

EXPERTISE IN ACTION

Even with 30 years of experience in the industry, I'm constantly learning something new and finding ways to help our customers.

—Shannon Pittman, *Transportation & Logistics Claims Adjuster, Alpharetta, GA*



For Shannon Pittman, leaving her family's independent adjusting firm after 30 years to work for Allianz was an easy decision. "Our firm worked with some of the top insurance companies and I always thought Allianz provided excellent service to their customers. They stay true to the Claims Pledge and are there when a loss occurs. So, when I was offered a role with the transportation and logistics claims team, I jumped at the opportunity."

Since joining Allianz in February, Shannon has been instrumental in working through transportation claims and helping clients reduce their loss ratios. As someone who grew up in the transportation insurance industry, her expertise and pro-active approach in working with brokers, clients and underwriters has been a great asset to the team.

Being responsive is critical when it comes to transportation claims as it can mean the difference in thousands of

dollars when it comes to salvaging product. Shannon's high-level expertise with wrecker bills and transportation equipment has been critical to the success of mitigating a number of claims.

Shannon also puts in the extra effort to stay on top of her clients' evolving insurance needs. For example, she recently noticed several claims that crossed her desk involved policies that didn't have enough coverage. After asking the insured a few questions, she discovered there were a number of new exposures, including warehouses, cargo and a freight brokerage operation. She worked quickly to contact underwriters to identify the insured's areas of exposure, along with possible opportunities to upsell the current policy to the new Transportation Block 2020 to cover all their transportation exposures.

Jason Kramer, Transportation & Logistics Claims Team Leader, explains how one CEO called him to say how impressed their firm is with Shannon, noting that policyholders she's helped with losses are extremely happy with how proactive she is. Jason describes Shannon as "an employee that has continually gone above and beyond to not only meet, but surpass customers' expectations...".

