



First Annual RISE Awards

June 2017

Recognizing and Advancing the
Best Young Professional Talent
in the Insurance Industry



Congratulations to all the winners of the first annual RISE Awards! Your peers, supervisors and industry colleagues have picked you out as the next generation of star executives. We received dozens of nominations, so as you can imagine, it was difficult to narrow down to just ten. We look forward to following you in your career as you progress and grow and bring others with you.



To Everyone in The Insurance Industry: Thank you for supporting a young professionals group that recognizes and advances the best young talent in the insurance industry. If you haven't partnered with us yet, we're looking forward to having those discussions and making strides together as an industry to bridge the talent gap.

2017 is the inaugural list, and you can look forward to seeing more from RISE in the coming months and our list published annually. Please follow our LinkedIn to stay updated on news, events, and free CEU/CLE.

Thank you to everyone who participated and congratulations again to the winners!

Amy Cooper
Founder, RISE

ABOUT THE AWARDS SELECTION PROCESS

To be eligible, nominees must be under 40 or have less than 10 years of industry experience. Ideal candidates are superstars, management or executive track, and demonstrate leadership within their organization and community. Nominations were taken through May 31, 2017

RISE considered all detail provided in the nomination, their supervisor references, and additional supporting documentation. Sponsorship or membership does not contribute to selection, only applicant merit. Nominations were reviewed and considered by participating board members and a final selection was approved by all.



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STAR EXECUTIVES
First Annual Awards**

ABOUT RISE (RISING INSURANCE STAR EXECUTIVES)

THE VISION

RISE is one solution to bridging the skills gap in the insurance industry and re-branding our image. Our vision is to create a springboard for rising professionals that are tagged for the executive management track while providing a knowledge transfer strategy to their employers and the organizations that support claims, legal and SIU. We achieve this through our 5-Point Star Program: Recognition, Education, Engagement, Leadership, and Collaboration.

OUR STORY

At almost every conference or event in the last couple years, Chief Claim Officers and CEOs have been talking about the talent gap and the need to attract and retain good talent in the insurance industry. We know that an increasing number of Baby-Boomers are retiring and Generation X is not large enough to fill all the positions left behind. The next generation of Millennials are not skilled enough (yet) to fill the gap being left behind and companies need a knowledge transfer strategy to raise the next generation of workers up.

Most young or new employees, even at management level, do not get the opportunity to attend conferences and interact with professionals outside their company who have already proven themselves. Many executives have shared concern about the next generation's ability to think and act professionally. Very few organizations have young professional groups, and the few that exist don't have an industry-wide presence. If you were lucky enough to know in college you would be working in insurance, you may have a fraternity available, but what about the rest of us who are here "by accident"?

HENCE, RISE WAS BORN.

Involvement in industry events and seeing firsthand the career path that insurance can offer creates engagement and retention. That's why we're gathering the brightest rising stars and collaborating with existing organizations to funnel rising talent into the industry, educate, connect with, and recognize them.

