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### ***The Lapham Group Helps Recruit COO for Hiscox***

April 17, 2024 – [The Lapham Group](#) has assisted in the recruitment of Leigh Hellrung as chief operating officer of Hiscox. She will serve on the Hiscox U.S. leadership team and will report to Kevin Kerridge, CEO of Hiscox USA. “Leigh has earned a well-deserved reputation as an inclusive, transformational leader, with a glittering track record of creating best-in-class customer experiences,” said Mr. Kerridge. “She’s joining a team that shares her passion for delivering impactful touchpoints with our customers and crafting moments that matter, and I have no doubt that Leigh will be a driving force through our next phase of growth in the U.S. business.”

Bringing over 20 years of industry experience to the role, Ms. Hellrung will lead all aspects of the U.S. operations across service delivery, strategy, transformation, data, and process excellence. Prior to Hiscox, she held customer experience, service delivery and strategic operations leadership roles with Farmers Insurance and Zurich Financial Services. In her most recent role, Ms. Hellrung was responsible for 500 employees and all aspects of the customer and agent service experience. Prior to that, she led enterprise-wide technology transformations in billing, payment, and customer experience domains.

Hiscox is a global specialist insurer, headquartered in Bermuda and listed on the London Stock Exchange. Hiscox USA provides a variety of specialty risk solutions, including a broad spectrum of errors & omissions, general liability, cyber and data security, media liability, management liability, crime, entertainment, and terrorism insurance products.

The Lapham Group is a boutique executive search firm headquartered in New York City. For over two decades the firm has conducted senior-level search engagements in insurance and diversified financial services, including private equity, venture capital, and asset management. Searches include board directorships, president/CEO/general management, risk management, finance and investment, marketing/sales, and information technology engagements conducted across North and South America, Europe, Asia, and the Far East. In addition, The Lapham Group has developed strong working relationships with its clients in the implementation of strategic initiatives and new business ventures to include numerous search assignments for start-ups and turnaround opportunities.

Craig Lapham has served as CEO since 1997. Under his leadership, the firm has conducted senior executive search engagements for multiple Fortune 100 insurance clients and smaller emerging insurance/financial services firms across both P&C and life insurance. He previously served, from 1992 to 1997, as an attorney with global insurer American International Group within the corporation’s U.S. property and casualty business.

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