

MANAGER SPOTLIGHT

A Promise Is a Promise

Jack Stewart
Vice President, Claims
Assurant Specialty Property

Jack Stewart, vice president, claims for Assurant Specialty Property's Property Solutions business has a distinct characteristic that sets him a part from other claims managers: he believes in continuing education, not only for his subordinates, but for himself as well.



Jack began his insurance industry career in 1984 and joined a forerunner of Assurant – American Bankers Insurance Company of Florida -- in 1987, where he remains today. Just as everyone else in the industry, he had to climb the ladder, starting at an entry-level position as a field staff adjuster. From there he moved up to senior field staff adjuster, manager and ultimately director. Having

started at the bottom, working his way up has been a learning experience for him and has peaked his interest in learning what his field adjusters are being taught today in training courses.

Anyone can see how much Jack loves what he does. "In my claims organization, I'm known as the 'Claims Guy' rather than the vice president," says Jack. "I am viewed as being a part of the group. I am never above learning. If my team has an opportunity to attend a class, then I try to schedule and attend that class with them. Managing a staff of over 225 in 30 states that serves all 50 states and Puerto Rico, who handle automobile, renters, mobile home, lease and homeowner claims gives plenty of opportunities for education."

When asked what he likes best about his current position, Jack responds, "Assurant Specialty Property's board members all contribute toward fulfilling the promise we make to our clients and their custom-

ers when they purchase a policy. That promise is just that — a promise — until the customer files a claim. Property Solutions Claims is responsible for keeping that promise once the claim is filed, and we are committed to delivering on that promise. I am in a unique position where my daily charge is to positively impact people's lives while also having an impact on the Property Solutions business. Between the people of my organization and the policyholders, there is an opportunity every day to provide extraordinary customer service. At Assurant, PSC has the vision to become the industry leader in claims service by making our customer a partner to the claim and continuously exceeding their expectations."

What has influenced Jack to take this approach and have this attitude toward the claims industry? "I have been fortunate to have had many valuable mentors in my personal and professional lives," Jack explains. "I have yet to meet a person that I

TRAINER OF THE SEASON

Whose Responsibility Is it Anyway?

Jane Ische
Manager of Claims Training/Quality
United Heartland

An important characteristic for any claims professional is responsibility. As claims professionals, it is our responsibility to provide excellent claims customer service to those we've been entrusted to help, right? If Jane Ische were asked that question, the response would be a whopping YES!



Jane began her claims career in 1995 after obtaining a Bachelors of Science degree in Finance with a concentration in Risk and Insurance from the University of Wisconsin – LaCrosse. In 1996, she joined United Heartland and remains there today as the manager of claims training/quality. Jane has held many positions at United Heartland. To name a few, claim technician, claim representative I, II, & III, and sr. claim representative. As of January 1, 2008, Jane was promoted to the position of claims operation manager. This role is to oversee the training department and other key divisions in the

claims department.

When asked what she liked best about her current position, manager of claims training/quality, Jane stated that she enjoys educating new claim representatives as well as nurse case managers and that her biggest accomplishment is to see her trainees become successful claim professionals. "When a promotion has been received for someone I have trained, I certainly have a feeling of accomplishment," Jane stated.

Not only does she like to see her trainees