

# Claims Education

INTERNATIONAL INSURANCE INSTITUTE *e*magazine

## TRAINING || TALK

In this issue we feature a story highlighting how focusing on quality over quantity led to success for Inspection Connection. After all, a wise man once said, “The bitterness of poor quality remains long after the sweetness of low price is forgotten.”

In our spotlight article, we are proud to introduce you to Belkys Stallings, Learning and Development Manager at Security First Insurance. Her enthusiasm for and interest in training is inspiring.

Our Feature Course section provides information on one of our top requested workshops and an appropriate one for this time of year as we try to stick to our New Year’s resolutions of being organized and using our time wisely. See page 8 for more information on Real-Life Time Management for Claims.

We are looking forward to the Claims Education Conference taking place May 12-15, 2020 in New Orleans. Be sure to register by March 31st and save \$100. It’s always a good time and we hope many of you can join us.

We wish all of our customers and friends a very Happy New Year and we look forward to connecting with you in 2020!

International Insurance Institute welcomes your contributions to CEM and we encourage you to contact Lisa Ferrier at [lisa@insuranceinstitute.com](mailto:lisa@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

# QUALITY VS. QUANTITY

When Lee Herman, CEO and President of Inspection Connection, first got the idea for his new company he was working in the claims industry at a nationally known carrier. He continued to notice a missing piece in the widely accepted approach to creating estimates; oftentimes, the job of inspecting a total loss would be farmed out to independent adjusters who are most often paid by how many estimates they produce, not by the accuracy or quality of the final estimate. When quantity is the goal and not quality, naturally mistakes will be made leading to higher repair costs, longer repair cycle time and ultimately unhappy customers which means lower CSI.

These three facts leave insurance leadership in a bind. How can we keep repair costs in line, shorten cycle time and increase CSI when the industry trends are against all three? With over 75 years of collective claim leadership, Lee Herman, along with Directors Matt Hawk and Ray Rodil, believe they have found the answer and created a full-service claim handling solution in Inspection Connection that will solve all three of those problems for claim managers.

Prior to founding Inspection Connection, Lee spent nearly two decades at Nationwide Insurance holding a multitude of positions. Lee’s background and AVP level experience with top tier carriers in subrogation, salvage, special investigations, specialty claims and fire and theft operations provided him the insight needed in order to put together the right team.

During his time at Nationwide, Lee was given the chal-