

Dale S. Frediani, Sr.



Dale Frediani is recognized as a property and casualty insurance claims executive whose leadership style effectively balances a pragmatic management approach with strong organizational and technical skills. Throughout his career he has used these abilities to further marketing strategies and business goals.

Mr. Frediani began his career with the General Adjustment Bureau as an Inland Marine and Fire Adjuster, experience that provided a strong foundation for his technical and investigative expertise. He later joined Chubb & Son, Inc. where he was steadily promoted to positions of increasing technical and management responsibilities having national and international scope. At Chubb he was a branch property loss supervisor, branch claim manager, home office property claim examiner, national claim audit manager responsible for technical quality control reviews of branch and regional offices for all lines, and national manager of non-marine property claims.

Mr. Frediani was recruited by CNA, Chicago, IL where he was senior manager – property/casualty claim operations. In that capacity he was responsible for property and automobile claims, subrogation, salvage and the special investigation unit. While at CNA he implemented extensive training programs to improve customer service and business retention, claim handling quality and expense control. He managed the adjustment of large property losses, introducing innovative programs and techniques and organized the investigation and defense of arson and fraud claims and policyholders' lawsuits including those seeking extra-contractual damages.

He was subsequently recruited by Reliance National in New York where he was First Vice-President, property/custom casualty claims. There he developed nationally respected organizations for property and casualty claims, marine claims, the Special Investigation Unit and a Central Recovery Unit. He has pioneered innovative approaches to large claim adjustments and litigation evaluation and management, including jury research and all kinds of alternate dispute resolution processes.

He is a Principal of RMG Consulting where he brings his extensive and successful claim management and technical experience to the areas of property claims, general property/casualty claim management, special investigation needs, recovery management and programs, large loss measurement and adjustment, quality/best practices audits and training, and litigation and dispute resolution services.

Mr. Frediani has published two articles, After the Hurricane and Do I need jury research?.

Mr. Frediani has a BA in Economics/Business Administration from Duke University, and is active in industry training and leadership roles.