

# HANCOCK HERALD

*Full Claims Lifecycle Support Under One Roof*

Hancock Herald

January 2024 Edition

## A Message from Our CEO



Happy New Year, Team Hancock!

I genuinely hope that you and your loved ones had an enjoyable holiday.

A New Year brings a blank slate and the opportunity to start fresh. In 2023, Hancock Claims had many ups and downs, but I know, as we enter the New Year, that we are a much better company because of it.

We brought on a new leadership team. We introduced Contents and Estimating as Service Lines. We also had our share of technology issues, which has led to a change there, that will make us better once completed. We also increased our quality metrics across every area of the business.

As we enter the New Year, I am truly excited for the next chapter of the Hancock story. We are truly the best in the business, and I look forward to working with each one of you to make Hancock Bigger and Better in 2024.

Thanks again for all you do every day and here's to a fantastic New Year!



# Hancock's UGLY Sweater Contest

It got Ugly in December, as those in office and remote, participated in the 2023 Hancock Ugly Sweater Contest! We had many great contenders, but in the end, Tricia Williams took home 1<sup>st</sup> place while Hannah Chambers and Brenda Ortiz came in 2<sup>nd</sup> place, slightly above the rest of our team! We also encouraged all to provide some of their favorite holiday sweets,

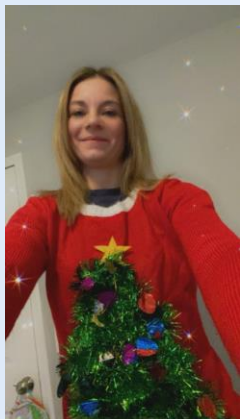


1<sup>st</sup> place winner, Tricia Williams



2<sup>nd</sup> place winners, Hannah Chambers & Brenda Ortiz

which included cookies, cupcakes, brownies and more! To close it all out, we paired our sweets with some classic winter favorites. We had Milk, and of course, a Hot Chocolate bar! We hope all at Hancock had a wonderful holiday season and Happy New Year!



Pictured Top Row, from left to right: Arnae Foster & Ellen Smith, Camille Cummings, Geliessa Williams, & Megan Lynch, Greg Petty & Keith Brewer, Katie Scott & MJ Biggs

Bottom Row, from left to right are the virtual applicants: Rachel Giesige, Ashley Young, & Anne Walsh

## New Year, New You

Looking to get in better shape in 2024? Hancock has a solution for you, your very own personal trainer! For those of you who have not met her, we have a corporate personal trainer who works out of the gym at our Alpharetta office.

Her name is Audrey Moore, and she will work with anyone, regardless of their fitness level and the best part, there is NO COST! She is available Monday through Thursday and has sessions in the morning or afternoon.

Audrey has been a personal trainer at Hancock Claims for 13 years and has been in the fitness industry for 26 years. She holds a highly sought after Alpha certification and Audrey has won two bodybuilding titles; Miss Atlanta and Miss Southern USA.



Audrey's sessions are 30 minutes long and you will either be by yourself or with a group of up to four. Audrey specializes in full body circuit training, and she can customize your session, specifically for you! If you'd like to sign up with Audrey, please stop by the gym and get on her calendar.

## An Update on the Salesforce Rollout

It is our goal to keep the organization informed on updates regarding the approaching system-wide rollout that we have been eagerly anticipating. Recently we have discovered the development of some features is taking longer than anticipated. Although this type of delay is not uncommon for a project of this magnitude, it requires reassessment of the roll-out date. In order to avoid the go-live date occurring in the middle of storm season, we have decided to push roll-out to mid-June – early July.

With the delay comes opportunity. An opportunity to take full advantage of this extended duration. Over the coming weeks and months, the Organizational Change Management (OCM) team will be requesting the completion of a couple short assessments that will provide crucial information regarding how you and other individuals learn and retain new information. This information will be instrumental in developing learning material to help everyone absorb the new information, efficiently and effectively. Remember your engagement is critical to the success of this transition, so please take every opportunity to provide feedback.

Thank you. – Stephen Bradshaw





## 'Educational Insights': A New Learning Section Going Forward



Hi Hancock Team and Happy New Year!

