



The Insurance
Institute of
Manchester

Chartered Insurance Institute

Meet our MIIndful Wellbeing Supporters

Contact details for our Wellbeing Supporters can be found on the website.

ANDREW PANAYIOUTOU

Hi, my name's Andrew Panayiotou but I'm more commonly known as Panny. I've been married to my wife Emma for nineteen years and we have two children, a daughter who is eighteen, so "technically" an adult, and a son that is fourteen and obsessed with basketball. I'm ACII Qualified with Chartered Broker status and I've worked in the industry for almost twenty years. I started working in a call centre selling private motor and home insurance in early 2001 then moved into underwriting mid-corp business. I then moved into an SME underwriting role where I held senior underwriting authority and about five years ago I moved into a market facing Broking role. As well as managing our placement strategy a significant part of my role is involved with relationship management of a panel of insurance providers.

Throughout my working career the insurance industry has given me some fantastic opportunities to learn, from courses to develop my technical knowledge to vocational opportunities to help develop my personal attributes and life skills. I applied for a place on this programme to afford me the opportunity to give something back to the industry, providing those people within it, that need it the most, a service to listen if they are struggling, feeling alone or just need someone to talk to, especially during the current pandemic.

In my spare time,

I really enjoy socialising with family and friends and love watching different sports mainly my son's basketball and football teams and Man City.



ASHLEY MATTHEWS

My name is Ashley. I am a single parent of three children, I've worked in insurance for ten years plus. I am a big believer in talking through problems, sometimes verbalising issues help you start to unravel the problem, at other times it's simply helpful to have a sounding board or someone impartial to talk to. I've had my share of struggles and it most certainly helped me to have people I could talk to.



CATH HULME

I have worked in Insurance for over 25 years and started my career on the front line registering new claims and handling AD claims. I have held roles in all areas of motor claims and am currently the Head of Motor and Legal Supply Chain Development for Co-op Insurance, leading a team who are responsible for all of our Motor and Legal Suppliers. I am married and live in High Peak with my husband and our Cavapoo I enjoy trips to the theatre and going to concerts.

I wanted to become a Well-Being Supporter as am passionate about supporting people with their well-being and mental health.



CHARLOTTE CONNELLY

Hi, I'm Charlotte and I have been an Administration Assistant on the Terrorism and Sabotage team at NMU since 2017.

Mental health affects people's day-to-day lives, but many people don't feel comfortable talking about their struggles, especially in the workplace. Having experienced mental health issues myself, and previously received guidance from a Wellbeing Supporter and aid from the NHS, I believe I can transfer my current understanding as well as the knowledge acquired on this course, to aid others with the support they require to recover.

My aim is to encourage conversation around mental health issues and to break the perceived stigma attached to it. As part of this, I am also ambassador within NMU for our charity partner, Mind.



CRAIG WILSON

I work for Stanmore Insurance Brokers in Little Lever, where I've been since 2014. I've been in the insurance industry since graduating from The University of Manchester with a maths degree in 2005. I am now an Account Executive and was recently promoted to Commercial Team Manager. I also hold ACII qualification.

I live in Wigan with my partner and I am a big football fan and a regular at music concerts. I like to keep fit as much as possible and in my younger days played a lot of cricket. I am a keen traveller and always in the process of trying to plan the next adventure.



JONATHAN BATES

My name is Jonathan and I currently live and work in Manchester. I have worked within the private healthcare industry for several years, and I am a proud member of the CII. I have also qualified as a Mindfulness Practitioner and I actively fundraise for the charities MIND and Anxiety UK. I regularly participate in events to create more awareness of mental health and to end the stigma that surrounds it.

As a member of the LGBTQ+ community, I also campaign for equal rights for all minorities within the workplace. In my spare time, I enjoy long walks with my dog in the countryside, volunteering at the Manchester Buddhist Centre, and connecting with new people.



JORDAN HASKAYNE

I'm a Commercial Property & Casualty Underwriter for QBE Insurance and I have worked in the insurance industry for over 7 years. I am a member of the CPD Committee, and I have previously held the Secretary role on the Institute Council for 3 years. In my spare time I enjoy travelling back to Liverpool to see my dogs or socializing with friends.

I decided to join the MIIndful programme because I believe that mental health is of the utmost importance in society and this is a subject close to my heart. I want to play a significant role in helping to bring about a positive change in attitude towards mental health and to be there to help others in their time of need.



SCOTT WINN

Hi, I am Scott, I have worked in the insurance industry for 18 years (I know I do not look old enough!) working as an underwriter to my current role as a corporate account handler. I really enjoy working in such a diverse industry and have met many challenges in my professional and personal life. I really like helping people and knowing that people are ok, whether this be work wise or personal, I have always been someone who is good at listening and help people where I can. I believe that what may take 5 minutes out of your life, could really help someone in need.

I have joined MIIndful Manchester to hopefully try and help people who may be struggling. I have been there myself and struggled in the past and I think it's vitally important to talk about your problems or issues and sometimes this can be easier with someone who is not directly involved in your life.

I am happily married Lisa and have a three-year-old daughter called Ella and a 21-year-old stepdaughter called Morgan who has just graduated university in Psychology. I like football and pretty much most sports. I am at my happiest when surrounded by friends and family.



SARAH HARROP

Hi, my name is Sarah. I am a Chartered member of the CIPD with over 30 years HR experience working in Companies such as Airbus, Rolls Royce and BUPA before joining Bridge Insurance Brokers Ltd in September 2019. I believe I have a reputation for being able to support individuals to resolve problems through asking the right questions that allow them to find the best way forward. I am qualified Mental Health First Aider.

