



**Awais Farooq, CPCU®,
AIC®, AIC-M®, LPCS**
Chief Claims Officer

Venbrook Group, LLC
6320 Canoga Avenue
12th Floor
Woodland Hills, CA 91367
CA License 0D80832

Afarooq@venbrook.com
(818) 598 8900 ext. 5693

Awais Farooq, CPCU®, AIC®, AIC-M®, LPCS Chief Claims Officer

Awais Farooq is the Chief Claims Officer at Venbrook Claims Services, a wholly-owned subsidiary of Venbrook Group, LLC. He leads Venbrook Claims, overseeing our third-party administration, independent adjusting, and complex claims management teams and the continued transformation of Carl Warren, DMA, and OneSource into one truly interconnected Venbrook Claims group.

With nearly 2 decades of experience in leading high-performing claims teams and transforming global organizations, Awais brings a distinctive blend of frontline operational expertise and enterprise-level strategy to modernize Venbrook Claims operations to deliver stronger outcomes for our clients.

Awais served as Senior Vice President of Strategy & Transformation at Crawford & Company. Prior to that, he held senior leadership roles at State Farm, where he led catastrophe operations; at Chubb, overseeing North America commercial claims operations; and at Berkshire Hathaway GUARD, where he built and scaled the property and casualty claims organization from the ground up. His career reflects a consistent focus on streamlining claims operations, strengthening talent, and delivering exceptional customer outcomes amid disruption. His areas of expertise include transformation, AI adoption, talent strategy, customer experience, and building resilient cultures in complex operating environments.

Awais is a nationally recognized claims leader, industry speaker, and board member with the Complex Claims & Litigation Forum and the Asian American Insurance Network (AAIN). He is also the author of the forthcoming book *The Future Isn't Fully Automated: Why Humans Still Matter in a High-Tech World*, and is a recognized thought leader on AI, automation, and human judgment in insurance, with insights featured in *The Wall Street Journal* and industry publications like PropertyCasualty360 and the Process Excellence Network. Through both his writing and his book, Awais challenges organizations to adopt advanced technologies while preserving the empathy, creativity, and trust that define high-performing claims organizations and effective leadership. His contributions have been recognized through honors, including RISE Professionals Mentor of the Year and the Insurance Innovators Top 100 Award.

Awais holds a Bachelor's degree in Human Performance Management from Immaculata University and a Master's degree in Insurance Management from Boston University. He has earned the CPCU, AIC, AIC-M, and LPCS designations and continues to pursue executive education focused on leadership, innovation, and operational excellence.