

Session Title:

Looking Ahead: Strategies for Increasing Temporary Housing Efficiencies and Improving Accuracy in a New Age of Insurance Claims



Day/Time:

Wednesday, March 7th, 10:00 a.m. – 11:00 a.m.

Location:

Royal Ballroom E-F
Property Track

Session Description:

This workshop will be an interactive session with a panel of insurance industry experts, including representation from a tier one, a tier two, and a regional carrier. The panel will be led and moderated by Andria LaMantia, Director of Sales and Joyce Kasmer, Manager, Business Development Manager, Oakwood Worldwide, Insurance Housing Solutions who will introduce the panel and pose one to two open-ended questions regarding how the panelists are currently handling claims with temporary housing needs. Examples of questions to lead the session off might be: What challenges are you or your organization currently facing with temporary housing decisions? What areas of the housing claim offer the biggest opportunity for cost efficiencies?

You are not alone!! Take this opportunity to learn from industry leaders about challenges and solutions related to your current business environment. You will also learn about temporary housing trends that will assist you as you manage claims.

Speaker 1:

Joyce Kasmer, Business Development Manager, Oakwood Worldwide

Joyce Kasmer serves as Business Development Manager at Oakwood Worldwide, Insurance Housing Solutions. She manages strategic initiatives with top tier insurance carriers. Previously, Joyce held the titles of Executive Director of Marketing and Sales for Premiere Services, Insurance National Account Manager for Hertz®. Joyce has several years of sales and marketing experience within the automobile, insurance, and the temporary housing industry.



Speaker 2:

Andria LaMantia, Director of Sales, Oakwood Worldwide

Andria LaMantia is the Director of Sales for Oakwood Worldwide, Insurance Housing Solutions. She leads the insurance business vertical sales strategy and national sales team. Her responsibilities include

strengthening and growing the Insurance Housing Solutions brand, developing relationships with customers and prospects while delivering client-driven solutions. Andria has been with Oakwood Worldwide for 18 years and brings an additional 8 years of Hospitality Experience.



Speaker 3:

Claudia Rodriguez, Property Technical Manager, Auto Club of Southern California

Claudia began her career with the Club in 1987. She held multiple adjusting positions from front line to litigation. Claudia was promoted to management in 1998, and in 2008, she joined Claims Staff. Claudia was selected to be the Club's first Property Technical Manager in 2014. She remains in that role along with overseeing the Claims Quality Assurance operation. Claudia has served on the Board of Governors of the Pacific Claim Executives Association.



Speaker 4:

Sandra Tatum, Claims Specialist, State Farm

Sandra Tatum AIC®, INS®, WCCS®, CLU®, ChFC®, is a Claim Specialist with State Farm®. Sandra joined the company in 1988 working in the Property & Casualty Unit. She has worked in the Workers' Compensation, Casualty and the Special Investigation Unit. Her passion is Property Claims. She has proposed company-wide strategic initiatives, which have been implemented, provided guidance and mentoring to other claim associates. Sandra enjoys interacting with policyholder and helping them navigate the claim process efficiently.

