



Matthew William Swinfen Cottrell
British, Male
Executive Director

Mr Matthew William Swinfen Cottrell (“Mr Matthew Cottrell”) was appointed as Executive Director of the Company on 11 November 2021.

Mr Matthew Cottrell obtained his education from Heathfield Comprehensive School, East Sussex, United Kingdom in 1984 and 1986.

Mr Matthew Cottrell has more than 34 years’ experience with Zurich in the claims handling. He is currently the Regional Chief Claims Officer at Zurich Asia Pacific, a position he held since April 2016. In his current role, Mr Matthew Cottrell is accountable for strategic, technical and operational execution for Life and non-Life Claims functions including new acquisitions such as One Path (ANZ Life Business), Covermore, Kono Insurance and Macquarie Life across Asia and Oceania (APAC) where Zurich has a direct and indirect Claims presence through the effective deployment of over 900 claims personnel. He is an active member of Zurich’s APAC Regional Executive Committee and the Global Claims Executive Team, introducing and influencing wider Claims and other strategies.

Mr Matthew Cottrell started his career with Zurich in April 1987. Between 1987 and 1992, he held various claims handling positions, handling of liability, motor, household, mortgage indemnity and personal accident claims specialising in personal injury claims including rehabilitation, ongoing medical review and rudimentary ‘back to work’ programmes. He gained first leadership role leading a team of handlers.

Between 1992 and 1996, he was tasked to play various systems implementation programmes roles such as first led the User Acceptance Team assisting in the design of the user interface and the readiness testing prior to system delivery, led the process redesign workstream for Claims ensuring optimal balance between the need to amend the ‘out of the box’ systems functionality with the need to amend the claims handling processes to minimise project spend and oversight of the writing of technical handling manuals.

Mr Matthew Cottrell was promoted to Claims Department Manager in 1996. He managed department of over 80 staff responsible for technical standards, personnel issues, budget setting, recruitment and achieved 25% improvement in productivity through identification and introduction of new business practices. In addition, he was workstream leader in successful merger process of two separate Motor Engineering functions follow merger of Eagle Star and Zurich Insurance companies.

Between 1999 and 2001, he was the Account Manager for Head Office Claims function, responsible for liaison between Internal Audit and strategic and operational claims areas and direction of and involvement in risk analysis for strategic claims area.

Mr Matthew Cottrell was involved in reviewing the technological interaction between Zurich and its Claims suppliers and provided assistance in transfer of internal field force to external company in 2001-2002 as Project Manager – Claims Transformation.

Mr Matthew Cottrell was promoted to UK Claims Performance Manager in 2002, a position he held till 2005. During those three years, he provided senior management with financial and operational Claims data, proactively identifying issues and trends through detailed analysis of data. He led claims work stream activity on response to existing and future regulatory requirements and assumed responsibility for writing and implementing the UK General Insurance Claims Risk Policy for Zurich.

Mr Matt Cottrell held the position of UK Claims Governance Manager from 2005 to 2009 and responsible for setting strategy for implementation and monitoring of insurance regulation for 1,150 UK General Insurance Claims management and staff, specifically on Insurance Conduct of Business rules, prudential oversight, dispute resolution and treating customers fairly, and was involved in a number of external industry committees including the UK Motor Insurers' Bureau Audit Committee.

Between 2009 and 2011, he was the Head of Claims Governance for Europe and responsible for providing internal and regulatory oversight for the Claims function across 13 countries with over 6,000 claims. During the two years, he implemented claims controls framework for newly created European legal entity, developed and maintained internal delegated authorities for country level Chief Claims Officers on behalf of European Regional Chief Claims Officer, and also developed cross border controls to ensure compliance with international anti-terrorist and money laundering requirements.

In 2011, Mr Matthew Cottrell was promoted to Global Head of Claims Governance. He was responsible for designing, implementing and testing the control framework and strategy for over 9,000 claims employees worldwide including responsibility for Global Quality Assurance function. During those three years, he assumed ownership of the Global Claims Policy including reviewed and re-wrote of the policy, implemented changes and monitoring compliance, redesigned the operational model and worked with Global Life colleagues to design and implement a solution for their Claims function, reduced central QA budget through improved structure by \$400,000 in 2013 through realignment of central roles and process efficiency. He was a member of Risk Committees at Global & Regional level.

Between 2014 and 2016, Mr Matthew Cottrell held the position of Global Head of Claims Functional Excellence. He is responsible for setting strategy and overseeing execution of functional areas for 9,000 Claims employees worldwide, including but not limited to counter fraud, vendor management, quality assurance, subrogated and salvage recoveries. He had implemented differentiated strategies in above areas dependent on the size of claims operation, market conditions and Zurich 'footprint', assumed responsibility for largest Claims analytics project in Zurich's history, implementing highly developed analytical software tools and the education programme required to implement, designed and sponsored talent development programme for Claims staff involving cross border co-operation and global reach.

Mr Matthew Cottrell is also serves as a Board Member for Zurich General Takaful Malaysia Berhad.