Philadelphia, Philadelphia, PA*  
**Professional P&C Insurance Broker CE and Development Courses 2005-2016**  
Public classes have included: Risk Management Overview which includes Property, Liability and Workers Compensation Insurance, Associate in Risk Management Preparation Classes, Directors and Officers Liability Insurance, Employment Practices Liability Insurance, Fiduciary Liability Insurance. Private classes conducted for Aon Risk Services, Engle Hambright & Davies (EHD) and Liberty Insurance Brokers.
- *Gwynedd Mercy College Center for Life Long Learning* **2012**  
**Introduction to Business Adult Studies**  
Curriculum included topics such as self-management, study skills and group dynamics.
- *Temple University, School of Strategic Communication, Leadership Minor*  
**Communicating Leadership 2010**  
Curriculum focused on styles of Leadership, Leadership in Crisis and Crisis Case Projects
- *Temple University, Fox School of Business, Philadelphia, PA*  
**Intro to Risk Management 1996-1998**  
Overview of all aspects of insurance coverage, risk management and risk control
- *Pennsylvania State University, Graduate in Management Program, Malvern, PA*  
**Crisis Management 1995**  
Crisis Management for this Executive Management program included Early Warning signs, Case Studies, Student Casework with local corporations and case presentations.

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**LICENSES**

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- **Pennsylvania Property and Casualty Insurance Brokerage License** 2004- Present
- **Pennsylvania Life and Health Insurance Brokerage License** 2016-Present
- **NJ Non Resident Property & Casualty and Life & Health Brokerage License** 2017-Present
- **Virginia Risk Management Consultant's License** 2005-2019

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**CORPORATE RISK MANAGEMENT EXPERIENCE**

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- ***President, Clarity Concepts Inc, Gulph Mills, PA*** 2/95-Present

President of this Risk Management and insurance consulting firm that Strategy in Risk and Crisis Management, Workers Compensation Claims and Safety Programs.

- ***Corporate Risk Manager, West Pharmaceutical Services Inc, Lionville, PA*** 8/92-10/94

Corporate Risk Manager of this \$500 million international pharmaceutical and consumer products packaging manufacturing company. Responsibilities included managing worldwide property and liability insurance programs, claims and litigation management, coordination of safety and loss control training for Workers' Compensation and corporate risk management. Position reported to the Treasurer. Conducted Request for Broker Services (RFP) on both the Property and Casualty programs.

- ***Sr. Account Representative, The Hobbs Group, (Acquired by HRH now Willis) Weehawken, NJ and Malvern, PA*** 4/89-8/92

Senior Account Representative with this national insurance brokerage and risk management firm. Major clients included The New York Stock Exchange, Ryobi Tools, and Morgan Knitting Mills. Honored with national sales awards in this position.

- ***Asst. Risk Manager, PaineWebber Group, Inc. (Now UBS) New York, NY*** 1/86-4/89

Assistant Risk Manager of this multinational retail securities broker/dealer whose exposures included 270 offices, 13,000 employees, \$10 billion in negotiable securities and 181 subsidiary companies. This position was responsible for coordination of all insurance and risk management programs including Property and Casualty insurance, Bankers Blanket Bond and Directors and Officers Liability Insurance.

- **Risk Management Specialist, IU International, Philadelphia, PA** **5/84-5/85**

Risk Management Specialist of this \$2.5 Billion holding company with businesses in food, waste disposal, real estate holdings and trucking. Position focused on the captive insurance company financials and management of asbestos litigation and General Liability Insurance coverage history and interpretation. Attended the Wellington Asbestos Insurance Agreement meetings.

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## **RISK MANAGEMENT CLIENTS AND PROJECTS**

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- **Schott Corporation, Ryebrook NY** **Client since 1995**
- Outsourced Risk Manager for the North American operations of this German multinational specialty glass manufacturer. Responsibilities include risk assessment, broker and insurance carrier management, claims and litigation management, ongoing client communications and allocations, safety programs, coordination of property loss control inspections, and coordination with worldwide Risk Manager in Germany. Special projects have included Broker RFP's, Workers Compensation Loss reduction, Fire Safety assessments, Property and Business Interruption claims support, Employers Liability insurer negotiations and management of counsel. This work has contributed to a Workers Compensation experience modification well under 1.0.
- **Schott Corporation, Elmsford, NY** **Client since 1995**

On a special project basis, served as Property Claim Advocacy on large insured Property losses including: \$70 million warehouse fire, \$6 million smoke damage and \$5 million power outage.

- **Carl Zeiss Companies, White Plains, NY, San Diego, Dublin, & Ontario CA 1995-2021**

Currently serving as outsourced Risk Manager for the North American operations of this German multinational microscope, industrial measuring and medical instrument manufacturer. Responsibilities include risk assessment, broker and insurance carrier management, claims and litigation management, ongoing client communications and allocations, safety programs, coordination of property loss control inspections, and coordination with worldwide Risk Manager in Germany. Special projects have included Field Service Safety Program, Disaster Recovery planning, Marine and Transit Insurance training and Property claims support. In 2011, integrated Zeiss Vision, Inc. from independent programs into the US insurance programs.

