



Brendan Leon

Claims Adjuster
Cyber & Casualty Specialist
Global Technical Services
Crawford & Company (Canada) Inc.
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BIO:

Brendan began his career in the clinical setting assessing and treating a multitude of medical conditions. He developed a deep understanding of biomechanics, mechanism of injuries, rehabilitation, and expected prognosis. During this time, he also expanded his medical literacy following the review of extensive medical records which continued throughout his entire career.

Brendan began his career at Toyota Canada manufacturing facilities working in their health centre as a Registered Kinesiologist. While at Toyota he helped manage WSIB costs with clinical intervention, onsite injury investigation and case management. He moved to insurance in 2016 with Sun Life Financial where he handled Life and Health claims. In 2017 he moved to RBC Insurance to handle complex Individual Disability claims. Finally, he transitioned into the field as an adjuster with Crawford where he works with our Global Technical Services, handling all lines of insurance.

With six+ years of dedicated experience in cyber claims, Brendan has successfully managed hundreds of cyber loss files, including large-scale incidents with global exposure. His deep understanding of cyber policy wordings, breach response protocols, and cost containment strategies has made him a trusted advisor to insurance carriers. Brendan plays a pivotal role in guiding clients through incident response, resource coordination, and financial impact assessments, ensuring that claims are handled with precision and foresight.

EXPERTISE:

Casualty, Bodily Injury, Cyber, Product Liability, E&O, D&O, Property, Building & Construction, Subrogation & Recovery, Automobile

EXPERIENCE:

2019 – Present: Claims Adjuster – Crawford & Company, Toronto
2017 – 2019: Senior Disability Claims Specialist – RBC, Toronto
2016 – 2017: LTD Abilities Case Manager – Sun Life, Toronto
2015 – 2016: Registered Kinesiologist – Toyota Canada, Cambridge

SELECTED ASSIGNMENTS:

2025 Cyber, Ransomware Attack – \$15M
2024 Cyber, Ransomware Attack – \$10M
2023 Cyber, Ransomware Attack – \$3.4M
2021 Liability, Fire Loss – \$1M
2021 Cyber, Data Breach – \$7M
2020 Liability, Fatal Fire
2019 Liability, Fatal Shooting

QUALIFICATIONS:

Certified Cyber Insurance Specialist (CCIS)
Chartered Insurance Professional, last course in progress
2014 – 2017: Registered Kinesiologist, College of Kinesiologists of ON
2008-2011: BA Honours Specialization Kinesiology, UWO