

Explore | McLarens US Adjuster Team



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**TRENT
GILLETTE**

EXECUTIVE GENERAL ADJUSTER



Based in
Chicago, IL



30 years of
experience



Specializes
in manufacturing and
agriculture claims



PCLA, AIC, AIS, RPA,
& HAAG and CA
Earthquake Certified



What has been one of the most interesting or rewarding experiences you have had at McLarens?

I have thoroughly enjoyed working at McLarens and the exceptional group of adjusters here. People truly care to help one another and share their expertise. There is a family atmosphere and a management team that cares and wants to see their people succeed. Here, you can call senior leadership and actually speak with them regarding any concerns or questions. They are open and honest. My superior leads by example, and is respectful; he is firm yet compassionate. These traits can be a rare combination in today's business environment but I find them common in McLarens' management, which leads to a positive culture.

Particularly, I'm proud to assist Mike Beach, who leads our North American CAT response team, as the CAT Field Coordinator. The work during catastrophe season is fulfilling and challenging. I have been involved with claims in every hurricane since 1989 (Hurricane Hugo). Besides CAT season, my day-to-day specialties are manufacturing and agriculture. Building comes second nature, through years of family businesses and my personal interests.

What do you like to do outside of work? Do you have a personal passion?

Outside of my wife of 31 years and three (adult) children that consume most of my free time, I am experiencing an empty-nest. My personal hobbies include, building, developing properties, riding my Indian Motorcycle, boating, anything in the outdoors/woods, and farming. Most recently I began flying lessons.

My personal passions include spreading kindness, living by the golden rule, and helping people where I can. Adjusting claims allows me to do all three while meeting people of all walks of life. I enjoy assisting them in solving their current problem and guiding them through a tough process. Having been bed-ridden for a total of nearly two years of my life, I appreciate the simple things. Through my adjusting work, I try to help people remember we're here to help them move forward.

What advice would you give someone starting out in this field or considering it as a career option?

This career is very challenging and rewarding. If you're looking to do something different every day it's a perfect choice. For instance, one day I was looking at shingles and the next day I was on Liberty Island (New York City) after a hurricane looking at the Statue of Liberty with only four people on the island. It's a great career if you like to meet new people, see the country, and the world. I would also advise to listen, be humble, and take the higher road with controversy. It not about who's right; it's about doing the right thing. Do your homework, know your client, and build trust. Be upfront and don't try to speak to things you're unfamiliar with. People see through that. Whether it's good news or bad, give the news. People want and need to know.