RISEprofessionals.com

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HONORING THE 2017



KIMBERLY VAUGHN

ASSISTANT VICE
PRESIDENT OF WORKERS'
COMPENSATION CLAIMS
AMERISURE



CHRISSIE KOSTYK

DIRECTOR OF
NATIONAL ACCOUNTS
KEAIS RECORDS RETRIEVAL,
DBA ONTELLUS



TRICIA DANKS

CLAIMS SPECIALIST
BERKLEY LIFE SCIENCES



JOHN LUPFER

DIRECTOR OF CLAIMS,
CLAIMS COUNSEL
SUFFOLK



HINA SHAH

SENIOR CONSULTANT,
RISK MANAGEMENT
NATIONWIDE INSURANCE



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RISE AWARD RECIPIENTS



BENJAMIN ROSSER

CASUALTY CLAIMS
INSIDE ADJUSTER
MMG INSURANCE



BERT DIZON

MANAGER OF CLAIMS
RISK & QUALITY ASSURANCE
KNIGHT INSURANCE GROUP



JOHN LEINICKE

SENIOR ASSOCIATE
ROIG LAWYERS



TRAVIS NUNZIATO

ASSOCIATE TRIAL ATTORNEY
SELECTIVE INSURANCE
COMPANY OF AMERICA



JULIE ROCK-CHATELLIER

DIRECTOR OF QUALITY
ASSURANCE & CLAIM
OPERATIONS
PROVENCHER & COMPANY



KIMBERLY VAUGHN

2017 RISE AWARD RECIPIENT



ASSISTANT VICE
PRESIDENT OF WORKERS'
COMPENSATION CLAIMS
AMERISURE
MICHIGAN



Kimberly's dedication to superior service and building relationships is unmatched. She takes time to ensure that every question posed of her is answered properly and thoroughly. Kimberly never hesitates to offer assistance on claims from a simple slip and fall to a catastrophic claim. She accepts additional responsibilities and inspires team spirit with a positive approach.

Kimberly's knowledge of the insurance industry from both the carrier and insurance defense perspective is invaluable to the students/colleagues/new adjusters she trains at CLM and Amerisure's own adjuster development program. She inspires others to strive for excellence and to go the extra mile to ensure the job is completed while delivering superior service.

"Kimberly inspires others to strive for excellence and to go the extra mile to ensure the job is completed while delivering superior service."

– Lindsay Beach, Amerisure

RISE to the Occasion: Kimberly is an Executive Council Member for CLM, faculty for CLM's Claim College and is on CLM's WC Advisory Board and Conference Planning Committee. She is workers' compensation subject matter expert for Amerisure and is faculty for Amerisure Adjuster Development Program.



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TRICIA DANKS

2017 RISE AWARD RECIPIENT



CLAIMS SPECIALIST
BERKLEY LIFE SCIENCES
PENNSYLVANIA



Tricia has demonstrated a passion for the industry and unfettered enthusiasm for her position. She volunteers to take on new assignments, and every learning opportunity she can.

"Tricia is constantly stepping out of her comfort zone in an effort to grow individually and within her position. She is smart, personable and dynamic."

– Linette Ranieri, Berkley Life Sciences

RISE to the Occasion: Tricia created a training program for new hires within BLS as an introduction to auto claims. This is a training session open to all new employees in an effort to help them better understand the industry they are working. Tricia held a vital piece of the training.

Tricia doesn't wait for an opportunity to be offered to her, she grabs it. We recently had some turnover within our organization and Tricia saw the opportunity and need for a Property Manager Oversight person to work with the Claim Service Provider. Tricia without being asked started reviewing files, overseeing the claim person handling the matters to assure she remains proactive and to help facilitate the claims resolution in a timely and efficient manner. Additionally, she changed her courses at Claims College to Property so that she can quickly learn this line with claims. She asked for "permission" once she had proven she could jump right in.



CHRISSIE KOSTYK

2017 RISE AWARD RECIPIENT



DIRECTOR OF
NATIONAL ACCOUNTS
KEAIS RECORDS RETRIEVAL,
DBA ONTELLUS
CHICAGO



Chrissie fully understands that insurance executives are incredibly busy, and she approaches them in a consultative fashion as a resource, while building strong relationships with them professionally and personally that have materialized in to business for Keais over the years

“While her peers are “selling”, Chrissie is building trust and long term partnerships.”

– Steve Schumacher

RISE to the Occasion: “Chrissie’s leadership within Keais has been instrumental in our continued growth. Chrissie has taken several of Keais’ sales and support personnel under her wing and worked with them on their approach to clients, presentation skills and overall professionalism. This mentoring was done independently, which is a true sign of her leadership skills. Additionally, Chrissie is the primary person on the Keais team that brings new ideas to the table, whether it’s a new approach to getting appointments with high level decision makers, marketing events to drive client engagement or new ways to implement the Keais Program. The Keais Team looks to Chrissie for new ideas on a weekly basis on how to close more business, and she does a great job of sharing her ideas, articles from LinkedIn or Business Insurance that she finds will help the team.”



