

## STUDENT OF THE QUARTER

### Claims training helps pave a course of self-help therapy

CSR IN DELAWARE LEARNED TO LISTEN TO THE NEEDS OF OTHERS WHILE ACHIEVING SATISFACTION IN HER LIFE



**Michelle Bufis**  
**Customer Service**  
**Representative**  
**Westfield Insurance**

As a single mom, Michelle Bufis liked the flexibility of the job she accepted in 2001 as a casualty claims secretary in the Auto Benefits Department at Westfield Insurance. The position allowed her extra time away from the office with her son, who was in physical therapy.

Michelle did not want to consider a promotion until her son was healthy

and she was prepared for the challenge. Four years later, Michelle has earned her insurance certificate, as well as her AIS and ACS designations. In fact, she is only one test away from her AIC designation and Delaware state license.

“I really enjoy it and I am striving to grow more,” said Michelle when she received a promotion to Claims Service Representative in the Medical First Party division. “I am looking into taking classes for my LPN or RN, and looking forward to becoming a BI adjuster.”

Michelle gives at least partial credit for her personal growth to lessons she learned in the *Awesome Claims Customer Service—Part 1* course, and

the *Real Life Time Management for Claims* course she completed in March of 2004.

Michelle was selected as Student of the Quarter due to her dedication to self-improvement and willingness to apply the new skills she learned in class.

The course instructor for the *Real Life Time Management for Claims* class commented, “Michelle showed a high level of enthusiasm for the information, and a sincere desire to apply her new skill to her job. She was a real pleasure to have in class.”

Congratulations to Michelle. We all wish her great success in wherever her career path may lead.



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