

Claims Education



INTERNATIONAL INSURANCE INSTITUTE AND Claims MAGAZINE

emagazine

TRAINING || TALK

Where Do You Stand?

In this issue, we feature ZC Sterling in part two of our series, “While Others Wait, Some Bold Companies Invest in their Future with Training.” The series examines how some companies — while given the same “save-money” directive as most insurance companies — are investing in training to meet that end.

This issue’s “Manager Spotlight” features Teresa Headrick, one of the featured guest presenters at the 5th Annual Claims Education Conference (www.ClaimsEducationConference.com), which will take place in New Orleans, La. in May 2010.

As always, we here at International Insurance Institute welcome your contributions to CEM and encourage you to contact Karla Alcerro at karla@insuranceinstitute.com for any input. Please feel free to direct any questions, feedback, articles, claims success stories, and/or topics that you would like to see discussed in the magazine. ■



Carl Van
President and CEO
International Insurance Institute

FEATURE || STORY

While Others Wait, Bold Companies Invest in Training, Part Two

Through Training, ZC Sterling Sees a Silver Lining

By Carl Van

Times are definitely tough for most insurance companies these days. When times get tough, training and education usually are the first casualties of cost cutting directives. This is nothing new. It has been standard operating procedure ever since the first company declared the development of their employees a “top priority.”

Nevertheless, there are some companies that, despite the downturn, realize that in the long run, they must keep their employees trained and educated. Why? Because they believe it’s more profitable.

This series will focus on those companies that decided to buck the trend, and found tremendous returns on their investments in the talent and skill of their people.

ZC Sterling Corporation is a leading provider of specialty insurance and technology-enabled solutions for lenders, mortgage servicing organizations, and homebuilders nationwide. The company and its subsidiaries provide hazard insurance and real estate tax tracking and outsourcing services, voluntary homeowners insurance, call center, and similar support services to the financial services industry. ZC Sterling also serves as a program manager for several highly rated carriers.

Headquartered in Atlanta, Ga., ZC Sterling operates in all 50 states and is part of QBE Insurance Group Limited, one of the top 25 insurers and reinsurers worldwide. The Americas division, headquartered in New York, is a leading North and South American insurer and reinsurer. The division conducts business through various property and casualty insurance subsidiaries in eight countries.

As with many featured companies, customer service is a constant focus for ZC Sterling, which is made obvious by the company’s motto of “Keeping You First.” ZC Sterling prides itself on constantly looking for ways to improve customer service. This is especially true of the company’s claim group. Like everyone else, it is also focused on ways to save money, being very aware of the financial responsibilities of any claim organization.

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