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Congratulations to **Chrissie Kostyk** for being one of the 10 Rise Award Recipients in 2017
From the Keais— Ontellus Team

Chrissie Kostyk
2017 RISE
Award Recipient



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**CONGRATULATIONS
INAUGURAL RISE AWARDS**

2017 Recipient

TRICIA DANKS
RESOLUTION SPECIALIST
Berkley Life Sciences

Berkley Life Sciences is proud to congratulate Tricia Danks, Resolution Specialist, on the achievement of being named a recipient of the 2017 RISE Award.



CONGRATULATIONS TRICIA!

From all your friends and co-workers at Berkley Life Sciences

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THE BEST TIME TO BE IN CLAIMS

AUTHOR: KEVIN HILYARD, RISE ADVISORY BOARD



My career has spanned several decades. Through the years I've watched the Property and Casualty (P&C) industry change significantly. It

could be argued that the Claims function has undergone the most transformation within the insurance industry. Claims has evolved from what was once a relatively minor component in the insurance equation to a place of critical importance for most carriers. As price has become a bigger consideration in the consumer's prioritization of purchase preferences, Claims is now viewed as a key differentiator for those companies that choose not to compete solely on price. For a carrier that competes on value, market differentiation is paramount as a means to maintain market relevance. Therefore, the Claims department is front and center in a value proposition that relies more than ever before on a company's perceived ability to deliver superior customer service while managing cost and mitigating loss. This phenomenon has expanded opportunity and improved compensation for Claims professionals.

When I speak of Claims, I'm including associated functional areas such as SIU and

Legal. As these Claims functions earned greater significance over the years, the various roles within Claims went through an evolution. Claims went from an occupation to a profession. I'd offer that much more is required of a Claims professional today than in the past. There's more for a Claims professional to master today compared to my earliest days. In addition to all of the traditional technical Claim knowledge that's required, Claims professionals today must be much more technologically savvy and they must hone their interpersonal skills to such an extent that they create delightful customer experiences. Today's Claims professionals are given greater responsibility and more authority to gain efficiency and enable better customer solutions. Again, today's Claim professional's work environment and compensation is a reflection of a higher expectation.

Along the way the Claims community has become more diverse. This isn't just a reflection of a changing demographic. Companies have actively and deliberately sought to become more diverse and inclusive as a strategic business imperative. In doing so, a company expands its talent pool, broadens its perspective, and relates better to all of today's consumers. A crucial element of diversity involves generational differences. This is brought on by the swift pace at which our more experienced Claims professionals are



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preparing and/or choosing to retire. There's an emerging race to attract new talent and transfer knowledge.

As Millennials enter the Claims profession, enlightened organizations are adapting their work environment to accommodate young professionals. Flexible work schedules, working remotely, relaxed dress codes, focusing on fitness, enabling community outreach, etc. are becoming common place. Business methods are also changing with younger associates in mind. Claims professionals today are given a voice in the things that affect their job. This was unheard of when I entered the workforce. Robust feedback loops are being installed to ensure that expectations are understood and that associates are kept informed. At the same time, associates are now encouraged to provide their leaders with feedback in reverse.

Training is changing rapidly too. Technology has begun to take the place of the classroom. Education has become more just in time and more virtual. Knowledge Management systems are becoming the norm. Machine learning and artificial intelligence are responding to the knowledge transfer imperative. Robotics will assume a Claims professional's most tedious activity and release associates to focus on the higher return and more complex elements of their role.

This is a time of excitement and energy within the Claims industry. The role of the Claims associate has never been more sophisticated or more professionally rewarding and the opportunity for career growth will only increase over the next decade. This is the best of times for the Claims profession.

RISE ADVISORY BOARD

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NATIONWIDE INSURANCE

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SERVICES



JOIN RISING INSURANCE STAR EXECUTIVES (RISE)

Stand out as a leader in our industry, build your resume, network with like-minded individuals and take advantage of all the resources RISE has to offer.

RISE FOUNDING MEMBERSHIP:

Open to the first 40 members to join RISE, a Founding Membership demonstrates commitment to diversity and the future of the insurance industry. Founding Members are the first to commit and will be rewarded accordingly with a commemorative certificate, a special gift, name and company featured in the press release, a 2nd year of membership FREE, and eternal bragging rights for starting the RISE movement.

