



Celebrating the Retirement of Paul McParlan

Vice President at Xpera

A Journey Marked by Dedication and Excellence

Xpera celebrates the remarkable journey of Vice President Paul McParlan as he embarks on a new chapter, retiring after an inspiring four-decade career. Paul will be retiring on January 30, 2026.

Highly respected among his colleagues and peers, Paul spent the first twenty years of his career as an Independent Insurance Adjuster, gaining extensive experience in a wide range of investigations and claims. Recognized for his expertise and leadership, he built a far-reaching network of professional connections, serving as a pivotal figure in the field.

His knowledge and understanding of the insurance industry were greatly valued when Paul joined Xpera in 2002. Partnering with some of Canada's largest insurance companies, as well as key government and corporate clients across diverse sectors, Paul earned a reputation among clients and colleagues for his spirit of collaboration and innovation.

In his leadership role at Xpera, he has been instrumental in elevating the sales team. Paul's strategic insights and approach have pushed the company's success, consistently pinpointing emerging market trends and seizing new opportunities. As a trusted client advisor, he



has crafted meaningful risk-management strategies for clients and played a vital role in Xpera's rapid growth. He also understands Xpera's operations at a fundamental level as a licensed private investigator – simply put, he appreciates Xpera's teams on the ground.

"Paul has been a role model for our organizational culture," Xpera's President Len Copp said. "He champions teamwork and cultivates a 'team-first' environment where everyone achieves success collectively. His ability to inspire and motivate others is a testament to his strong leadership."

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– Paul McParlan, Vice President

Today, the organization proudly stands as one of Canada's biggest risk mitigation services providers, in no small part due to Paul's efforts. As Xpera has added service lines and expanded its portfolio of clients across private and public sectors, Paul is quick to highlight the work of those around him. "I'm very proud of what we've done as a team, and certainly no one person has done it all," Paul said. "It's been a team effort, and I love what we do."



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– Paul McParlan, Vice President, Xpera

Xpera’s Senior Vice President Jason Dumbreck points to Paul’s ease in working across departments, across the country, as a key factor in his many accomplishments. “There has never been a challenge that Paul wasn’t able to face. With his trust in the people around him, he’s always able to harness the right team with the right skills,” he said.

Even as the landscape has changed, with technology driving more sophisticated and complex requirements for services, Paul points to Xpera’s rigorous work ethic as a key to the company’s ongoing success.

“We certainly pay attention to detail, and in the quality and service we provide to our clients,” Paul notes. That commitment to customer service has powered Xpera’s growth and the loyalty of longtime clients.

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– Brett Burke, National Director

National Director Brett Burke has certainly noticed how attention to client care has forged longstanding partnerships. “The loyalty of our clients is thanks in no small part to people like Paul. I’m grateful to have

worked under his leadership,” he said. “I have had the pleasure of working with Paul directly for over 10 years. In that time, he has been an incredible mentor, leader and friend to me, and the Xpera team in general. He always keeps a client-first / people-first philosophy with a focus on quality and communication. I wish him nothing but the best in his well-deserved retirement.”

Paul is not one to boast about his role in Xpera’s success and remains humble about his impact, but his contributions have been unmistakable. Nevertheless, he praises the collective work of the organization’s leadership. “I’m a little biased, maybe, but I think we’ve got the best management team in the industry by far,” he says.

As Xpera looks ahead, new challenges will arise, with expected frontiers like artificial intelligence on the horizon, along with unanticipated industry evolution. But Paul has faith that Xpera has built a strong foundation for whatever may lay ahead.

“I see Xpera continuing to grow and excel in avenues that we haven’t even thought about at the moment,” Paul foresees. “I think there are avenues that are yet to be seen that Xpera will go down and be very successful.”

We wish Paul a happy retirement and send our team’s gratitude for his years of committed and dedicated service to Xpera.