

STUDENT OF THE QUARTER

What Makes an Adjuster Awesome?



Alex Palmer
Casualty Master
Claims Representative
Allied Insurance

Spend a couple of minutes speaking with Alex Palmer, and you can tell that she loves what she does and puts her heart into it.

Alex began her career in the insurance industry in 1999 as a customer service representative and then moved up to customer service supervisor. Wanting to further her career in insurance, in 2001 she attended claims classes and became a claim adjuster. She joined Allied Insurance in 2003 as a casualty senior claims representative. In March 2003, she was promoted to casualty master claims representative and has recently

been promoted to the field.

When asked what she likes best about her new position, she said, “As a field adjuster, I enjoy meeting the customers face-to-face. This way, it’s more personal and they are not just a name.” She says she enjoys being a claim adjuster and has grown to understand that her job is not just handling claims but also being the best customer service provider possible.

In a recent Awesome Claims Customer Service class, Alex demonstrated her personal focus of self improvement by practicing and applying the new high-level interpersonal skills she learned in class. Her co-workers agree that her drive and enthusiasm are key attributes to her success. She is very organized and as an added bonus, she’s fluent in Spanish.

Alex credits her former manager, Wendi Hatfield, with having the most influence on her, and in shaping her career. Carl Panico, claim director for Allied Insurance, commented, “Alex sees training for what it truly is—the opportunity to achieve her goal of improving herself.”

Outside of the job, Alex loves spending time with her children and taking her dog for walks. Her future goals are to attain a degree in business administration, continue on with her success in the insurance field, and obtain her CPCU certification.

Alex’s advice to others is to not procrastinate. This fits right in with her favorite quote by Elbert Hubbard, “The best preparation for good work tomorrow is to do good work today.”

TRAINER OF THE SEASON

Variety and Job Appreciation Make an Excellent Trainer



Mike Dicecco
Claims Trainer Specialist
Royal Bank of Canada
Insurance

As an avid collector of more than 50,000 antique phonograph records, numerous

jukeboxes, gramophones, and even classic cars, Mike Dicecco understands the organizational skills needed to be successful in the claims environment. In addition, “Excellent interpersonal skills and a desire to help in a time of need are essential. A good sense of humor helps too!” he said. This is the philosophy of a man who’s had extremely varied and rewarding positions throughout his career in the claims industry.

Mike began his insurance career in 1979, shortly after graduating from the University of Toronto. He has held adjusting positions in physical damage, bodily injury, accident benefits (similar to PIP), homeowners’ property, general and product liability, and highly protective risks. In addition, he’s been a road field adjuster, a multi-line supervisor, senior supervisor, assistant claims manager, bodily injury consultant, and presently, a claims trainer specialist. He started at his current company, RBC (Royal Bank of Canada) in 2003 and said, “it’s been heaven ever since.”

Having worked in various areas of claims, he has a great appreciation for his job and what it entails.

“I thoroughly enjoy doing training in

a variety of areas. This helps keep my job both interesting and challenging. Training people that are new to the insurance industry is extremely rewarding. It’s great to help them learn the job and then progress to much higher levels of performance,” Mike said.

Mike attributes his success in claims to his desire to help and interact with people. “Claims is essentially a field in which we provide customer service, to both our clients and co-workers. It is always interesting in terms of the types of losses people have, and ‘gray’ areas of coverage. Just when you think you’ve heard it all, there’s a new and intriguing claim reported. It’s a fascinating field to be in, and for the record, it’s been a great career,” he said.