RISE LEADER MEMBERSHIP:

Leader Memberships are available to anyone currently employed by an insurance carrier, self-insured corporation or in-house legal who is management or on management/executive track. Leader Memberships are held by the individual, not their company. Leader members join by being nominated and paying annual dues or by being an annual RISE Award Recipient.

RISE CORPORATE MEMBERSHIP:

Corporate Memberships are available to any insurance carrier, self insured corporation or in-house law firm. Corporate Memberships allow up to 20 individuals to join RISE and enjoy member benefits in addition to additional perks for the company. Corporate members join by contributing to the annual campaign.

RISE HONORARY SPONSOR:

Honorary Sponsors are those who nominate a rising professional to join RISE or for the annual RISE Award.

For more information, visit **RISEprofessionals.com**.



Follow us on LinkedIn



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FIVE PILLARS OF RISE



COLLABORATION

Providing companies and young professionals a knowledge transfer strategy. Connecting the brightest talent from various organizations and helping them collaborate with peers as well as with the top executives of our industry who have experience and knowledge to share.



EDUCATION

Arm yourself with the best personal and professional development brought to you monthly via webinar. Gain access to engaging and diverse speakers. Take advantage of free continuing education credits.



ENGAGEMENT

Get engaged by enjoying opportunities to attend industry conferences and events at significant discounts or win a scholarship to attend for free.



RECOGNITION

Get profiled as a stand out young professional in the insurance industry.



LEADERSHIP

Shine as we provide a platform for members to publish thought leadership pieces, open opportunities for members to speak at events, take on leadership roles within RISE, or even start a local chapter.



JOHN LEINICKE

2017 RISE AWARD RECIPIENT



SENIOR ASSOCIATE
ROIG LAWYERS
FLORIDA



John is a well-rounded professional whose drive, motivation, forward-thinking attitude, innovation and leadership qualities distinguish him as a rising star. He is actively involved in coaching and mentoring young attorneys in the development of their professional and community involvement.

“John is an invaluable element of not only our firm but the insurance industry as a whole. John embodies success, professionalism, high moral standards and ethical behavior. He consistently exemplifies leadership in the community and is dedicated to educating insurance professionals and advocating for solutions for our insurance industry client’s needs.”

– Michael Rosenberg, ROIG Lawyers

Rise to the occasion: John is the three-term President of the Dade County Defense Bar Association (DCDBA) where he oversees and organizes bi-monthly CLE luncheons and a yearly ethics seminar to further the education, ethics, and professionalism of the local legal community. Over the last three years, John’s leadership at the DCDBA has been instrumental in reviving the organization from its dormant state to a vital organization dedicated to the education, ethics, and professionalism of the Miami-Dade local legal community.



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2017 RISE Professional Development Series

present

The Power of Relationships "Strengthening Your Network"

Live Presentation and Streaming Webinar

This self-improvement program will take you through the concepts for maintaining strong ethical relationships with your clients, work-force, adversaries and other business relationships old and new. Business Etiquette along with common courtesy can propel your business and allow you to become an outstanding communicator and team player.

Thursday, July 13, 2017

12:30 pm to 1:30 pm

Register to receive the link and call in number

To Register Click [HERE](#)

www.riseprofessionals.com/events/

or contact Amy Cooper at ACooper@VortexLegal.com

Add to Outlook Calendar

Speaker



Bianca Moreiras has been a leader, mentor, motivator and presenter primarily in the legal profession for over 34 years. Bianca has spoken on topics enriching professionals in the areas of self-improvement, time management, professional etiquette, communication, collaboration, leadership, networking, customer service, resume writing and more.

Host

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WEST PALM BEACH

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Professionalism and Communication Skills

Rashmi Airan, Ethics CLE credit
When Good People Make Bad Decisions

Lisette Alvarez, Cecile Mendizabal, ROIG Lawyers, CEU credit
*The Ridesharing Generation:
Insurance Implications and Complications*

Victoria Luna, Wilson Elser Moskowitz Edelman & Dicker LLP, CEU/CLE Credit
Making the "Me" Generation Work for You: Millennials on the Jury Panel

Jane Bolin, Peyton Bolin
Balancing Act: How to Schedule Your Time for Results
Debbie Foster, Affinity Consulting
Hot Technology Tips for the Modern Professional

Find and register for events: <http://riseprofessionals.com/events/>

Follow us on  LinkedIn for events, updates, news, and more:
<https://www.linkedin.com/company/risinginsurancestarexecutives>

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Rising Insurance Star Executives professional talent in the insurance industry.

