

## 8 Characteristics Now Required Reading for Promotion at Elite Carrier

Farmers Alliance of McPherson, KS, announced that *The 8 Characteristics of the Awesome Adjuster* book is now required reading as part of the requirements for promotion to senior adjuster within their claims operations.

Farmers Alliance, well known for its dedication to outstanding customer service, implemented the requirement in 2006. John Foster, claims vice president of Farmers Alliance Companies, said, "I looked at various books for adjusters to read as part of our senior adjuster requirements. All of the books I found read like text books, but this is a very easy read with stories that all adjusters can relate to. They can see a little bit of themselves on each page and in each story."

He continued by saying, "By providing them this book, I want them to understand that if they follow the path laid out for them, they will be successful. They will be Awesome Adjusters."

## III partners to help New Orleans

International Insurance Institute is partnering with St. Martin's Episcopal Church to help New Orleans rebuild. Want to help? See *New Orleans Rebuilding*, page 11.

III supports Emeril Lagosse's Children's Fund by committing to table at exclusive Carnivale du Vin charity event. Want to help? See *III commits support to Emeril Lagosse's Carnivale du Vin*, page 10.

## New Members

We are delighted to welcome our newest members who have joined International Insurance Institute's member list either through on-site training programs or training materials.

## United States

- Joe Palumbo, Director of Business Development, AFNI Insurance Services
- Annemarie Forde, Solutions Marketing, CSC
- Michael Frederick, Property Curriculum Development Manager, Farmers Insurance

- Beth Wright, Property Section Leader, Frankenmuth Mutual Insurance
- Audrey Crilley, Training Specialist, Glatfelter Insurance Group
- J.T. Curry, Claims Manager, Liberty Mutual Insurance
- Barbara Clement, Claims Manager, Pacific Gas & Electric (PG&E)
- Amy Hand, Performance Solutions Specialist, Pinnacle Assurance
- Grace Strahl, AVP of Claims Operations, Safe Auto Insurance
- Diane Ritucci, CEO, Workers' Compensation Trust

## Canada

- Glory MacTavish, ICBC, Canada
- Rachel Cameron, Saskatchewan Government Insurance, Regina, Saskatchewan
- Etienne Leboeuf, Director of Administration and Financial Services, Assumption Life, Moncton, New Brunswick

## Mexico

- Felipe Mora Valdes, Project Manager, ABA Seguros, San Pedro Garza Garcia, N.L.

# FOR MEMBERS ONLY

## Premium Auditing Service

International Insurance Institute's Claims Auditing division consists of many separate functions that can be utilized at various degrees based on the customer's needs. For any of these services, member companies are provided with a thorough report outlining issues identified and recommendations for improvement. They are:

- **Claims Service Monitoring:** The goal of this function is to provide the member company a realistic picture of the level of claims service being provided to its customers by the claims operation. These can be a stand-alone service or as a supplement to current customer survey programs. The most common methods utilized are: phone monitoring; sit-alongs; ride-alongs; and

individual role-play testing. These can be altered toward any specific group or even individual.

- **Claims File Reviews:** This provides the member company with a thorough review of file timeliness and quality. Files can be reviewed for overall file handling quality or for specific issues at the member company's request. All compliance issues and fair claims practices are included.
- **Claims Workflow Analysis:** This service provides the member company with an analysis of the efficiency of the work process within a unit, an office, or even an entire claims operation. Flow charting is utilized to identify current processes that are in need of improvement or even elimination. Redundancies

often develop over time and are not always noticed within a department itself. This provides a clear "outsider's" view of the workflow. Member companies are able to use this information to drastically streamline their operations.

- **Claims Tools Examination:** A popular program which began in 2002, this service provides a member company with a complete review of the tools currently being utilized by the claims group. Most common are assessments of the office reference books, office equipment, software, legal notices, and training tools.

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