



Denise Brown, INS, CIC

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 17 years dedicated to the delivery of property/casualty and workers' compensation claims services to all InterWest clients

It was after the 1992 merger of LH&A and Noack & Dean to form InterWest when 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 five, provides liability claims services for our 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.

Denise is a licensed insurance broker. She completed the Program in General Insurance earning the INS designation, and she maintains her designation as a Certified Insurance Counselor (CIC) through continued education. Denise is currently taking courses to earn the industry's premiere professional designation as a Chartered Property Casualty Underwriter (CPCU).