I am thrilled to take a moment to quickly introduce myself as one of the newest members of the HR Department, specifically focusing on Learning & Development. My name is Brian Woodbury, I live in Roswell, GA and I'm honored to be part of the team.

I'm excited to contribute to Hancock and collaborate with each of you over the coming months, and I thought, what better way to start contributing than to include something within the monthly newsletters. Going forward, one of my goals will be to introduce a topic that will hopefully help you better understand yourself when it comes to learning. I promise to do my best not to bore you with mundane information, but instead, assist you in becoming the best version of yourself. I want to continue to create awareness around adult learning and most importantly, help this company grow.

I look forward to introducing the first topic next month, but in the meantime, feel free to reach out – I am always open to chat, collaborate, and share ideas.

Best Regards,

Brian



# Hancock Heroes

Each month, this newsletter will continue to highlight team members throughout the organization who are setting an amazing example through diligence and dedication. If you have a peer or someone on your team who is going above and beyond, please send your nominations to Margaux Kaynard with the following information: Name, Role, and why they are being nominated.

For January, we are highlighting three individuals:

## Chris Jones – Managed Repair Expert I

Chris is an exemplary member of the Manager Repair team. He is always available to assist his fellow team members regardless of how full his plate is. Chris has been a fantastic POC and relationship builder for Branch Insurance, our newest carrier partner, and they just love him. The MRP team wouldn't be the same without Chris.



## Latreveon Brewer – Cust. Srv Rep I

Latreveon received a special shoutout from State Farm when she resolved an issue that others could not. The State Farm claims specialist wrote the following, *"Latreveon took the time to figure out how to send me multiple emails with less than the cap on the size limit. She took a very, very frustrating situation and resolved the issue for me"*.



## Sarah Anderson – Cust. Srv Rep I - Scheduling

Sarah saved a claim (and potentially future business) on a very important pilot we have with a large carrier. But more importantly, she's great every day!



# January Birthdays - Happy Birthday to all of you!

<u>Name</u>	<u>Birth Day</u>	<u>Job</u>
Patrick Zafiris	Jan 2	Regional Manager
Brian Long	Jan 4	Claims Coordinator I
Nina Junuzovic	Jan 5	Supervisor of Ops Team
Starla Etheridge	Jan 7	Quality Assurance Spec I
Timorra Rogo	Jan 7	Claims Coordinator I
Shinil Mohanan	Jan 10	Director APP Development
Ryan Miller	Jan 13	Contents Pricing Director
David Stolper	Jan 14	VP Product Support
Ericka Gates	Jan 16	Customer Service Rep I
Tonia Green	Jan 17	Claims Coordinator I
Barry Lenon	Jan 17	Managed Repair Expert I
Asia Wilson	Jan 17	Billing Supervisor
Camille Cummings	Jan 21	Claims Services Manager
Noah Rich	Jan 24	Director of Account Management
Becky Wright	Jan 25	Quality Assurance Manager
Christian Teems	Jan 29	Field Supervisor
Stephen Kulikowski	Jan 30	Field Supervisor
Erin Durkin	Jan 31	Specialty Service Expert II



# Work Anniversaries - Glad You're On The team!

<u>Employee Name</u>	<u>Work-iversary</u>	<u>Yrs of Service</u>	<u>Job</u>
Don Crouch	Jan 1	2	Senior VP Strategy
Jillian MacKellar	Jan 3	1	Recruiter
Breena Gwaltney	Jan 5	3	Claims Coordinator II
Karl Ludwigsen	Jan 6	4	Software Engineer
Justin Owens	Jan 15	6	Director of Field Ops
Andrew Ford	Jan 17	2	Software Engineer
Brenda Ortiz-Trejo	Jan 23	8	Scheduling Supervisor
Megan Lynch	Jan 28	4	Claim Service Supervisor
Tiara Walker	Jan 28	4	Claim Service Supervisor
Brenda Cain	Jan 29	5	Dir of Carrier Services
MJ Biggs	Jan 30	7	Human Resources Manager
Rosalind Marshall	Jan 31	2	Customer Service Rep I
Taylor Polk	Jan 31	2	Customer Service Rep I
Aster Wondirad	Jan 31	2	Customer Service Rep I

