



Denise Brown, CPCU, CIC, AINS, CISC, CRIS, AIC

Director of Claims

Denise Brown began her career with InterWest in 1989 working as a Client Services Manager for the Sacramento based office of Lindo, Hanna & Abbott. She has enjoyed the past 19 years partnering with and guiding her clients through the process of managing claims.

In 1992, when LH&A and Noack & Dean merged to form InterWest, Denise accepted a position as Claims Supervisor, responsible for claims services, staff supervision and training. She was instrumental in the development and implementation of procedures, as well as improving the delivery of claims services to InterWest's clients.

In 1995, Denise was promoted to Director of Fitness Pak Claims, providing claims services for the exclusive health club program. She was responsible for coordinating property and liability claims with the insurance carrier and was involved in prompt negotiation and settlement of claims, allowing the program to maintain its

historically profitable loss ratio. Her involvement in the delivery of workers' compensation claims services has been essential to the overall growth and retention of the program.

In 2004, Denise was promoted to Director of Claims. Currently, she oversees a claims staff of six, provides liability claims services for the ACE (certified personal trainers) program and workers' compensation claim services to our largest clients. She also participates at the Corporate level as a member of the organization's Consulting Group.

In July 2010, Denise participated as a panelist representing the Broker community at the Construction and Builders Conference in Las Vegas. She is among the very first recipients of InterWest's Distinguished Employee Award. Denise maintains a personal commitment to continued education and works with The Institutes to develop course curriculum for the Insurance Industry.