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**KATIE
ASHCROFT**

SENIOR EXECUTIVE
GENERAL ADJUSTER



Based in
Chicago, IL



Over 10 years of
experience



Member of McLarens
Global Crisis
Management Team



Licensed attorney and
insurance underwriter



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

The collaborative and innovative environment at McLarens is unlike any I've ever experienced in a professional setting. McLarens has a network of global experts across a wide range of fields, both among adjusters as well as internal operations personnel. We are able, and certainly encouraged, to tap into that network in exploring solutions to best assist our clients. I don't think I have ever heard "no" uttered at the company. Rather, our colleagues work together to build on each other's ideas, bringing in resources as needed. The result is a tailor-made solution addressing our client's unique needs.

For example, with the assistance of our colleagues in Shanghai, we recently were able to quickly provide a client with a real-time update regarding their subrogation rights against both a trading company based in Hong Kong and a Vietnamese manufacturer. With Chinese regulations constantly developing and subject to the political climate, there is no substitute for having an individual expert readily available to discuss how those developments might impact our clients. I really enjoy the sense of accomplishment and collaboration when a project is completed using McLarens' diverse range of experts.

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

Outside of work, I enjoy traveling, skiing, and spending time with family and friends – even better when I can combine all three! My husband and I live in the heart of downtown Chicago so we are fortunate to have numerous activities at our doorstep and we love taking advantage of all the city has to offer. It's important for me to give back to the city that has provided me with so much, both personally and professionally. In this regard, I am involved with the Chicago Children's Choir which is an organization that helps young people in our community to develop into global minded, well rounded, and passionate citizens.

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

Loss adjusting is a very interesting career path because it is constantly varied; no two claims are the same and each one presents its own challenges. The only thing every claim has in common is that it is highly dependent upon personal interactions. To that end, two of the most important attributes that will serve a new adjuster well are empathy and honesty. At the end of the day we are working with, and for, human beings, all of whom have various pressures on them and needs to be met. The sooner the adjuster can understand those needs, the sooner we are able to manage expectations for how and when those needs will be addressed throughout the adjustment process.