JOAN HENRY
Accident Benefit Claims Assistant
joan.henry@csadjusters.com

YEARS EXPERIENCE	•	**25**	**LANGUAGES**	•	**English**

INSURANCE EXPERIENCE	•	**Accident Benefits, Bodily Injury**
	•	**Assistant to Control Adjuster (3 years)**

EXPERIENCE MUNICIPAL CLAIMS	•	**Assistant to Municipal Control Adjuster (14 years)**
	•	**Receive new assignments from Public Works, Leisure Services, EMS, Frank Cowan Company, Guarantee Company and other Municipal Insurers**
	•	**Completing letters regarding Municipal Act/Statute, denials, closing notices**
	•	**Completing Reports for City Staff and Insurers** **- Liability - Property - Non Jurisdiction** **- Accident Benefits - Bodily Injury - Contractor** **- Automobile - Direct Compensation - E & O**
	•	**Catastrophic Losses** **- Organization of files - Reports - Summaries**
	•	**Considerable knowledge of audits and inputting of data**

EDUCATIONAL/ PROFESSIONAL EXPERIENCE	•	**Cambrian College of Applied Arts & Technology** **Law Clerk – 1985 - 1987**
	•	**Ontario Insurance Institute – Principals and Practice (C11)**
	•	**New SABS Update – IIO; May 2010**
	•	**New SABS Update – OIAA; August 2010**

EMPLOYMENT	•	**2004 - Present - CANADIAN SHIELD ADJUSTERS**
	•	**2002 - 2004 - SCS Insurance Adjusters Limited**
	•	**2001 - 2002 - Miller & Associates**
	•	**2000 - SCS Insurance Adjusters Limited (Casual)**
	•	**1987 - 1998 - SCS Insurance Adjusters Limited**
	•	**1986 - 1987- Orendorff & Associates**