

UK Marine Team

At the heart of every claim is a life,
business or community affected by loss.

Crawford® claims professionals focus every day on helping every one of their stakeholders, whether they be insurers, brokers, companies, policyholders or injured employees affected by a loss – to not only manage their claims with proficiency and technical expertise, but also with empathy. That's our purpose: restoring lives, businesses and communities.

Expert marine knowledge... with a truly global reach

Crawford Marine has one of the largest and most talented pool of experts in the marine surveying and adjusting field, offering a truly global and comprehensive suite of claims services.

Your marine claims partner

We work in partnership with you to solve your marine claims challenges and provide:

- A network of 250+ global marine surveyors, associates and correspondents
- Strategically located marine hubs in London, Rotterdam, New York, Brazil, Singapore and Sydney
- Focus on and expertise in specialty lines, encompassing all of the major marine disciplines
- Global marine TPA operations for insurers, captives and corporate clients
- Global programme claims management solutions
- Experienced cargo and transit surveyors and loss adjusters
- Naval engineers and surveyors specialising in hull and machinery, P&I, ports and terminals and project cargo claims
- Expert marine recoveries and legal services team (claims handled by qualified and practising specialist marine solicitors)
- London market based marine claims adjusting team for your delegated lead, TPA, adjusting and technical needs



Bobby Nolan

Head of UK Marine

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Bobby is a practising solicitor with over 25 years' experience in dealing with marine recoveries. Prior to joining Crawford, she was a partner in the marine and transportation division of a large law firm in the UK. She has been named in the Chambers & Partners Legal Directory as a leading individual in both shipping and transport and she is also a qualified Notary Public. She specialises in cargo and liability claims, and has handled many complex, high value cases for both insurer and corporate clients. Bobby was appointed Head of UK Marine in May 2019.

Cargo and Transportation Surveying



James Brook

Chief Marine Surveyor

M: + 44 (0) 7471 998 530

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James joined Crawford in 2020, having previously worked in the claims and marine markets for over 20 years. His marine experience includes handling cargo, transit liability and port and terminal losses and he handles claims for a variety of clients, including multinational companies insurers, brokers, and the Lloyds market. He is a committee member of the British Association of Cargo Surveyors.



Peter McClelland

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Senior Marine Surveyor

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Peter joined Crawford in 2012 having been a marine and transit cargo surveyor for over 40 years. He is a member of, as well as being a past chairman of the British Association of Cargo Surveyors. He has an extensive knowledge of a wide range of cargoes and their handling. He has acted as an expert witness in several pieces of litigation in the UK and internationally.



Istvan Bors

ABACS

Senior Marine Surveyor

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Istvan launched his career in 2012 in Budapest, Hungary, specialising in CMR claims handling. After seven years, he moved to the UK to broaden his expertise as a cargo surveyor & loss adjuster while continuing to work in CMR claims. With 12 years in claims handling and 5 years in surveying, having joined Crawford in 2024, Istvan brings a comprehensive understanding of both risk management and cargo assessment to his work.



Peter Hoggarth

Senior Marine Surveyor

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Peter is a former Royal Marine who joined Crawford in 2023 having previously worked in the marine and transit cargo surveyor market for the last 8 years. His marine experience includes handling of marine cargo, project cargo, pre-shipment survey, ports & terminals, transit liability claims and theft & fraud investigations for a variety of clients including insurers, Lloyd's syndicates, brokers and self-insured businesses. He is an associate member of the British Association of Cargo Surveyors.



Russell Wynn-Smith

Marine Surveyor

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Russ joined Crawford in November 2023, having previously been instrumental in establishing dedicated facilities for the processing of affected cargo claims. Handling claims for a variety of clients, he brings experience from within the Food & Drink Logistics, Warehousing & Distribution industry and a background in Engineering & Management, a client focused approach and a passion for embracing new technologies.



Mark Wells

Marine Surveyor

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Mark joined Crawford as a Marine Surveyor in 2024 and has 25 years' experience working in insurance. He is a Member of the Institute of Automotive Engineer Assessors (IAEA), specialising in road transport/haulage, specialist vehicle construction and logistic solutions. He is also Education Officer for the IAEA, being involved in the impact of new technology.

Marine Surveying and Engineering



Tony Saleh

Senior Marine Engineer

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Tony is an ex sea going Chief Engineer from the Merchant Navy who spent just under 30 years at sea. Tony sailed on a lot of different vessels including, tankers, bulk carriers, containerships, cable laying ships, ferries and fast ferries before coming ashore and working with a well known consultancy for the last 7 years before joining Crawford. As an incorporated engineer with significant seagoing experience, he specialises in Hull and Machinery aspects and has also carried out surveys involving salvage, P&I, GA, ship repairers and port liabilities amongst other things. Tony is also a committee member of the Liverpool Marine engineers and Naval Architects guild.



Saverio Bongallino

Senior Marine Engineer

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Saverio qualified as a Marine Engineer in Italy and began his career as a Merchant Navy Engineering Officer onboard cruise ships in 2011. Upon moving to the UK he gained experience with a marine surveying firm and has expert knowledge of working on P&I, hull, risk surveys, machinery cargo loss disputes and machinery / hull damage claims. Saverio joined Crawford in March 2024 and is a member of the Institute of Marine Engineering, Science and Technology.