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TRAVIS NUNZIATO

2017 RISE AWARD RECIPIENT



ASSOCIATE TRIAL ATTORNEY
SELECTIVE INSURANCE
COMPANY OF AMERICA
NEW JERSEY



Although Selective typically does not hire newly admitted attorneys to their Staff Counsel Program, Travis was an intern for us while he attended law school. His demeanor and performance was so outstanding, we decided to hire him permanently. Travis is a go-getter! He is smart, determined to excel and always thinking of new ideas. He is focused on "giving back" by helping others, being a team player and always willing to mentor those who are following in his footsteps. He has dedicated himself to learning all aspects of the company and I believe he will RISE to whatever height he chooses!

"Travis focuses on the needs of his clients. He has been in his role for only a year and a half but has provided his clients with first class service which provides them with the sense of security they paid for when purchasing a policy. In this way, he is making the industry more customer focused."

– Margaret Sherlock, Selective Insurance

RISE to the Occasion: Travis, a millennial, was faced with "fitting in" with baby boomers. The differences between these groups in their approach to work is certainly palpable. Travis was faced with the daunting challenge of demonstrating that he is just as much dedicated to his clients and his job as his colleagues even though he may leave the office at 5pm. As his leader, I spoke with Travis regarding this challenge head on because if it was not, it could lead to a serious chink in our team armor. Travis has overcome this challenge and has gained the respect of his colleagues through difficult relationship building and constant teamwork.



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JULIE ROCK - CHATELLIER

2017 RISE AWARD RECIPIENT



DIRECTOR OF QUALITY
ASSURANCE & CLAIM
OPERATIONS
PROVENCHER & COMPANY
LOUISIANA



Julie started her career in Insurance as a Temp during Hurricane Katrina. She has worked her way up in the company and created positions based on her strengths and her determination to grow the company. Her most recent promotion has her overseeing the entire Claims Processing Team and she is recruiting and training a new generation of claims professionals.

"She has demonstrated to many entry level claims staff this is more than a job, it is a career with many opportunities to grow and work in many different areas of the insurance industry."

– Kelly Cressy, Provencher & Company

RISE to the Occasion: During several hurricanes, including Katrina, Gustav and Ike, Julie's home and community suffered damage. During a time of chaos, when most people would put work aside, Julie was not only able to manage her personal losses, she made sure the staff was safe and accounted for and managed to keep CAT work flowing smoothly. Her experiences have molded her into an amazing CAT Manager. She has the ability to remain calm and triage work flow to offer the best response times and solutions.



BERT DIZON

2017 RISE AWARD RECIPIENT



MANAGER OF CLAIMS
RISK & QUALITY ASSURANCE
KNIGHT INSURANCE GROUP
CALIFORNIA



KNIGHT INSURANCE GROUP

Bert is still in his 30s and interfaces with people who have been in this industry or in their jobs for longer than he's been alive. That being said, he brings new ideas to them, assists in making them look wiser, brings claims insights to his peers and those reporting to him, and understands that while his role is that of a claims manager, he needs to keep the bigger picture in mind. Bert works with those in underwriting, programs, information system and accounting.

"Bert demonstrates a thirst to share knowledge while still learning from others in the company, field and legal / insurance community."

RISE to the Occasion: "Upon my arrival to Knight Insurance, Bert, who is 15 years younger than I am, was able to assist me in on boarding, including training me on five different computer systems, helping me navigate through the corporate structure, and ultimately being an ally while others were more concerned about their own roles. Over time this selflessness has served Bert well at Knight as a member of my claims leadership team and as an overall contributor to Knight's future." – Caryn Siebert, Knight Insurance Group



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Knight Insurance Group

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companies in diverse industries for over 20 years

Congratulations

Bert Dizon

**Our Claims Risk &
Quality Assurance Manager**

**RECIPIENT OF THE 2017
RISING INSURANCE
STAR EXECUTIVE
("RISE") AWARD**



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RISE FINALIST
2017

Congratulations on Your Nomination!

