



Paula K. Osborne

Assistant Director, Property & Casualty Claim Services

Paula Osborne joined InterWest Insurance Services in September 1995, bringing 17 years of insurance experience to her position as Claims Manager.

As a Claims Adjuster for 11 years prior to joining InterWest, Paula developed a specialized technical knowledge in the area of first and third party claims and has served her employers well as a Total Loss/Salvage Coordinator and having the experience of training new adjusters throughout her tenure in the industry.

Paula accepted the position as Claims Manager and Team Leader at InterWest, leaving her position as Senior Claims Adjuster with Northbrook Property & Casualty/Allstate. At Northbrook, Paula specialized in the area of complex property coverage and adjustment issues. She also worked as a Claims Adjuster with Hanover Insurance, Home Insurance, and Grange Insurance Companies.

Taking a hands-on approach to claims management, she integrates her diverse adjusting experiences with a total commitment to caring for InterWest's clients by implementing immediate contact and investigation, company reporting and aggressive monitoring of each claim. Handling the property & casualty claim needs of InterWest's larger clients, as well as monitoring serious injury and severe property losses are among Paula's many responsibilities.

Paula continues to develop and expand her technical knowledge including completing her Insurance Institutes of America designations and continuing to work toward her Associate in Services Certification (AIS). She also served as a Board Member on the Claims Advisory Council of Golden Eagle Insurance Company, representing Northern California.