

## American Institute for CPCU/Insurance Institute of America Biography

As Chairman of the American Institute for CPCU (AICPCU), the Insurance Institute of America (IIA), and the Institute for Global Insurance Education (IGIE), I was fortunate to know and work in some fashion with the chief executive officers of every major organization in the property/casualty insurance industry in the United States over the last 25 years of the Twentieth Century. The vast majority of these individuals were good executives, several of them were very good, a select few were excellent – but, in my experience and judgment, there was really only one outstanding, enlightened visionary leader in the industry over that time frame – Bill O'Brien of the Hanover Insurance Company.

At the core of Bill's great leadership ability were his personal values and principles. He first acquired them at home, further developed them during his Jesuit training at Fordham University, and implemented and reinforced them throughout his career. His strength of character came from his disciplined approach to education and consistently doing the right thing in the right way. He never wavered in his commitment to ethical standards and equal and fair treatment of all people. He was constantly driven by his desire to live life fully and to become the best person he could possibly be in all areas of life. In spite of all the financial success he achieved in business, there was not an ounce of greed or desire for material possessions in his being. He was motivated by a higher order of values – love of God and love of his fellow humans. Adherence to his well-established sense of values always came first for Bill.

He was both a student of the business and a teacher of the right way to conduct business. He was the only executive I knew who was able and willing to speak authoritatively on insurance matters, informatively on economic and geopolitical issues, and sincerely and unhesitant about the need for an underlying faith and greater love in all our relationships – personal, familial, and certainly in business. Bill meant what he said, believed in all he did, and constantly inspired others to strive for personal growth through their work and other activities.

Bill was respected by his peers in the industry, admired by all who were privileged to have contact with him, and absolutely loved by his Hanover associates. On top of all his business achievements, he was a devoted husband and father. He is certainly one of the most influential, unforgettable persons I have known in life. I am delighted that his vision and his lessons about life are being perpetuated through the lecture series bearing his name.

Lawrence G. Brandon, CPCU, AIM, ARM  
President Emeritus  
American Institute for CPCU  
Insurance Institute of America