- **Tredegar Corporation, Richmond, VA** **Client 2004-2014**

Originally engaged by the Audit Committee of the Board of Directors to assess the current risk and insurance programs of this NYSE multinational manufacturer of non-woven films and aluminum.

This resulted in an ongoing consulting relationship serving as strategy consultant on Risk Management as well as regular intervention in Workers Compensation claims and oversight on safety initiatives. This work has resulted in significant premium and loss savings including earnings

recovery reported in the Annual Report. Special projects have included two Property and Casualty broker selection exercises and a Third Party Administrator (Workers Compensation claims administration) RFP resulting in significant fee reductions and service enhancements.

- **Integra Life Sciences, Princeton, NJ** **Client 2017**

Engaged by this soon to be \$1 billion manufacturer and distributor of life science products to manage all global insurance renewals. This was an emergency project and Jane was able to conclude the Property and Casualty renewals in less than three weeks, with the support of the broker. The renewals encompassed including a massive acquisition of Codman from J&J.

- **Communication Test Design, Inc., West Chester, PA** **Client 2012**

Worldwide review of insurance, risk management and insurance programs of this international privately held telecommunications and logistics company. The study specifically focused on international property risk management and control of license usage.

- **Genencor International, Rochester, NY (Sold to Danisco)** **Client 2000**

At the request of the CFO, conducted broker selection and request for proposal process for all Property and Casualty lines of insurance including coverage to address upcoming IPO issuance. This project was a follow-up to the first engagement to provide a full risk assessment.

- **Main Line Health System, Radnor, PA** **Client 1996**

Conducted audit of Workers Compensation claims files for this Pennsylvania Health System.

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## **AWARDS**

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- **Outstanding Educator, Insurance Society of Philadelphia** **2008**
- **Sales Award, Hobbs Group** **1990**
- **RIMS Scholar (Scholarship to Risk and Insurance Society National Conference)** **1985**
- **Highest GPA in Insurance and Risk Management, Temple University, Fox School** **1985**

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## PUBLICATIONS

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- **Written Testimony of United Policyholders Before the California Department of Insurance Rulemaking Hearing on Proposed Regulations Governing the Title-Insurance industry in California** *White Paper on Title Insurance provided as Testimony.* 2006
- **Leadership and Group Process,** *White Paper Presented at National RIMS Conference* 2005
- **Creative Leadership in Crisis,** *White Paper Presented at National RIMS Conference* 2003
- **CIGNA International Client Advisory: Crisis Planning and Disaster Management** 1995
- **CIGNA International Client Advisory: Managing Products Liability Risks** 1995
- **Not my Employee! Understanding the Risks of Outsourcing,** *UK Facilities Mgmt Journal* 1995
- **Understanding Kidnap & Ransom Insurance** with Fiona Lally, *DC Crisis Management* 1994

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## HEARING & COURT TESTIMONY & DEPOSITIONS IN INSURANCE & RISK AND BROKER STANDARD

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- 2004 Testified as a Property Damage expert on behalf of client, Schott Corporation in Schott Scientific Glass vs. Allegheny Power Company for Subrogation
- 2006 Testified on fraudulent practices in the Title Insurance industry on behalf of United Policyholders to the California Insurance Department in support of regulation reform
- 2008 Testified as an Insurance claims expert in support of Brethren Mutual in John Edkin vs. The Brethren Mutual Insurance Company concerning claims handling practices in a Homeowners insurance claim
- 2009 Testified in support of ECBM as an Insurance Brokerage expert in Cananwill, Inc. vs. Edens Corporation...vs. Evans Conger Broussard & McCrae (ECBM)
- 2015 Testified in support of insured Paul Berenato as an Insurance Brokerage expert in Paul Berenato vs. Seneca Insurance, All Risks & Gallagher/Bollinger
- 1994 Testified in support of employer West Pharmaceutical Services in litigation concerning bodily injury from a failed plastic cap on drain cleaner

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**LEADERSHIP SEMINARS & SPEECHES**

