

Carlos Olivencia Gayá, CPCU, AU, CIC, CRM
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Executive Biography

Carlos Olivencia is the former Chief Marketing Officer and Senior Vice President of **Hub International**, a leading insurance brokerage firm that acquired **Carrión, Laffitte & Casellas, Inc.** in October of 2012. Prior to Hub International, Mr. Olivencia was Executive Vice President, Secretary of the Board of Directors and founding partner of Carrión, Laffitte & Casellas, Inc. (CLC). He also was Executive Vice President and founding partner of **CF&O Insurance Brokers, Inc.** from 1999 until January 1st, 2004, when merged with Carrion & Laffitte, Inc. and established Carrion, Laffitte & Casellas, Inc. Carlos began his professional career as a commercial lines underwriter with **Universal Insurance Company** in May 1991.

As Chief Marketing Officer, he served as liaison between the firm and insurance companies for issues related to risks placement, discussion of complex insurance coverages and compensation matters. Also, as leader of the Commercial Lines Practice and Broking Unit, Carlos was directly involved in the risk assessment and structuring insurance programs for most of the top clients within the firm. His main areas of expertise include the manufacturing & industrial risks, financial institutions, educational, real estate, food and hospitality.

Mr. Olivencia earned his bachelor's degree in business administration from the **University of Puerto Rico** and a Master of Business Administration from **The College of Insurance in New York** (now St. John's University). In addition, he obtained the Chartered Property Casualty Underwriter (**CPCU**) and the Associate in Commercial Underwriting (**AU**) designations from *The Institutes* and holds the Certified Risk Manager (**CRM**) and Certified Insurance Counselor (**CIC**) designations from *The National Alliance for Insurance and Education*. In 2003 Mr. Olivencia received the *Producer of the Year Award* from the Professional Insurance Agents of Puerto Rico.

He currently provides mentoring and educational services to professionals within insurance industry including underwriters, adjusters, producers and customer service representatives, among others. Additionally, he lectures courses for the master's degree in *Risk Management & Insurance* at **Universidad Universal**.

Mr. Olivencia serves as board member of various nonprofit organizations including Chairman of the Board of **Fundación Luis Muñoz Marín**; and past President and current member of the Board of Directors of **Fundación Hogar Niñito Jesús**. In addition, Carlos is member of the **FC&S** Customer Advisory Panel and former member of the Board of Governors of the Society of Certified Insurance Service Representatives (CISR) at **The National Alliance for Insurance Education and Research**, based in Austin, TX, from February 2016 until March 2022.