Executive Profile



Leo Watson

Claims Manager, Barbados & Eastern Caribbean Sagicor General Insurance Inc

Leo Watson is a seasoned insurance executive whose career spans over 25 years of distinguished service and strategic leadership in the industry. Beginning his career in 1999 as a Claims Assessor at Harmony General Insurance Company Ltd., Leo quickly established himself as a top performer with a unique blend of technical acumen and natural leadership. In 2006, his exceptional aptitude was recognized when he was entrusted with a supervisory role as Claims Administrator, and by 2007, was promoted to Manager, tasked with overseeing the Claims division and ensuring the highest standards of service. His early accomplishments, including the prestigious Top/Best Manager Award, laid the groundwork for a career marked by continuous development and impactful leadership.

In July 2018, with two decades of claims expertise, Leo joined the Executive Leadership team at Sagicor General Insurance Inc. following its amalgamation with Harmony General Insurance Company Ltd. In his executive capacity, he has been pivotal in directing SGI's Claims Teams and has been instrumental in shaping regional strategies and streamlining operations across diverse key territories including Barbados, Antigua, St. Lucia, Dominica, and The Bahamas. Leo has been at the forefront of redefining claims operations and his forward-thinking approach has not only streamlined processes and boosted operational efficiency but also fostered a culture of continuous improvement and customer-centric excellence. His strategic insights and agile management style have been instrumental in driving change and positioning the organization as a leader in the industry. Beyond his day-to-day responsibilities, Leo actively contributes to shaping corporate strategy through his service on various key committees. He is the Chairperson of the SGII and SGITTL Claims Committees and serves on the SGII and SGITTL Compliance Committees as well as the SGI Operational Risk Management Committee. These roles highlight his commitment to rigorous governance, risk mitigation, and strategic oversight within the organization.

Complementing his extensive field experience is an academic background in Business Law and Business Management, which has honed his ability to navigate complex claims environments with precision as well as equip him with the critical thinking required for high-stakes negotiations and decision-making. Further solidifying his professional expertise, Leo is certified in Claims Management by the International Academy of Business and Financial Management (IABFM), underscoring his dedication to maintaining the highest standards of practice and integrity.

Throughout his distinguished career, Leo's leadership has garnered widespread recognition. His commitment to professional development and excellence is reflected in multiple nominations for the coveted Sagicor Spirit Manager of the Year Award, culminating in a win in 2021. Known for his collaborative and empathetic approach, Leo continues to mentor high-performing teams and set a visionary course for the future of insurance claims management.

In every phase of his journey, Leo has demonstrated that success is built on a blend of technical expertise, strategic

vision, and genuine care for his teams, all of which contribute to his reputation as a trusted and inspiring leader in the insurance sector. His story is one of continuous evolution, marked by the ability to adapt, innovate, and lead with both passion and precision.

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