

Offshore & Specialist Crafts Team

Our members are advised by our claims, underwriting and loss preventions teams.



Ian Barr

Director, LONDON

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Before joining Bilbrough's in 1997, Ian worked both at sea and in ship management. In addition to his claims role, Ian is part of the Bilbrough team that produces loss prevention literature, including the StopLoss Bulletin. He became a Director in 2010 and manages claims globally.



Konrad Heene

Associate Director & Corporate Counsel, LONDON

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Konrad joined the Club in 2003 after working as an in-house lawyer for the offshore division of AP Moller-Maersk in Copenhagen and practising as a solicitor for 4 years with HFW in London. His responsibilities include advising on technical insurance, reinsurance and shipping law matters for the Club as a whole, as well as claims management for a number of our Greek Members. Konrad speaks Dutch, French and German.



Fiona Pounds

Associate Director, HONG KONG

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Fiona came to the London Club from the prominent Offshore Syndicate of another IG Club, where she dealt with the full spectrum of P&I and Specialist Operations claims relating to offshore and specialist vessels. From damage to offshore structures and international crew medivacs from offshore fields to contractual disputes and towage claims. She has handled claims for some of the world's leading offshore supply and construction companies involved in marine engineering and offshore projects in the renewables and oil & gas sectors. Fiona handles both P&I and FD&D matters and is a member of the Contract Review Team.

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Frank He

Associate Director & General Manager, HONG KONG

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Frank joined Bilbrough in 2013 and became Head of the Hong Kong office in 2020. Frank is responsible for marketing the Club in Asia as well as underwriting and claims management of the Club's Hong Kong office. Apart from his broad experiences in the fields of P&I underwriting and casualty claims, his current work also explores the prospects of the Club to offer extensions of cover and specialist operations once owners, charterers, traders and operators are engaged in different shipping sectors, including the offshore area.



Tiandu (Deborah) Yu

Associate Director & Deputy General Manager, HONG KONG

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Deborah deals with both P&I and FD&D claims on behalf of the Far Eastern Membership. She qualified as a lawyer in the People's Republic of China in 1998 and practised law there prior to joining Bilbrough's London office in 2007. Deborah became an Associate Director and relocated to the Hong Kong office in 2019 and took over as Deputy General Manager in February 2020.



Victoria Papageorgiou

Associate Director, LONDON

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Victoria joined the Claims team at Bilbrough in 2006 having previously worked for a prestigious Greek shipowner. From 2007 Victoria continued to handle both P&I and FD&D claims on behalf of the local membership during her time in the Piraeus office. In January 2015 Victoria joined the underwriting department in London and she deals predominantly with members based in Greece, Germany, Singapore and South Korea. Victoria's first language is English and she is also a Greek native speaker.

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Wenjie Gao

Marketing Executive and Senior Underwriter, HONG KONG

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Wenjie has been at the forefront of the Club's offshore renewables business from the outset and has extensive knowledge of offshore supply and specialist vessel operations and a deep understanding of the role these vessels play in offshore projects in China. He uses this experience to tailor insurance solutions to our Member's individual requirements. Wenjie began his career at sea and has also worked for a major liner company in Hamburg.



Guy Ingham

Senior Underwriter, LONDON

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Guy started his career at Billbrough in 2010 and joined the Underwriting department after 10 years on the Claims team. He predominantly deals with the Club's European and South American based Members. He has completed the CII accredited International Group P&I Qualification.



Janet Ching

Senior Claims Manager, LONDON

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Janet joined the Club in 2013 and deals with P&I and FD&D claims as well as being a member of the teams concerning Sanctions, ESG, News Alerts and Contract Review. She is a qualified English solicitor, having previously worked for maritime law firms in London and Shanghai involved in contractual disputes relating to offshore oil exploration, including drilling rig platform constructions & FPSOs. Janet provides support and advice to Members and Assureds on a range of issues including renewable energy, oil tankers, contracts, indemnities and identifying non-poolable liabilities that require bespoke market cover.

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Ioana Gonciari

Senior Claims Manager, LONDON

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Ioana, a qualified English solicitor, re-joined the Club in June 2020, after spending 10 years with another IG P&I Club in London, where she was involved in reviewing contracts from P&I insurance perspective for various offshore projects, and gas and energy major stakeholders. Before joining the Club, Ioana worked in the Legal department of one of the largest pool operators in London. Ioana handles P&I and FD&D matters for Owners and Charterers based mainly in South East Asia and South Korea. Ioana is part of the Club's Contract Review Team. She holds an LLM in Maritime Law from Southampton University.



Carl Durow

Loss Prevention Manager, LONDON

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Carl joined Bilbrough as Claims Handler in July 2009. He is a Master Mariner with working experience of LPG, LNG, Crude Oil, Deep Water Anchor Handling Operations and Offshore Marine Support. A qualified Senior Dynamic Positioning Operator finishing his sea going career on Seismic Survey vessels. Carl Holds a BSc (Hons) Degree in Maritime Studies.



Queenie Choi

Senior Claims Manager, HONG KONG

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Queenie joined Bilbrough in February 2015. She handles all aspects of crew and other personnel claims and is highly experienced in this regard. She speaks Mandarin, Cantonese and English. Queenie graduated from the Hong Kong Polytechnic University with a BBA degree in International Shipping and Transport Logistics. Prior to joining Bilbrough, Queenie worked in the claims/operations departments of several ship owning companies in Hong Kong as well as for a broker.

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Jingjing Chang
Claims Manager, HONG KONG

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Jingjing worked in the Middle East for a national dredging company and an Emirati multinational logistics company before joining the Club. She has experience in handling claims and contract review for crew and offshore projects in relation to specialist craft, including offshore suppliers and craft designed for marine constructions and maintenance. She worked for a shipmanager and a shipowner in China and Singapore before becoming involved with the offshore and specialty craft sectors in the Middle East.



Mei Lau
Senior Underwriting Assistant, HONG KONG

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Before joining Billbrough in 2018, Mei worked at the Lloyd's Syndicate of a global leading reinsurer in Hong Kong. She provides support for the underwriting team mainly in the production of documentation. In addition, she also assists with the compliance and audit issues as well as reinsurance matters. She became a Senior Underwriting Assistant in 2021.