

Dwight E. Geddes CCP, ACP

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SUMMARY

- Founder of Metro Claims & Risk Mgmt and The Geddes Mgmt Group, based in New York. I have over 25 years of experience and expertise in insurance with specific expert knowledge of property and casualty insurance procedures and practices (including 1st Party Property, General Liability, Commercial & Personal Automobile, as well as NY No-Fault and Workers Compensation insurance claims.)
- Extensive senior management experience, including development and oversight of claims operations, formulating department and companywide growth strategy, creating training templates on claims handling protocols, risk management strategy, fraud, diversity, and investigations
- Certified Mediator with the Unified Court System of New York, bringing to bear as a neutral over two decades of experience evaluating, negotiating, and resolving high-value complex property & casualty claims
- Over the last 12 years I have conducted CE/CLE credit presentations nationally on good faith claims handling, insurance fraud, risk management, automobile claims, catastrophe property trends and diversity, equity & inclusion in insurance
- Retained as an Expert Witness on several complex claims involving breach of contract, negligence, negligent misrepresentation, bad faith, fraud, insurance standards & practices and coverage disputes
- Trained insurance professionals (adjusters, underwriters, attorneys, and investigators) nationwide on claims handling protocol and successful techniques for investigating and defending insurance claims
- In addition to being a published fiction author, I have written for several industry trade publications including Claims Advocate, Risk Management Magazine, Construction Claims & CLM Magazine

EXPERIENCE:

Metro Claims & Risk Mgmt & The Geddes Mgmt Group

Floral Park, NY (Founded 2011 & 2020 respectively)

President

Global Liberty Insurance Company
Plainview, NY - Director of Claims

A to Z Claims Adjusting Service Inc.
Queens, NY - Claims Manager

Crawford & Company
Uniondale, NY - Sr. Claims Rep.

Law Offices of Shaevitz & Shaevitz
Jamaica, NY 11435 - Office manager

EDUCATION:

YORK COLLEGE (CUNY)
Political Sci major
PACE UNIVERSITY/NYC Campus

LICENSES & CERTIFICATIONS:

- Certified Civil Mediator
New York State Unified Court System & American Arbitration Association
- Licensed General Adjuster
NY, CT, FL, LA, TX & MS
- Licensed Property & Casualty Insurance Broker
NY, NJ & FL
- Certified Public Arbitrator for FINRA
(Financial Industry Regulatory Authority)
- Certified Claims Professional and Advanced Claims Professional
Fraud & Property designations

- Chartered Property Casualty Underwriter (CPCU) designation
Pending – The Institutes

PROFESSIONAL AFFILIATIONS:

- Claims & Litigation Management Alliance
Executive Council-Claims College School of Casualty & Insurance Fraud
- Risk & Insurance Management Society
- Insurance Brokers Association of New York
- National African American Insurance Association
National Board Member 2023-2026

LECTURES & PRESENTATIONS:

- CLM Claims College (Baltimore, MD 2017-2020)
Instructor: Property Insurance Claims
- CLM Claims College (Baltimore, MD 2019-2022)
Instructor: School of Casualty Insurance Fraud
- CLM Claims College (Philadelphia & Baltimore 2014-2018)
Instructor: Auto Insurance Fraud
- NAAIA New York Chapter (St. John's University School of Insurance & Risk Mgmt.,
NY - April 2019)
Lessons Learned: The Impact of Recent CAT events on the Insurance industry

- NAAIA New York Chapter (Medgar Evers College, Brooklyn, NY - June 2018)
A Seat at The Table - A Discussion on The Insurance Industry's Looming Talent Gap

- NAAIA New York Chapter (Queens College, Flushing, NY – November 2019)
The Future of Insurance: Why You Need to Know & What It Means for You

- NAAIA New York Chapter 2019 Northeast Insurance Conference (NY - May 2019)
Moderator: So, You Want To Be A Business Owner – A conversation on insurance entrepreneurship

- NAAIA New York Chapter (Queens College, Flushing, NY - February 2016)
A Career in The Insurance Industry; What the Future Holds

- CPCU Society (New York, NY - Mar 2016)
Case Study on Auto Insurance Fraud & Ethics

- CLM Annual Conference (Boston, MA - March 2015)
Black Box Technology: The Other Expert Witness in The Courtroom on Soft Tissue Cases

- CLM Claims College (Philadelphia & Baltimore 2014-2018)
Instructor: Auto Insurance Fraud

- NAAIA New York Chapter (NY - March 2017)
Moderator: Future of Claims Investigation – Where Technology Intersects Tradition

- A Tale of Two Rooftops: A Panel Review of Two Affirmative Action Fraud Lawsuits (Atlanta, GA – November 2018)

- CLM Annual Conference (Orlando, FL - March 2016)
The Future of Fighting Fraud

WEBINARS:

- The Ethical Defense: Strategies for claims handling & not crossing the line to bad faith - May 2020
- Social Media Investigations for Claims Personnel and Attorneys - August 2019
- Millennials: How to recruit recent graduates to the insurance industry - April 2017
- Diversity, Inclusion, Millennials & the Future of Insurance - February 2017
- Foiling the Fraudulent Workers Compensation Claimant - September 2016

PROFESSIONAL ACKNOWLEDGMENTS:

- Named to Insurance Business America's list of those 'Leading the Change for Diversity in Insurance'
- Listed on Crain's of New York '2021 Notable Black Leaders & Executives'

RELEVANT PUBLISHED WORK:

'Full Disclosure: What Insurers Should Know About New York's Comprehensive Insurance Disclosure Act'

Claims Magazine

March 2022

'The Changing Face of Claims: Why greater diversity is necessary in the insurance industry.'

Claims Magazine

February 2019

'A Diverse Solution: Embracing New Approaches to Solving the Construction and Insurance Talent Crisis

Construction Claims Magazine

March 2019

'Old Fashioned Sleuthing in The Cyber Age'

Claims Management Magazine

April 2015

'The Next Mile-What Risk Managers Can Learn from The Jerry Sandusky/Penn State Scandal'

Risk & Insurance Management Society Magazine April 2012

'No-Fault Fraud & Its Effect on The New York Automobile Insurance Industry - Perspectives from The Front Lines'

Insurance Advocate

Oct 2001