

Debra Ann Milton

4010 W Hatcher Rd

Phoenix, Arizona 85051

480-277-2578

E-mail: debra244@cox.net

OBJECTIVE To obtain a challenging position in your organization, utilizing my 15 yrs. experience in claims, knowledge and commitment to customer service that will benefit your company and its common goals.

October 2017 – Present

QBE Insurance

Claims Representative (Voluntary Auto)

- Call all parties involved and explain the claims process and coverages
- Verify claims, review estimate, determine liability
- Setting exposures for all auto, med pay, property, bodily injury
- Issues all payments – indemnity, car rental, IA expenses, supplements to settle claims
- Publish all initial contact letters and denials on both parties

March 2005 – October 2017

National General Lender Services

Senior Claims Representative (Property)

- Call on borrowers and explained claims process, coverages
- Verified claims, review damage report, completed worksheets for settlement options
- Process claims for Bank of American, Financial Freedom, Seterus and Midland
- Issues all payment – indemnity, IA expenses, supplements
- Publish all letters – prepare denial letters
- Follow up on claims process with borrower
- Call on all ISO hits within the policy date
- Foreclosures/theft/Borrower claims

Country Wide, Balboa, Bank of America, QBE Insurance, National General Lender Services

Claims Specialist (Auto)

- Worked remotely for 7 ½ years
- Processed claims for Wells Fargo Dealer Services, Nationwide, Compass Bank
- Rep/theft/Borrower claims
- Ser reserves, run ISO, Infonet report, assigned appraisal assignments
- Called Borrowers and explained claims process, coverage
- Verified claims, review estimates, completed worksheets for settlements options
- Run Nada, Karpower, KBB auto trader quotes, etc
- Labeled all documentation
- Issued all payments, indemnity, appraisal fees, police reports, supplements

- Published all letters – prepared all denial
- Follow up on claims process with borrower – appraisal company
- Set up all repo assigned to me – contact borrowers regarding repo vehicles with damages and all ISO hits

Claims Adjuster Assistant II (Auto)

- Verified and funded all policies, sent coverage verification, set reserves, set up and assigned appraisers
- Called borrower and explained claims process and verify location of vehicle
- Sent all letters, ran ISO, set up repo claims

June 1996 – February 2005 Farmers Insurance

Senior Secretary / Claims Expeditor / Drive in Customer Service Clerk

TECHNICAL Handle all troubleshooting, Lotus Notes, Excel, Power point, Microsoft, Outlook

EDUCATION Graduated from Sunnyslope High School 1982

Phoenix, Arizona

I work well in a team atmosphere, I am dependable, learn quickly and adapt well to change.

LICENSE HELD AK, AZ, CT, DE, FL, GA, ID, IN, KY, LA, MI, MN, MT, NC, NH, NM, NV, NY, OK, OR, TX, UT, VT, WA, WV