

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.

Carole Lofness, Vice President, Claims

Carole has extensive public sector and claims management experience. Prior to joining Great American, she served as Assistant Vice President and Regional Claims Manager for an insurance company, where she managed the claims operations and staff in both the direct insurance and the self-insured group/pool insurance areas. Before that, Carole held several management positions over a 10-year period at another insurance company, and worked significantly with the Public Entity business unit. Carole is an attorney who earned her Juris Doctor from William Mitchell College of Law in St. Paul, Minnesota. Before she worked in the insurance industry, she had a private litigation practice.

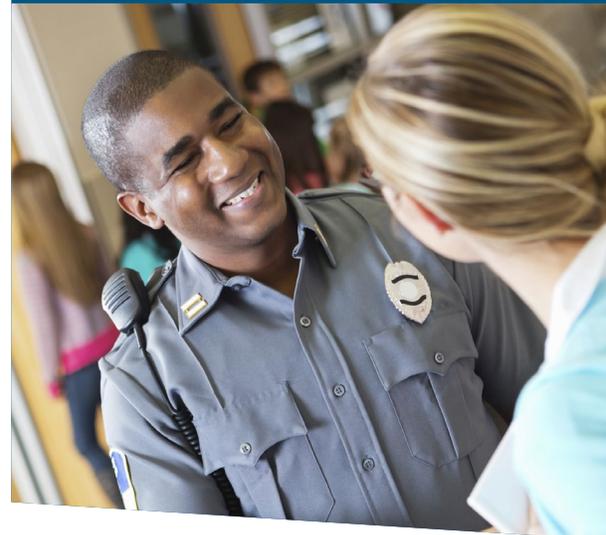
Mary Lou Biesiada, Claims Technical Director

Mary Lou's professional claims experience spans many years, and includes working with commercial property and casualty and workers' compensation alternative risk programs nationwide. For the last six years, she has worked exclusively with public entity pools and partnered with self-administered accounts. Her experience includes multifaceted coverage analysis, managing risk transfer exposures in excess of retention levels on catastrophic exposures, managing complex litigation and oversight of third-party claims administrators.

Margaret Eldridge, Claims Technical Director

Margaret has worked in the insurance industry for 20 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 claims, account management services and managing TPA oversight. Margaret has earned her AINS, AIC and AIC-M designations, and is currently working toward her CPCU designation.

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Elizabeth Fuller, Senior Claims Attorney

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.

Matt Rumelhart, Senior Claims Representative

Matt worked in the public sector as a county probation officer prior to coming to Great American. During that time he completed firearm and use of force training while managing a caseload of felony offenders. Matt has a Master's Degree in Criminal Justice from the University of Cincinnati and is also a graduate of Great American's Corporate Claims Trainee Program. Matt has earned the AIC, AIC-M, and AINS designations, and is currently working towards the CPCU designation.

Patricia Miller, Associate 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 both handling claims and 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.