



Meet the Team - Centralized Claims Unit (CCU)

About the Team

The Centralized Claims Unit (CCU) within the Claims Division was formed by Claims leadership in 2015 as Citizens' resources for handling complex and specialized non-catastrophe (non-CAT) residential claims. These include but are not limited to burglary/theft and lightning claims; total loss mobile home processing and demolition; loss assessment claims; escheated check reviews for accounting; depopulation reimbursements; expired Managed Claim Model (MCM) oversight of re-opened claims; and lower severity daily claims.

Along with these daily responsibilities, which don't typically increase after a catastrophe such as a hurricane, CCU after catastrophes will cover the CAT Resolution Line and oversee the following catastrophe functions: the Fast-Track Unit, the Resolution Unit; the Total Loss Mobile Home Unit, and CAT contents processing.

Who's on the Team

The team includes:

Manager

- William Hunter

Supervisors

- Tanya Escalona
- Kimberly Jones

Senior Adjusters

- Peter Blaumueller
- Eden "Gabe" Faria
- Anthony Hunt
- Schemika Jordan
- Melvina McCoy
- Tim Richardson
- Greg Szot
- Randall Torres

Intermediate Adjusters

- Carol Brooks
- Lady "Joana" Charria
- Kaona Jaramillo
- Maja Kurbasic
- Sonja Spahic

Who does the team regularly interact with?

Because of its commitment to CAT oversight, CCU works closely with the Catastrophe Operations Unit. As a function of dismantling, removing and disposing of debris after a mobile home is determined to be a total loss, CCU works with Vendor Relations in the management of our demolition contractors to ensure adherence to local and state regulations. We also assist Accounting with the reimbursement of their escheated checks, and we have a symbiotic relationship with Appraisal, Litigation and the Special Investigations Unit in our continuing efforts to battle fraud.

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What is the team working on now?

Along with its regular daily duties, CCU is actively preparing for its role in providing oversight of independent contractors in the event of a catastrophe, such as a hurricane. As most of the catastrophe responses will now be handled remotely, the focus has been on that aspect of oversight, including additional software training and team-centered webinars.

Is there a project that the team has worked on that has been a favorite?

In preparation for hurricane season, CCU has revised the workflow for handling mobile homes that have been deemed a total loss because of a covered peril (along with the appropriate forms and correspondence). In this new working environment, the team has created a workflow for obtaining a recorded statement while working remotely. This workflow will soon be made available in the Adjusters portal of citizensfla.com.

What do you want people to know about the team?

The team is a diverse group of dedicated claims adjusters with various levels of experience ranging from two to 35 years, in both commercial and residential claims along with varying levels of field experience. The team is designed to be flexible and scalable to fit the needs of the Claims Division on a daily basis and after a catastrophe. We are the "first responders" for claims oversight when a storm affects our policyholders. We take this challenge seriously and have dedicated ourselves to being prepared to provide the citizens of Florida with first-class customer service.

Does the team have advice to share on what makes them successful?

Working together in the TIAA Bank Center in Jacksonville offered a level of camaraderie that supported open and balanced communication, with individuals sharing their thoughts, opinions, and ideas. It was a challenge to adjust to working remotely. With the help of Microsoft Teams, however, along with management support, the team has continued to stay connected, and the spirit of teamwork continues.

We have created an informal mentoring network that allows our less experienced adjusters to continue to have access to our more experienced team members for any questions or insight. Our weekly team meetings are mixed with essential work-related agenda topics and teambuilding projects, such as interactive games.

The idea is to keep everyone connected and engaged. This promotes a clear and common purpose, goal, and shared identity for the team, and maintains respect and tolerance for the differences of every team member.