

---

**Claims Management (Part 4) –  
Overview of Marine, Pleasure Craft and Travel coverage and claims  
management**

---

**Date:** 30 April 2025 (Wednesday)

**Time:** 9:30am – 12:30pm (HKT)

**Mode:** Zoom

---

[Course Outline](#)

- Understanding the classes of business in this classification
- Review of the principle covers provided for each class
- The key developments in claims handling including small claims

[Speaker](#)

**John Peberdy, ANZIIF (HM) (Snr Associate) CIP**

John's insurance career commenced with Ansvar Insurance in Adelaide in 1973. He served with Ansvar for 37 years, including 11 years as CEO for Australia and New Zealand (1999-2010). John served on the Boards of The Insurance Council of Australia (2004-2010) and Insurance Ombudsman Service (2006-2009). He is the former Chairman of Victorian Managed Insurance Authority (2011-2017) and EA Insurance Services Pty Ltd (2016-2021).

During his 52 year involvement in the Industry, John has worked in sales, underwriting, claims, reinsurance, marketing, risk management and strategic planning. In addition to serving on Boards and teaching for ANZIIF, John also operates a consulting business specialising in strategic planning, risk management and governance.

Over recent years, John has also assisted insurance company clients as a Claims Advocate assisting them in their negotiations with their insurer.