

Explore | McLarens US Adjuster Team



GET TO KNOW

ROY ESTES

EXECUTIVE GENERAL ADJUSTER /
VICE PRESIDENT



Based in
Tampa, FL



Nearly 30 years of
experience



Specializes
in Property, Power &
Energy, and Oil & Gas
claims



AIC; SCLA; CPIU; and
CA Earthquake
Certified



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

McLarens employees, from the adjusters all the way up to our CEO, are what make McLarens an exceptional place to work. I also absolutely love the diversity and complexities of losses that I handle. I crave the challenges which help me grow and adds positivity to my life.

The most rewarding experiences I have at McLarens are on numerous occasions when the insureds, brokers, underwriters and agents ask for me by name to handle their claims, place me on their policies, and thank me for my great service and work. The most rewarding of them all is when I get a call from an insured, colleague, mentor adjuster, agent or broker to obtain my opinion or thoughts on a particular subject, scenario, or condition. I am always glad to help and I think our teamwork spirit is a great aspect of the McLarens culture.

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

To put it simply, my passions are love, spirituality, work and play. I really enjoy spending time with my wife, family, grandbabies, and great grandbaby. I like riding my Harley, cruises, going on cruises, and hanging out with my wife, family and friends – and most any activity involving the water, such as air boating. Unique hobbies of mine include goldsmithing and creating custom, high-end jewelry pieces with gold and semi-precious stones. Also, I like making investments, helping those who cannot help themselves, guardian ad litem when I can, being a member of Knights of Columbus, and enjoying the feeling that giving back provides me.

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

Being an experienced adjuster who is grateful for the wisdom I have gained by learning along the way, I strongly feel that mentoring is one way that I give back to the industry. Having said that, there are several things I would tell people just starting out – from technical to service responsibilities. Respect everyone in the claims process no matter what and do not have an ego too big to listen. It's also really important to always read the policies and endorsements, develop your processes and follow procedures, and do not take any shortcuts. To grow, you need to expose yourself to industry trends and emerging markets, "rub elbows" with those of wisdom and experience, and ask questions and/or dig for the answers if you don't understand. Ultimately, you want to make your work one of your life passions and not just a job. Finally, share your wisdom with others as you gain it.