INSIGHTS FROM HM LEADERS

Q&A

WITH

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VICE PRESIDENT
MID-ATLANTIC AND
NORTHEAST REGIONS

JOINED HM:
2014

HM Insurance Group



QUESTION 1:

WHAT IS THE BEST PIECE OF CAREER ADVICE YOU HAVE RECEIVED?

Build relationships.

Business is built on trust, and trust is earned through consistency, honesty, and showing up for people long before there's a deal on the table. Some of the best opportunities and strongest partnerships in my career have come from investing in relationships first.

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QUESTION 2:

HOW DID YOU END UP IN THE STOP LOSS INSURANCE INDUSTRY?

Honestly, I kind of stumbled into it.

Fresh out of college, I worked as the assistant ticket director for the Syracuse SkyChiefs, a Triple-A affiliate of the Toronto Blue Jays. I had my resume posted on CareerBuilder when I got a call about a marketing coordinator position with a TPA called RMSCO.

I had no idea what Stop Loss was, what a TPA did, or even how to spell RMSCO - so I had to Google it. For my interview, I brought complimentary SkyChiefs tickets for everyone in the office.

Fortunately, they hired me, and more than 20 years later, I'm still in the Stop Loss industry. It's funny how one unexpected phone call can completely change the direction of your career.

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QUESTION 3:

WHAT ARE THE BIGGEST CHANGES YOU HAVE SEEN IN THE MARKET?

The biggest change is how much more complex the market has become. Rising healthcare costs, larger catastrophic claims, and specialty medications have made it challenging for employers to manage healthcare spending.

Because of that, employers and broker partners are looking for more than just a competitive quote. They want strategic partners who understand their business, help them navigate the complex market, and bring thoughtful solutions to help manage risk over the long term.

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QUESTION 4:

WHAT IS YOUR FAVORITE THING ABOUT OUR COMPANY?

Without question, it's the people.

I've really enjoyed getting to know and work alongside so many talented people at HM Insurance Group. There's a genuine willingness to collaborate, share ideas, and help each other succeed.

I also really enjoy working with our broker partners. This is a relationship business, and I've always believed that's one of the best aspects of what we do.

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QUESTION 5:

WHAT WAS YOUR FIRST PAID JOB?

I was 15 years old and worked as a dishwasher at a restaurant on the shore of Oneida Lake in Central New York. I was excited to have my first real job and to earn my own paycheck.

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QUESTION 6:

SHARE SOME FUN FACTS ABOUT YOURSELF.

Outside of work, I'm passionate about giving back to the community. I've been fortunate to become involved with a few youth mentoring and animal welfare organizations. It's something that's always been important to me.

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