



A Local Presence. A Commitment to Caring.

Men

You

Should

Know



When you think about insurance professionals, you probably think claims adjusters, underwriters, and actuaries. And while those are very different roles, the one thing they have in common is caring about the customer.

Recently, we met some of the men who work at Westfield, the leading property and casualty insurance carrier headquartered in Medina County. As they described their work, it became clear that Westfield is truly a caring company.

As **Chief Actuarial and Analytics Officer, Jim Merz** says his specialty is compiling and analyzing statistics to calculate risk and his passion is helping people and offering them peace of mind. "I remember one customer in particular who was extremely worried about recovering from a devastating storm. It's incredibly rewarding working in a profession where you get to help people during their time of need. As a husband and father, I understand the importance of community and I appreciate working for a company whose very mission is to be a caring company." - **Jim**

As **Chief Distribution Officer, Craig Welsh** is the Westfield connection to more than 1,000 independent insurance agencies in 21 states. With more than 25 years at Westfield, Craig understands that collaboration and partnership is the key to creating successful solutions. "My passion is learning how we can better help people; both the independent agents and the customers. When a customer has a loss, we put the wheels

in motion to connect with the customer as soon as possible – we're there and so are the agents. Together, we're a strong team to take care of our customers and get them back on their feet." - **Craig**

Mike Theibert, Business Process Leader, Agency Interaction, says he's a coach at heart. He coaches his young children in sports and brings mentoring wisdom he has accumulated from various leaders over the years to his Westfield team and agents. Mike is a strong believer that diversity in thought, age, race, sex, experience and skill sets enables a unique customer perspective and creates an environment that empowers colleagues. "We're completely focused on getting things taken care of the right way. Together in partnership with our agents, we're here to solve problems for our customers." - **Mike**

Rob Bowers truly believes in the promise of protection. As the **National Claims & Customer Service Leader** and more than 31 years of industry experience and a commitment to helping others, Rob was named the 2018 Claims Management Professional of the Year. "I really enjoy working with my team of leaders, my direct reports and my broader leadership team and staff. I think my role is to recognize the power of that diversity and listen and learn to ensure they and other colleagues across the organization get the resources, advocacy, and coaching they need to reach their professional best. When we achieve that, we're at our best to serve our customers in their moment of need." - **Rob**

Pictured above from left to right: Jim Merz, Craig Welsh, Mike Theibert, Rob Bowers