

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 as 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, Assistant Vice President - Claims

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, 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.

***See the difference
Great American
can bring to your
organization.***



Great American Insurance Group

301 E. Fourth St.
Cincinnati, OH 45202

800-643-7882

[GAIG.com/PublicSector](https://www.GAIG.com/PublicSector)



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.

Tim Johnson, *Senior Claims Attorney*

Tim joined Great American in September 2024 after 17 years as a litigator for public sector and commercial entities and their insurers in state and federal courts. Tim represented public entities regarding law enforcement, land use, First Amendment, contract, premises liability, housing authority, utilities, bodily injury, open meetings, open records, and discrimination issues. He represented commercial entities regarding business tort, contract, defamation, shareholder dispute, trade secret, copyright, professional liability, product liability, premise liability, bodily injury, and bankruptcy issues. Tim received his law degree from Marquette University Law School.

Amanda Romanello, *Senior 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, Senior 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.

Kathryn Waller, Claims Specialist

Prior to joining Great American, Kathryn practiced law for over 4 years and gained experience in litigation and analyzing coverage. She primarily represented businesses, insurance companies and their insureds against a variety of legal actions, including insurance bad faith, premises liability, construction, trucking accidents and various other personal injury claims. Kathryn earned her Juris Doctor from the University of Louisville Brandeis School of Law.

Mimi Booth, Claims Representative

Prior to joining Great American, Mimi gained experience across the financial services industry. She joined Great American in May 2025 as a Claims Trainee, where she gained hands-on experience with claims processes and workflows, including claim investigation, evaluation, and resolution. Mimi transitioned to the Public Sector Division in January 2026. She earned a Bachelor of Science in Business Administration and Human Resources from Indiana University–Indianapolis, Kelley School of Business, and later obtained her MBA with a specialization in Project Management from the University of Southern Indiana.

Leesa Stanfill, Claim Operations Specialist

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.