Ms. Julie Rock-Chatellier

Director of Quality Assurance & Claims Operations

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Dedication to those we serve.*

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BENJAMIN ROSSER

2017 RISE AWARD RECIPIENT



CASUALTY CLAIMS INSIDE
ADJUSTER
MMG INSURANCE
MAINE

Ben has been very open to constructive criticism and is humble enough to ask questions. During his short tenure here he has been following through on the objectives in his 3 year development plan which demonstrates his initiative and desire to be successful in his career. Another trait Ben has is his ability to relate well with his peers of all ages. This allows him to gain valuable perspective and respect from all of his co-workers. It is clear that Ben has... all the key skills to be very successful in this industry.

“Ben is a hardworking, ambitious, professional young man that clearly understands what it takes to be successful in a claims career.”

– Corey Graham, MMG Insurance



RISE to the Occasion: Ben’s customer service skills are an example for all. Ben is mature beyond his years which allows him to resolve even the most contentious claims. To be successful in this industry you need to be able to deliver exceptional customer service consistently. Delivering on our promise to “protect your piece of the world” is easy for Ben because of the people skills he possess and the desire he has to be successful. We receive compliments on Ben’s customer service routinely. He has a mature approach to working through difficult situations so a claim does not escalate.



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Benjamin Rosser,
2017 RISE Award Finalist



Congratulations from VortexLegal to all the 2017 RISE Award Winners



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HINA SHAH

2017 RISE AWARD RECIPIENT



SENIOR CONSULTANT, RISK
MANAGEMENT
NATIONWIDE INSURANCE
NEW YORK



Nationwide

"Hina demonstrated her unwavering commitment, professionalism and technical acumen which made her an invaluable asset to the organization. She possessed the coveted aptitudes of intelligence, quick wit, leadership and big picture perspective." – Bob Yeadon, National Claim Director

"Hina's professionalism was second to none and her ability to work through the idiosyncrasies of these varying projects was superior. Hina maintains strong client relationships despite often times having to deliver unwelcome news regarding a claim outcome. She truly is an up and coming leader who is a credit to our industry and worthy of the honor and recognition by your organization."

– Kevin Peters, SVP, Old Republic Insurance Group

RISE to the Occasion: When a client expressed frustration with an approach taken toward reserving, Hina took the lead in making contact and explaining the rationale and advising them of the proactive strategy moving forward. This put their concerns at ease and reassured them that there would always be clear communication and collaboration on all matters. Hina has always faced these challenges head on and taken leadership to repair and rebuild key relationships. Likewise Hina has always taken the lead in arguing the merits of her case to negotiate complex matters to favorable resolution. Her consistent display of professionalism, technical knowledge and sound reasoning has made her a key resource when faced with any adversarial situation.



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JOHN LUPFER

2017 RISE AWARD RECIPIENT



DIRECTOR OF CLAIMS,
CLAIMS COUNSEL
SUFFOLK
MASSACHUSETTS

build
smart



"In a room full of exceptional people John stand outs. His intelligent and thoughtful analysis of situations coupled with his ability to generate consensus from large groups with dissimilar agendas and opinions is unmatched." – Richard Bishop, AIG

John has been a great ally in an environment where out of the box thinking is required, while maintaining realistic expectations. John has made very well-informed decisions without being slow to act and able to capitalize on opportunities in a fast paced environment.

"John possess a sincere interest in the pursuit of justice, his care and concern for integrity, his love of a challenge and care for the people around him."

– Lee Stumacher, AIG

RISE to the Occasion: I worked with John on a multi-party complex lawsuit involving approximately 25 litigants and \$100 million in alleged damages. Each litigant had multiple insurers. Suffice to say there were a lot of competing interests involved. John was instrumental in gathering the defense group and focusing their areas of combined interests to better defend the action against a very active and well-funded plaintiff group. As a direct result, a majority of the defense parties achieved defense verdicts (all of John's insureds did) and the lawsuit eventually settled for a fraction of the alleged damages.