Nixon Joseph

Marine Engineer

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Nixon holds a BEng (Hons) in Mechanical and Marine Engineering. He started his career as an engineer onboard container ships and cruise liners. He has expert experience in draught surveys, dry bulk, hatch cover tightness testing (ultrasonic), hull & machinery, P&I, and steel (coils/finished products). Nixon joined Crawford in October 2024 and is an accredited MARPOL surveyor.

Marine TPA and London Market



Daniel Sharman

Chief Adjuster, Marine TPA & London Market

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Daniel began his insurance career in 1990 in the major marine company markets. Daniel has extensive experience of handling all manner of complex cargo and specie claims affecting the London Market, especially in a lead of adjusting capacity. Daniel is a Fellow of the Chartered Insurance Institute and Member of the Institute of Risk Management as well as holding the title Chartered Insurer. Daniel joined the Crawford Marine team in 2013.



Mark Dieter

Senior Marine Claims Adjuster

M: + 44 (0) 7775 675 823

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Mark passed the New York State Bar examination in 2000 and holds the Chartered Insurer title awarded by the Chartered Insurance Institute. He has extensive freight liability and P&I insurance experience having worked with leading freight forwarding companies and their insurers. Prior to this he was employed as a claims manager for International Group and Non-Group P&I Clubs and has also worked for a niche firm of shipping and transit lawyers.



Shirley Turner

Senior Marine Claims Adjuster

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Shirley started her career at Bowring Insurance Brokers Cape Town and has over four decades of comprehensive experience in the insurance industry. Her experience includes effectively managing complex claims on the DHL/Deutsche Post account over the last 20 years. This included recoveries, Freight liability, marine casualties/ general average and warehousing.



Trudy Montigue

Senior Marine Claims Adjuster

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Trudy joined Crawford and Company in May 2023. Her insurance career began in 1999 in a shipping company in Farringdon, using a typewriter to type up the carbon copies of the Bills of Lading. Since then, she has had various roles in insurance such as technician, cargo broker and claims adjuster. This has resulted in exposure to some high-profile claims, and she has a particular interest in Fine Art and Specie claims.



Jessica Neil

Claims Adjuster

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Jessica has worked in the marine industry for 8 years handling a variety of claims with a market leading Insurer mainly focusing on recoveries, freight liability, courier, household, and personal effect claims. Jessica joined Crawford & Company in December 2024 as a Marine Claims Adjuster and is responsible for handling a variety of portfolios within marine.

Crew Care Team



Michael Robertson

P&I Services Manager

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Michael began his career in 1991 working as part of a family business with a worldwide reputation for the specialist handling of crew claims, stowaway, illegal immigration and matters of maritime security. Michael joined the Crawford Marine team in 2024 where his dedicated Crew Care team continue to handle complex medical related claims and Stowaway cases working in parallel with P&I Clubs, Shipowners and Brokers to ensure cost effective resolutions. Michael is on the Executive Committee of EPIC {European P&I Correspondents} an industry recognised association within the maritime industry.



Charlotte Waller

Crew Claims Executive

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Charlotte joined Crawfords in 2024 as a member of the Crew Claims Team, where she is responsible for managing crew member and third-party injury claims, overseeing medical and deceased repatriations, coordinating private healthcare appointments, crew vaccinations, rehabilitation treatments, and the arrangement of ENG1 medical certifications, among other duties. With her background in procurement and working alongside individuals with additional needs and disabilities, Charlotte brings a strong combination of empathy, organisation, and investigative skills. These qualities make her well-equipped to support P&I clubs, ship owners, and manning agents in handling a wide range of crew claims.

Recoveries and Legal Services



Brian Taylor

Marine Solicitor

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Brian is a solicitor with over 20 years' experience, handling most forms of shipping claims in all English Courts and Tribunals. He has a wide network of foreign lawyers and has worked in house for a large tanker owner / operator and bunker supplier. He was previously an engineer in the Royal Navy and retains an interest in claims of a technical nature.

Admin Support Team



Lian Phillips

Marine Support Manager

M: + 44 (0) 7387 091 810

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Lian joined the team in November 2018 as a claims handler and administrator, assisting the team in handling cargo, freight and relocation claims. She is ILEX qualified having previously worked at a number of law firms. Lian now manages the Admin Support Team and is responsible for the day-to-day running of the office.



Annalise Cogan

Claims Handler & Marine Administrator

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Annalise joined the team in April 2004 as a Marine Administrator and now works alongside the marine surveyors, overseeing our marine relocations team. She also assists the team with hull, cargo, and freight claims.



Lily Cogan

Marine Support-Co-ordinator

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Lily joined the team in June 2016. She has experience in handling relocation claims and now assists the team as a marine administrator providing support on hull, cargo and freight claims.



Jamie Hempkin

Marine Support Co-ordinator

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Jamie comes from an accounting firm background after working for one of the Big Four for 20 years as a senior administrator. He has experience in handling relocation claims and provides administrative support to the team. Jamie joined in March 2023.