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Amerisure Leaders to Showcase Claim Expertise at Reuters Connected Claims USA Event

FARMINGTON HILLS, Mich., November 3, 2021— Amerisure’s leaders are pleased to share their expertise at the 2021 Connected Claims USA conference. Held virtually Nov. 16-18, Connected Claims USA is the world’s largest gathering for claims executives and is hosted by Reuters Events™.

This year’s conference will focus on the continual transformation of the claims experience, including people, processes, and technologies, to create an effective ecosystem for customers and partners.

Steve Donnelly, chief claims officer at Amerisure, will be featured in a panel “Enhance understanding of emerging technologies” and fireside chat “The acceleration of claims technology and its impact on success on the front lines.” Kimberly Vaughn, Amerisure’s assistant vice president of claims experience and customer analytics, will present “Making CX central in claims,” and participate in a Q&A session “Care as the core of powerful claims experiences.”

“We look forward to the distinct opportunity to speak at the Connected Claims USA event this year,” said Donnelly. “The conference provides a great platform to have critical discussions about the digital transformation of claims and share how technology is shaping our customers’ expectations in insurance.”

Amerisure’s exceptional claims services are reflected in industry-leading Net Promoter Scores (NPS) from customers. The foundation of the company’s claim experience is SureClaims™, which focuses on timely communication and partnership by expert employees, enhanced by a comprehensive digital portal.

“Amerisure is at the forefront of the evolving claims experience, and we are pleased to be among leaders in the field to discuss the importance of this transformation,” said Vaughn. “Together across the industry we can ensure we are intentional about prioritizing the customer and streamlining the claims process.”

Amerisure’s director of user experience, Meliza Carrion, and claims experience specialist, Amy Gilman, will also participate in the conference. Amerisure presenters will be among notable industry leaders from AAA, American Family, Farmers, Liberty Mutual, Nationwide, USAA, and many more.

About Connected Claims USA

Reuters Events Connected Claims USA 2021 is the world’s largest gathering of claims executives, with more than 3,000 thought leaders and decision makers coming together from across the industry to tackle and solve the most prevalent challenges being faced now and in the future. Register at Reutersevents.com.

For Immediate Release

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About Amerisure Insurance

Amerisure is a leading provider of commercial property and casualty insurance solutions for U.S.-based construction, manufacturing and healthcare businesses. Licensed in all fifty states and available through an exclusive network of elite independent agents, the company upholds an “A” (Excellent) financial strength rating, industry-leading service scores, and multiple awards for innovation. Amerisure has been in business for more than 100 years and is consistently named among the best places to work in the industry and throughout the nation. To learn more, visit Amerisure.com.

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