

## **CURRICULUM VITAE**

**GEORGE R. MILNES, CCFI-C, CFE-Retired,**

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### **OBJECTIVE:**

- To be appointed as a mediator, arbiter-neutral or umpire in accordance with the Arbitration Act, 1991 and/or the Insurance Act, RSO, 1990, Chapter 1.8 Part 111, Insurance Contracts, s. 128; Part 1V Fire Insurance, s. 143; s.148.

### **History:**

- George is a former licensed adjuster who has handled high-end residential, commercial, and industrial property losses throughout Ontario for both insurers and insureds. In addition, he has been a claims consultant to insurers and a claims manager for The Ontario New Home Warranty Program, now known as Tarion. He has conducted property claims audits and consumer fraud audits across Canada. He is also a founding member of the Toronto Home Builders' Renovation Council, a past member of the Canadian Construction Association and past member of the International Cleaning and Restoration Association (CRA), in addition to insurance related organizations such as the Ontario Insurance Adjusters Association (OIAA) and the Canadian Claims Managers' Association (CMA).
- He is a Canadian Certified Fire Investigator (CCFI-C), a Certified Fraud Examiner (CFE Retired) and a former member of The Property Loss Appraisal Network (P.L.A.N.), a U S organization for insurance professionals acting as appraisers and umpires.

- He has both an insurance and building damage restoration background, an experience he finds very helpful when determining the extent of damage and methodology of repair or replacement in accordance with policy coverages.
- He offers umpire, arbitration, and mediation services for residential, commercial and industrial type claims: building, personal property, stock and equipment.
- He provides services in-person, by video conference and teleconference.

**SKILLS:**

Relating loss or damage to matters in disagreement, insured perils, and policy coverages.

**EDUCATION:**

Centennial and Durham Colleges.

Toronto Police College, Honors Graduate.

Licensed Insurance Adjuster, All Classes of General Insurance.

**MEMBERSHIPS – PAST & PRESENT:**

- Property Loss Appraisal Network (PLAN)
- Canadian Claims Managers Association (CMA)
- Ontario Independent Adjusters Association (OIAA)
- Certified Fraud Examiners Association (CFE)
- Canadian Construction Association
- Toronto Home Builders Association, Renovation Council
- Association of Cleaners and Restorers of America (CRA) □
- Toronto/International Police Associations
- Toronto/Ontario/ Canadian Real Estate Boards.

## **WORK EXPERIENCE:**

Prior to 1988	Staff Adjuster/Examiner; Independent Adjuster; Building & Contents damage estimator; General Contractor; Realtor®; Police Officer.
1988 – 1992	Regional Claims Consultant, Wellington Insurance Company. (Firemen's Insurance Company/Intact Insurance Group – Toronto) Offered consulting services and conducted property claims audits, six branch offices.
1992 - 1994	Claims Manager, Ontario New Home Warranty Program. (Tarion) - Managed claims and conducted claim audits, eight branch offices.
1994 – 1999	Fraud Examiner, Underwriters Fraud Control Inc. - Toronto Carried out consumer and vendor fraud investigations for General Insurers.
1999 - 2005	Licensed Adjuster for insurers, Crawford & Company Insurance Adjusters – Toronto. Adjusted property and general liability insurance claims. Acted as an appraiser in accordance with Statutory Condition 11 and s. 128 of Insurance Act for insurers.
2005 – 2017	Licensed Adjuster for the insured, National Fire Adjustment Co., Inc. (NFA) – Mississauga/ Stoney Creek. Adjusted high-end residential, commercial, and industrial property losses throughout Ontario. Acted as an appraiser in accordance with Statutory Condition 11 and s 128 of the Insurance Act for insureds.
2017 – 2022	President & CEO, STAT11® Inc. Licensed Adjuster; Appraiser; Umpire.  Umpire, in accordance with s 128 of the Insurance Act of Ontario or similar Acts in other Common-law Provinces.  November 2019, appointed by Justice P. Schabas, Superior Court of Justice – Ontario, to act as Appraiser for the insured.  February 2021, appointed by Justice S. Vella, Superior Court of Justice – Ontario to act as Umpire. One of seven candidates put forward for consideration.
2022 – 2024	ADR Chambers, providing Umpire Services, Arbitration services, and Mediation Services. Neutral, impartial, and independent, for first party insurance property loss disputes.
2025 – Present	George R. Milnes, Independent Contractor, providing Umpire Services, Arbitration services, and Mediation Services. Neutral, impartial, and independent, for first party insurance property loss disputes.