

**CANADIAN INSURANCE CLAIMS MANAGERS ASSOCIATION
Northern Alberta Chapter**

Participant comments from Jeff Mowatt's presentations held May 4th, 2006

"Excellent material. Jeff is a real professional. Our business is all about 'trust'. Participants are reminded of the importance of gaining trust and how significant that is in a client relationship."

Joanne Schiweck-Doherty, Claims Manager, AMA Insurance Co.

"This will create smoother negotiations and better interpersonal relationships."

Lois Thorlakson, Sr. Bodily Injury Adjuster, AMA Insurance Co.

"I absolutely loved it! I will be more prepared and equipped to be more client oriented."

Lois Lidstone, Support/Jr. Adjuster, AMA Insurance Co

"This will help my staff deal with clients effectively."

Bob Doiron, V.P. Claims, Peace Hills Insurance

"Jeff's session will assist me in dealing with different clients and gaining trust and confidence to avoid difficult situations."

Nicole Letkeman, Accident Benefits Adjuster, Peace Hills Insurance

"This was excellent. I am often assisting others with their handling of files and these ideas will add to our effectiveness with our customers and dealing with their concerns and issues."

Heather DeHaan, Independent Adjuster, Barrett & Assoc. Adjusters

"Our staff refocused on things they can do and were re-encouraged to take small easy steps to be more effective."

David Sorensen, Claims Manager, Unifund Claims Inc

"This has reminded me to not take my long-time clients for granted."

Denise Bratland, President/Broker, Losness Insurance Agencies Ltd

"This will help keep clients calm and also help in dealing with people in my personal life."

Nicole Wilken, Adjuster, Unifund Claims Inc

"Jeff's session makes me more conscious of treating people the way I'd like to be treated instead of reacting to their emotions."

Betty Kuhnen, Broker Claim Rep., Mooney Insurance