



Insurance Institute

INSURANCE INSTITUTE OF SOUTHERN ALBERTA

Participant comments from Jeff Mowatt's presentation held January 26, 2012

“Excellent presentation. I will implement the top 7 customer expectations in my everyday life.”
Cheryl Tyson, Director of Marketing, Renfrew Insurance Ltd

“Great suggestions! I will refer back to my notes and get into the habit of implementing the changes immediately!”
Reston Raquette, Client Service manager, BFL Canada

“This will help me provide better, more knowledgeable service to my insureds, and earn the trust of my examiners.”
Mark Mikkelson, Assistant Branch manager, Kernaghan Adjusters

“I’ll use these ideas with my clients. It will make my job easier and clients will appreciate it.”
Dalles Cadrain, Claims Adjuster, The Co-Operators

“Jeff’s presentation was awesome. Thank you.”
Judith Hajsz, Commercial Underwriter, The Co-Operators

“As a field adjuster, I meet with people/customers everyday. I will use this in my dealing with these people.”
Gerry Moonen, Staff/Field Adjuster, RSA Insurance

“I will take the tips and apply them when talking with my clients. I’ll try not to fall back into my old habits.”
Liana McConnell, Underwriter, The Co-Operators

“Great presentation. I will be changing the words I use to a more positive nature versus a negative one.”
Janice Ince, Commercial Broker, McFarlane Agencies

“I will use this in dealings with peers, supervisors, business associates and also in my personal life.”
Cheryl Hirsch, Underwriter, AMA