

# INSURANCE INSTITUTE OF NORTHERN ALBERTA

Participant comments from Jeff Mowatt's presentations held May 29, 2008

***"Excellent presentation. This will reduce conflicts with upset customers."***

Dan Berger, Adjuster, Crawford Adjusters

***"This will enhance the moral within my department and that of our customers."***

Cindy Madigian, Account Assistant, Lloyd Sadd Insurance Brokers

***"After this seminar, I will take more care in how I approach and interact with people. I will remember that they may not know the technicalities of insurance, and adjust my communication accordingly."***

Leah Gibbs, AB Claims Adjuster, Peace Hills Insurance

***"This will help me be more comfortable in what I am saying to the client and will give the organization a trustworthy reputation."***

Matt Hughes, Account Assistant, Lloyd Sadd Insurance Brokers

***"I plan to put many of these phrases and pieces of information into use. I look forward to seeing the results."***

Jaala Kauhausen, Admin, Insurance Institute of Northern Alberta

***"This will create better customer service for our clients."***

Michael Leedham, Insurance Adjuster, Townsend & Leedham

***"I will now be more conscious of my words and think of more positive phrasing. This will sell my company better."***

Janic Rice, Warranty Claims Adjuster, National Home Warranty

***"This will help me to do my job better."***

Bridge Millen Cip, CSR, Cornerstone Insurance Brokers Ltd

***"Jeff provided helpful suggestions on ways to speak with clients or staff."***

Art Holland, Unit Manager, ING Canada

***"This will help build trust with our clients."***

Steve Lazanik, Adjuster, A.S. I