

The Experience You Need to Manage Claims

Claims are a time when your insurance coverage is put to the test. As you know, public entity claims are often complex with multiple issues coming into play. Because of this, Great American recognizes that these claims need to be handled by specialists with strong experience who are used to navigating this marketplace. Our claims team members average nearly **20 years of experience** and bring strong public entity claims experience to your insurance coverage.

Regina DePumpo, Vice President – Claims

Regina joined Great American Public Sector Division in March 2022, with significant claims management and litigation experience in public sector, as well various other liability lines of business. Prior to Great American, she worked as a Corporate Claims Manager leading various liability teams, including public sector, general liability and excess surplus. She also was the coverage liaison between the liability teams and corporate legal assisting in coverage reviews. Prior to that role, she spent several years in various roles expanding her insurance knowledge as both a coverage attorney and complex claims handler in multiple lines of business. Regina is an attorney who earned her Juris Doctor from Syracuse University in Syracuse, NY. Prior to going to law school, she was a registered nurse in the operating room for several years. She also holds CPCU and AIC designations.

Elizabeth Fuller, Assistant Vice President – Claims

Elizabeth has substantial litigation experience, both as a litigator and in managing litigated cases and claims. After spending nearly a decade as a litigation attorney, she joined Great American, handling claim operations prior to joining Public Sector. Elizabeth's expertise and experience includes overseeing complex litigation, evaluating coverage and analyzing the liability and potential exposure of self-insured organizations. Elizabeth earned her Juris Doctor from the University of Toledo College of Law in Toledo, Ohio. She also holds AIC, AIC-M and AINS designations.

Sharon McDermott, Claims Director

Sharon has extensive experience in the insurance industry handling casualty claims managed by third party claims administrators, direct handling of excess claims, and management and oversight of reinsurance claims. Her responsibilities include management of public sector risks involving professional and law enforcement liability,

See the difference
Great American can bring
to your organization.



Great American Insurance Group
301 E. Fourth St.
Cincinnati, OH 45202
800-643-7882

To learn more, visit:
[GAIG.com/PublicSector](https://www.gai.com/PublicSector)



general liability, automobile, school board legal liability, employment practices liability and public officials' liability exposures. Prior to joining Great American, she served as a Vice President of claims for reinsurance company where she was responsible for large exposure/complex claims for public and commercial entities.

Margaret Eldridge, Senior Claims Technical Director

Margaret has worked in the insurance industry for 25 years, specializing in workers' compensation insurance. She joined Great American in 2006, and holds 14 adjuster licenses in various states. Her experience includes handling complex litigated and catastrophic claims, account management services and managing TPA oversight. Margaret has earned her CPCU, AINS, AIC and AIC-M designations.

Paul Hamm, Senior Claims Technical Director

Paul has over 20 years of experience handling casualty claims for public and commercial entities. Prior to joining Great American, he served as a Vice President of claims for a reinsurance company where he was responsible for large exposure/complex claims for public entity pool reinsurance and direct excess clients, as well as third-party administrators handling direct insurance programs. He has experience with multiple lines of coverage including: professional liability (school board legal liability, public officials errors and omissions, employment practices liability, law enforcement liability), general liability, and commercial auto/trucking.

Karen Bittner, Senior Claims Technical Director

Karen has 32 years of insurance and reinsurance claims-handling experience which ranged from direct handling to Home Office technical oversight of Complex Claims. Karen joined Great American in January, 2022, after spending 11 years with a large reinsurer. She has decades of experience handling Public Entity risks involving insurance, excess, umbrella, and reinsurance exposures. Karen has an AIC as well as a CCP designation for Professional Lines.

Patricia Miller, Claims Attorney

Patricia represented clients in a private civil litigation practice before joining the insurance industry. During her time with Great American, she has gained experience managing and handling complex casualty and property claims, as well as overseeing third-party claim administrators. Patricia earned her Juris Doctor from the Charleston School of Law in Charleston, SC. She also holds the AIC designation and is a graduate of Great American's Corporate Claims Trainee program.

Amanda Romanello, Claims Attorney

Amanda practiced law for over 12 years, with substantial experience in mediation and litigation, prior to working in the insurance industry. Prior to joining Great American, she worked with a third-party administrator handling Commercial General Liability claims, focusing on New York Labor Law bodily injury claims. She has extensive

experience handling and managing liability claims and overseeing third-party claim administrators. In her current position, she has managed complex litigation in various jurisdictions and evaluated coverage and liability. Amanda holds ten adjuster licenses in various states. She earned her Juris Doctor from the University of Cincinnati.

Bill Bingle, *Claims Attorney*

Prior to joining Great American, Bill worked for an insurer handling professional liability claims involving both primary and excess policies. He has extensive experience analyzing coverage, managing litigated claims, and evaluating exposure. Prior to joining the insurance industry, he represented employers and businesses against a variety of legal actions, including premises liability and discrimination suits. Bill earned his Juris Doctor from the University of Toledo College of Law.

Zachary Wolfe, *Claims Specialist*

Zack has worked in the insurance industry for nine years. Prior to joining Great American in June 2022, he served as an Account Executive with another carrier. In that position, he handled general liability injury claims involving asbestos exposure, long-tail pollution, products liability, and various other types of toxic tort exposures. He also has experience with complex litigation, coverage analysis, account management and auto claims.

Leesa Stanfill, *Lead Claims Processing Technician*

Leesa has worked for Great American for over 20 years. During her tenure, she has gained extensive experience processing payments, reserves, and claims in various claim systems. She prepares and distributes claims reporting, including loss runs and other financial reports, both externally and internally. She provides operational support for the claims team, including managing processing workflows and performing other administrative duties within the office.