



## Sue Murdoch Practice Manager

### Contact details

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### Qualifications

Diploma in Human Resource Management (1999)

Diploma in General Insurance (Business & Finance) (1993)

CIP Affiliate, Australia and New Zealand Institute of Insurance & Finance (1988)

Sue joined TLlawyers in 1999.

### Main areas of management

Sue is instrumental in developing and implementing policies and procedures to improve efficiency, workflow and client services. She is responsible for the management of professional and support staff, financial management, IT and compliance requirements of the company.

More recently Sue has focussed on the Firm's operational procedures and standards to ensure cohesive performance and service across both Newcastle and Sydney offices.

### Background

Sue joined TLlawyers in 1999 having previously spent 15 years in the insurance industry, developing a thorough knowledge and understanding of legal procedures and claims file management.

Sue worked as a senior claims consultant for over 7 years primarily focusing on personal injury public liability. She has also worked as a State Claims Project Manager managing major and catastrophic personal injury public liability and products liability claims and auditing claims files throughout Newcastle and Sydney offices.

### Experience

Sue applies her insurance industry experience in achieving insurer client satisfaction. She assists the partners in monitoring employee performance and ensuring client service standards are maintained and exceeded.

### Sue has worked directly for the following insurers throughout her career:

- MMI General Insurance Limited
- Allianz Australia Insurance Limited
- Guild Insurance & Financial Services Limited
- Zurich Financial Services Australia (Business Insurance Division NSW)