

ADJUSTER OF THE QUARTER

Helping People Gives Ex-Pizza Promoter Her Thrills



Jennifer Littrup
Claims Examiner II
Montana State Fund

It's definitely obvious why Jennifer Littrup has never had a complaint call in the three-and-one-

half years she has worked in claims. Even after a hard day, her personality still shines through as though she were on top of the world. If for some reason her day has been a little rocky, when a claimant calls, that all goes out of the window. For Jennie, it's important that every claimant has the best customer service experience possible.

"Customer service counts, not only when things are going really well, but when things are going wrong. You still have to treat people like human beings and not claim numbers. It's an important job telling people if they can go back to work or not," Jennie explained. It was evident that she takes her job very seriously and sincerely cares for the people she's

entrusted to help.

Ironically, Jennifer's work in the claim industry was supposed to be temporary, but as life would have it, her passion kicked in and she found her niche.

"I kind of fell into it backwards," she recalled. "My degree is in advertising and before my first job in claims, I was a tour manager promoting for Red Baron Pizza. I traveled across the country in a 30 ft. RV giving away free samples."

"When I returned home from that tour, I didn't have much to do, so I decided to do some temp work and was placed at a workers' comp carrier in California. After working there for two weeks, I decided this was what I wanted to do with my life. I applied for a position in May of 2004 and was hired in September 2004 as a WC examiner trainee."

Jennie, now a Claims Examiner II, enjoys working at Montana State Fund where she has been since February of 2007. "I think that being knowledgeable enough to have gotten hired by Montana State

Fund is a big accomplishment. This is truly a great place to work and I feel that they do not take hiring lightly. The fact that I was up to their standards means a lot to me," Jennie stated.

Her current position allows her variety and constant learning, which she loves. In workers' comp, there is so much to do—whether she's on the phone with an injured party, attorney, doctor, or writing a letter, a strength that she attributes to her advertising background—each case is different and she never seems to be doing the same thing twice. "It's really great when you feel like you've helped someone. It's those people who really appreciate what you're doing for them that makes it all worthwhile."

Outside of work, Jennie spends most of her time chasing her 14-month-old son, Jackson, around and loves to read, hike, and spend time with family and friends.

Jennie's favorite quote is attributed to Catherine Aird: "If you can't be a good example, then you'll just have to be a horrible warning."

TRAINER OF THE SEASON

Experience Along with Knowledge Equals Power



Ileana Chen, CPCU
Classroom Claims Trainer
State Farm Insurance

Working in claims for 15 years, Ileana Chen has attained much knowledge, understands the

need for continuing education, and

strives to be a guiding light for others who enter the field of claims.

Ileana Chen is a Classroom Claim Trainer at State Farm Insurance where she has worked since 1992. At State Farm, Ileana has experienced various aspects of claim-handling, including Bodily Injury, Litigation, Property, Total loss, Disaster Duty, First-Party and Third-Party claims.

"What I enjoy most about my current position is helping someone who has no insurance experience become a self-sufficient claim representative. Each week I can see them growing more knowledgeable and gaining confidence in their role as a claim representative trainee. By the end of six months, they are handling claims with minimal supervision and it's very satisfying