



**PENNSYLVANIA**  
Compensation Rating Bureau

July 13, 2022

**PCRB CIRCULAR NO. 1783**

To All Members of the PCRB:

**RE: THOMAS W. CLEARY NAMED TO SUCCEED BONNIE PIACENTINO  
AS SENIOR VICE PRESIDENT OF THE PENNSYLVANIA AND  
DELAWARE COMPENSATION RATING BUREAUS**

With support of the Governing Boards of the Pennsylvania and Delaware Compensation Rating Bureaus (PCRB/DCRB), we are pleased to announce that Thomas Cleary will succeed Bonnie Piacentino as Senior Vice President and Chief Operating Officer. Tom will begin in this role effective July 25, 2022.

Tom is a highly regarded insurance industry professional with extensive insurance carrier operations experience. His background, best described in his attached bio, also includes significant involvement within Workers Compensation related to technology and bureau expertise. Tom earned his BA from the University of Connecticut and an MBA from Pepperdine University. Tom and his wife plan to relocate from Los Angeles, California to southeastern Pennsylvania.

The role of SVP/COO had become vacant with the departure of Bonnie Piacentino, whose accomplishments have been recognized by the New Jersey Compensation Rating and Inspection Bureau (NJCRIB) in her hire as their next Executive Director. We, in turn, wish to recognize and express our sincerest appreciation to Bonnie for over 30 years of leadership at the Bureaus. Bonnie has served as Senior Vice President for over six years. While serving as SVP, her title and role were expanded to include the responsibilities of Chief Operating Officer. During her tenure, she has served in several increasingly responsible and visible management and technical roles. Bonnie has also represented the PCRB/DCRB in various leadership positions for the Workers Compensation Insurance Organization (WCIO), the Insurance Data Management Association (IDMA) and the American Society of Workers' Compensation Professionals, Inc. (AMCOMP). We are most grateful to Bonnie for her contributions and extend our best wishes for success in her continued service to the Workers Compensation industry, to bureaus, and, specifically, the NJCRIB.

Although it is difficult to replace Bonnie, we are excited in welcoming Tom to our organization.

William V. Taylor  
President

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***Remember to visit our web site at [www.pcrb.com](http://www.pcrb.com) for more information about this and other topics.***

**Thomas W. Cleary**  
**Property & Casualty Insurance Executive**

Thomas Cleary is a results-driven, high integrity, hands-on Property and Casualty Insurance professional with a successful record of accomplishments and proven success in optimizing commercial insurance underwriting, call centers, service operations, marketing, and sales. Since 2014, Mr. Cleary has served as an executive consultant to property and casualty insurers and workers compensation insurance organization CEO's, COO's, and CFOs on solutions to enhance growth, improve operational efficiencies, and promote technology and data management compliance. His clients include state insurance funds, self-insurance associations, joint underwriting associations and insurance companies. As an industry consultant, Mr. Cleary has led and directed Call Centers and Underwriting Operations including Premium Audit, Loss Prevention, Billing and Collections, Vendor Management, Communications and Project Management for small business insurance operations.

Prior to serving as an industry consultant, Mr. Cleary was Head of Commercial Insurance Operations for Farmers Insurance Group responsible for the day-to-day operations of its commercial underwriting service centers, corporate operations, premium audit, loss prevention, billing, collections, and project management while administering \$2.7 Billion in premium, a staff of 600, as well as directing the development, implementation, coordination and maintenance of policies, programs and procedures to provide for efficient processing of commercial insurance business. Mr. Cleary additionally led the transformation of the Commercial service centers into ServicePoint, as well as continued to lead home office operations and the integration of the Zurich Small Business underwriting operations into Farmers. Mr. Cleary took on the additional responsibility of leading the Project Management Office, the Premium Audit Center of Excellence and Workers Compensation Compliance. In 2012, he transitioned the PMO to IT and added the Business Insurance Learning & Development Team to his responsibilities as well as took on the lead to convert all Business Insurance policies from its EasyPay and Standard Pay billing systems to its new Business Insurance Billing platform.

Prior to joining Farmers, Mr. Cleary was President and CEO of Robson Forensic, Inc., a multi-disciplined claims investigation and consulting firm. Previously, he served as the Executive Vice President and Chief Operations Officer of the Chesapeake Employers Insurance Company formerly the Injured Workers Insurance Fund, Inc. (IWIF) in Towson, MD, the largest workers compensation insurer in the State. Prior to IWIF, Mr. Cleary worked for the largest research and statistical organizations serving the Property and Casualty Insurance Industry, ISO and NCCI. At the Insurance Services Office, Inc. (ISO), Mr. Cleary led the western region operations for its workers' compensation insurance subsidiaries, Insurance Data Resources Inc., and IDR Statistical Services. His responsibilities included all aspects of operations and sales, including external and regulatory affairs, marketing, and licensing. Prior to joining ISO, Mr. Cleary was employed by the National Council on Compensation Insurance (NCCI) where he held a variety of leadership positions overseeing the underwriting, auditing, ratemaking and residual market operations for the company's Mountain States and New England regional offices. He later moved to NCCI's headquarters in Boca Raton, Florida, and served as Vice President and Chief of Staff for its Board Chairman, President and CEO.

**Education:**

Bachelor of Arts, University of Connecticut, Storrs, Connecticut  
Master of Business Administration, Pepperdine University, Malibu, California.