

## Biography

Dawn Murphy, MCM  
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Dawn is a Regulatory & Compliance Manager for the Chief AML Officer of The Hanover Insurance Group where she provides strategic regulatory and compliance solutions and services to all business, service and operating divisions. She currently manages the recently formed National Compliance Team which is responsible for the management and facilitation of all market conduct exams and market regulation activities, advertising compliance, legislative review, research and national compliance issues for The Hanover. Prior to that she managed the State Filings Team and market conduct activities.

Her 21 plus years of experience in the insurance industry includes but is not limited to market conduct management, product development, state filings management, corporate compliance, trademark/copyright, complaint management and advertising review.

Dawn is an enthusiastic and active member of AICP. She has served as President of the AICP New England Chapter and Co-Lead of the AICP National Conference Planning P&C Session Sub-Committee. In her spare time she enjoys traveling, music and community volunteer activities.