

## STUDENT OF THE QUARTER

### The “Queen of Claims” has redefined the definition of customer service



**Linda Patterson**  
Network Coordinator  
Texas Farm Bureau

Linda Patterson is a pioneer in the truest sense of the word, discovering uncharted territory during nearly four decades with the Texas Farm Bureau. Starting with an entry-level position in 1966, Linda has blazed numerous trails in the insurance industry.

Her move up the management ladder began in 1974 when she became one of the company’s first female office supervisors. From there, Linda moved on to become TXFB’s first female Telephone Claims Representative in 1978. She was the first female Field Claims Adjuster

in 1979 and the first female Claims Office Manager in 1983. In 1997, Patterson was promoted to her current position as Network Coordinator, which allows her to work closely with all departments within her company.

Her current supervisor, Claims Administration Manager Wendell Lambert, dubbed Linda “The Queen of Claims” during ceremonies honoring her 35 years with the company.

“Our interaction with our customers is a reflection on both ourselves and our company,” said Lambert, who was quick to point out that Linda is the most conscientious person he has ever worked with, as well as the kind of person who makes everyone else’s job easier. “Linda is the most dedicated, hard working, and knowledgeable

person I could ever hope for. My greatest fear is that it will take at least six people to come close to doing what Linda does single-handedly.”

Linda attributes at least part of her success to courses she’s taken from Carl Van and the International Insurance Institute, including *Awesome Claims Customer Service* course and the *8 Characteristics of an Awesome Adjuster*. She noted these classes were both beneficial and highly claims-oriented to the degree that any claims person could relate the material to occurrences that take place on a daily basis.

It is for these reasons that we are honored to declare Linda Patterson as our “Student of the Quarter” for the Winter of 2006.

## TRAINER FOR THE SEASON

### Folino adds practical structure to theoretical classroom philosophy



**Teresa Folino**  
Claims Technical Consultant  
AAA Insurance Auto Club Group

Teresa Folino started her career in the mailroom as a records handler in 1982. She has since worked her way up to her current position as a Claims Technical Consultant in the Human Performance Improvement Department for AAA Insurance Auto Club Group based in Dearborn, MI.

Her primary responsibility is to provide performance interventions and performance consultation to the claims departments throughout the Auto Club family of companies, with a focus on improving operations in the claims department.

After leaving the mailroom, Teresa put in her time as a Claims Processor, a Claims Representative, a Claims Specialist, and a Claims Manager with another insurance carrier before joining ACG Claims as a Claims Technical Consultant.

Her resume includes a bachelor’s degree in Business Administration with a minor in accounting. She is also a Nationally Certified Trainer through the US Chamber of Commerce (Jaycees), is certified in Curriculum Development through the Illinois Department of Education and is certified as an instructor in the *Train the Trainer* program through the American Society of Training and Development (ASTD).

She has already successfully completed *Awesome Claims Customer Service—*

*Part I, Negotiation Skills and Real Life Time Management* through the International Insurance Institute, commenting that the *Real Life Time Management* course was her favorite based on the relationship to her regular duties with AAA.

Teresa’s Regional Manager, Lorretta Davis said, “You can count on Teresa to add value and structure to learning experiences. Adding structure helps to make the experience repeatable and consistent. In order to add value, she seeks to uncover the root cause of performance gaps.”

It is for these reasons, along with her dedication to spread knowledge to the eager minds of claims professionals across the country, that we honor Teresa Folino as the “Trainer of the Season” for the Winter of 2006.