

Media Release

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For immediate release

NIBA Announces Wendy Ford as the 2025 Claims Broker of the Year

The National Insurance Brokers Association (NIBA) announced the winner of the Sedgwick-partnered 2025 NIBA Claims Broker of the Year award at the NIBA Convention on the Gold Coast on Monday, 20 October.

The 2025 NIBA Claims Broker of the Year was awarded to Wendy Ford from Aon.

Richard congratulated Wendy and the rest of the finalists.

"The standard of applications was exceptionally high. My congratulations to Wendy and the rest of the finalists, including Campbell, Linh and Simon."

The award acknowledges the exceptional contributions made by NIBA members working within claims as part of the insurance broking profession. As outlined in the Insurance Brokers Code of Practice (the Code), brokers play an integral role, working with insurers and clients in claims handling and management.

Claims management is a key component through which the broking promise is fully realised. Effective claims management requires expertise, persistence, and advocacy, ensuring clients are supported through stressful times, receive fair outcomes, and can focus on getting back on their feet.

NIBA thanks the judging panel of industry leaders for this award, including Colin McEnery, Client Director, Sedgwick, Lynette Walsh, Board Director, NIBA, Heidi Schmit, Head of Business Operations, NIBA, and Richard Klipin, CEO, NIBA.

NIBA CEO Richard Klipin thanked award partner Sedgwick for helping platform insurance brokers who are making a difference in the lives of Australians through their vital contributions in claims.

"Thank you to our valued award partner Sedgwick. Now in its third year, this award continues to unearth exceptional talents making a real difference in the lives of their clients through claims expertise," Richard said.

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Colin McEnery, Client Director, Sedgwick, said, "We are proud to be ongoing partners with NIBA for this important award that spotlights the impact of brokers within claims."

"Wendy demonstrated cutting-edge innovation in claims modelling, showcasing how expertise in this vital area can provide much needed reassurance to communities during challenging times. She also showcased exceptional claims advocacy to secure positive outcomes for her clients in complex situations."

The role of an insurance broker is to be a trusted partner, helping Australian families, communities and businesses to manage risk and thrive. Through its awards program, NIBA is proud to recognise brokers elevating the standards of professionalism.

2025 NIBA Claims Broker of the Year

Winner: Wendy Ford, Aon

Finalists: Campbell Hasler, Aon; Linh Nguyen-Prashar, Howden; Simon Bogli, Marsh

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About NIBA

NIBA is the peak representative body for the general intermediated insurance profession. It serves as the collective voice of approximately 380 member firms and more than 14,000 individual brokers. Our membership encompasses a diverse range of entities, including large multinational insurance brokers, Australian broker networks, and small and medium-sized businesses located in cities and regional areas around Australia.

NIBA advocates for the interests of general insurance brokers and their clients, ensuring that the general industry operates with integrity and professionalism. Guided by our core pillars: Community, Representation, and Professionalism, NIBA's mission is to enhance the professional standing of insurance brokers through robust advocacy, education, and ethical standards. By fostering a collaborative and innovative environment, NIBA aims to elevate the quality of service provided to consumers and strengthen trust and confidence in the insurance broking profession.

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