

## Explore | McLarens Platinum Circle Winner



GET TO KNOW

### SCOTT LILES

NATIONAL GENERAL ADJUSTER



Based in  
Houston, TX



Nearly 15 years  
of experience



McLarens Platinum  
Circle program winner



University of Houston -  
Bachelors of Business  
Administration



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

I enjoy that I never know in advance what kind of claim I will be handling. Each assignment is an opportunity to learn how the insured's business operates and how a loss affects them. Whether it's handling a claim where an entire building has burned to the ground or inspecting roof coverings on high rise buildings, each claim is different and presents its own unique challenges. This aspect of continuous learning, in conjunction with the opportunity to meet people from all walks of life, keeps me energized.

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

I am a family guy. When not handling claims, I enjoy being with my wife and two children. We spend as much time as possible outdoors, hiking, swimming or just being together. Sporting events are another big draw for us. We enjoy supporting the Houston teams and cheering them to victory! My wife and I are movie buffs and enjoy watching movies of all genres.

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

Flexibility and openness are assets. It's important to be open and learn from others. Observe their best practices and adopt what works for you. Embrace the benefits of technology, it will help you if you let it! Most importantly, handling claims is about service. Adjusting claims is always evolving and ever-changing, but it comes down to building relationships and trust. Whether it's interacting with the insured or underwriters, you must possess great communication and customer service skills to ensure the claim process is handled smoothly and efficiently. In the end, this commitment to being a partner will result in repeat assignments.

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