

Carol McDonald, CPCU, AIM

Business Development



Carol, an accomplished claims executive, previously the Assistant Vice President of Claims for 21st Century Insurance, has recently joined Fire Cause Analysis (FCA) to assist, direct and manage company growth at FCA. Her primary responsibility will encompass corporate and business development within FCA's key areas targeted for growth. Carol will focus on industry relations, including partnerships and strategic alliances.

Carol brings over thirty years of insurance industry knowledge and experience to FCA. The last fifteen years have been specifically devoted to leading and improving claims operations and driving service provider relationships that resulted in claims process excellence. Additional responsibilities at 21st Century Insurance included working with: Underwriting, Finance, Legal, Statistical/Actuarial, and Marketing departments.

"Carol is a valuable addition to our team. She brings to Fire Cause Analysis a diverse skill set of knowledge and a wealth of experience in claims. Her significant accomplishments in senior management positions with 21st Century Insurance brings us a proven industry leader," said, Joseph Zicherman, PhD - President, Fire Cause Analysis.

During Carol's career at 21st Century Insurance, she actively participated in several highly regarded insurance industry committees including: NICB, CCC Information Services and the Insurance Fraud Advisory Board. Carol, a Chartered Property Casualty Underwriter [CPCU] is an active member of the El Camino Chapter and she continues to contribute to the claims industry as a committee member of the Combined Claims Conference, one of the industries leading educational conferences.