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- National Association of Women Business Owners, Philadelphia Chapter, **2019**  
**Leadership Conference: Panel on Risk Taking as an Entrepreneur**
- KPMG Network of Women **2015 & 2018**  
***Etiquette Programs including Dining, Wine, Communications and Appearance***
- *Women in Cable & Televisions* **2015**  
**Meditative Labyrinth Walking and Self Discovery**
- *KPMG Network of Women and Comcast Women's Group, Phila.* **2013**  
***The Art of the Elevator Pitch***
- *Philadelphia Insurance Day-Panel Discussion* **2013**  
***Managing Millennials***
- *Risk and Insurance Management Society (RIMS) National Conference* **2009**  
***Interlinking Safety and Leadership***
- *RIMS National Conference, Philadelphia, PA* **2005**  
***Creative Leadership in Crisis***
- *RIMS Delaware Valley, Philadelphia, PA* **2004**  
***Creative Leadership in Crisis***
- *RIMS National Conference, Chicago, IL* **2003**  
***Creative Leadership in Crisis***
- *German Captive Brokers Conference, Wiesbaden, Germany* **2001**  
**United States Workers Compensation Issues**
- *RIMS National Conference, San Francisco, CA* **2000**  
***Risk Communications and Teambuilding***
- *RIMS Delaware Valley* **2000**  
**Leadership and Teambuilding**
- *Survive! Disaster Recovery Seminar, Chicago, IL* **1998**  
**Coordinating Business Continuity Planning with your Insurance Programs.**
- *The Center for Environmental Risk Management and The Wharton School, PA* **1998**  
**Crisis Management**

- *RIMS Delaware Valley Chapter, Philadelphia, PA* **1995**  
**Risk Management Communications**
- *New Avenues in Crisis Management, 4<sup>th</sup> Annual Conference, Las Vegas, NV* **1995**  
**Managing the Risk and Crisis Exposures of Non-employees**
- *RIMS Delaware Valley Chapter, Philadelphia, PA* **1995**  
**Integrating Crisis & Disaster Planning into Risk Management Function**
- *RIMS National Conference, Orlando, FL* **1994**  
**Justifying the Cost of Safety Programs**
- *Philadelphia Insurance Day, Philadelphia, PA* **1994**  
**International Insurance Programs**

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#### **CORPORATE & UNIVERSITY TRAINING CLIENTS AND PROJECTS**

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- **Forum of Executive Women, Philadelphia, PA** **2011-2014**

**Mentoring Program Board Chair/ Mentor Advanced Circle 2014**

- **Drexel University, LeBow School of Business, Full-Time MBA Program** **2009-2013**

**Entrepreneurial Trainer:** engaged to create custom training programs for MBA candidates with Coordinator of Business of Ambition Programs to interactively enhance student groups' performance in the analysis and presentation of Case Studies in competition environments. Each of the six programs concentrated on skills-building in the areas of team collaboration, analytical skills, business writing, presentation skills, and business simulations.

- **Temple University, Fox School of Business, Full-Time MBA Program** **2004**

**Leadership Trainer:** Designed and delivered pre-term training for full-time MBA students on the topics of Leadership, Innovation and Teams. Program was followed with a session focused on each topic with executive speakers invited by Clarity Concepts. The class utilized Ron DenBroeder's Innovation Field Guide for part of the training.

- **Modern Group (Modern Equipment and Rentals), Bristol, PA** **2003-2010**

**University Designer and Trainer:** Instructional contract with Modern Equipment included the design and delivery of their Modern University programs including team building, supervisor training, business writing and communications, leadership and motivational instruction.

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#### **OTHER TEAM BUILDING, COMMUNICATIONS, TRAINING, COACHING AND LEADERSHIP PROJECTS**

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- *Siemens Corporation, Malvern, PA*
- *Vanguard Corporation, Malvern, PA*



- *Commerce National Insurance Services*, Cherry Hill, NJ
- *S3BJ Pension Call Center*, New York, NY
- *WXPB Radio*, Philadelphia, PA
- *Saint-Gobain Corporation*, Valley Forge, PA
- *NAPCO, Inc.*, Edison, NJ

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## Professional Activities

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- Temple University Fox School of Business, **Risk Management Mentor** **2019 & 2020**
- Fox School of Business, **Risk Management Case Competition Judge** **2017-2020**
- *National Association of Women Business Owners, Philadelphia Chapter* **1995-2009**  
**Member, Treasurer and Education Committee Board Chair.**  
**Semi-Circle Mentor** **2018**
- *Forum of Executive Women, Philadelphia, PA* **2009-2018**  
**Served as Mentoring Board Chair and Public Policy Committee.**  
**Engagement Committee.**
- *RIMS/Spencer Educational Foundation Philadelphia Area Golf Fundraiser* **1995-2013**  
**Founding member of this scholarship fundraiser**
- *RIMS Delaware Valley, Former Education Chair* **1993-1995**  
**(1994 Awarded for Advancing the Risk Management Profession)**
- *Gulph Mills Civic Association Board* **2008-2012**  
**Recording Secretary, At-Large Board Member**

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## References

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**Manfred Jaeckel, Schott Corporation, JD, Retired General Counsel & Secretary:** 914-484-3837  
manfred.jaeckel@us.schott.com

**M. Michael Zuckerman, JD, MBA, ACI, Enterprise Risk Management Professor, Temple University:** 610-724-5077  
zuckerm@temple.edu

**Leslie R. Deluca Practice Administrator, KPMG Pennsylvania Business Advisory Services:** 856-264-3129  
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