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Kimberly Vaughn Named Amerisure’s Vice President of Claims Experience & Culture

Farmington Hills, Mich., July 13 — Amerisure Insurance is pleased to announce that Kimberly Vaughn is assuming an expanded role as vice president of claims experience & culture. Vaughn will continue leading the Claims Experience Organization (CXO) to differentiate Amerisure’s service value proposition and support the needs of its stakeholders. The new role will also include responsibility for building consistent training and onboarding resources as well as defining engagement programming and cultural initiatives.

“Given how critical the customer experience is to our success, and how central Amerisure’s culture is in creating that experience, Kimberly’s demonstrated expertise at building and strengthening culture puts her in the perfect position to lead the claims department’s efforts toward enhancing our culture and employee engagement,” said Steve Donnelly, Amerisure’s chief claims officer.



*Kimberly Vaughn, Vice
President of Claims Experience*

Vaughn’s most recent role as vice president of claims experience & customer analytics oversaw the successful launch of the CXO for Amerisure in 2021. Vaughn joined Amerisure in 2013 as a Workers’ Compensation (WC) corporate consultant after practicing law in Illinois, first as a member of the plaintiffs’ bar, then as a defense attorney. She became assistant vice president of Workers’ Compensation, leading the WC technical claims team and their initiatives, to improve the claim handling processes while providing technical oversight on complex claims. Vaughn also served as the claims field assistant vice president of Amerisure’s North Region before the creation of the CXO.

Vaughn received her Bachelor of Arts and Juris Doctor degrees from Michigan State University and is licensed to practice law in Illinois and Michigan. She has been admitted to the U.S. District Courts for the Northern District of Illinois, the Northern District of Indiana and the Supreme Court of the United States.

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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