



AARON TRENT FRANKLIN

NATIONAL GENERAL ADJUSTER

CONTACT

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aaron.franklin@mclarens.com
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SPECIALTIES

Catastrophe Response
Property
Builder's Risk
Field Services
Hospitality
Retail

ADDITIONAL EXPERTISE

Hospitality, Multi-Building
Habitational, Rental Property,
Commercial, Appraisal Proceedings,
Mediation Negotiations.

ADJUSTER EXPERIENCE

18 years

BIOGRAPHY

Aaron Franklin started within the insurance industry in 2006 as a Catastrophe Claims Adjuster for Farmers Insurance Group and efficiently processed CAT claims for wind, hail, hurricane, and wildfire losses while maintaining superior file handling accuracy and customer service ratings. Following this role, Aaron specialized in mid-to large cap commercial losses in the Midwest, and subsequently was promoted to a Quality Control claims reviewer and National Re-Inspector. In this role Aaron improved claims handling procedures and methodologies by tracking behavior and trends, ultimately providing feedback through written reports to management and team leaders, working with them to develop strategies and training exercise to implement into departments to improve efficiency and accuracy.

Aaron then took a position managing complex large loss files for Nationwide Insurance, utilizing his technical proficiency and his service-minded and solution driven approach to satisfactorily manage claims ranging up to \$2M USD. In addition to the claims handling role, Aaron assisted in the implementation of new training material and operating guidelines, oversaw defense counsel in lawsuit activities, participated in peer influencer groups, and was selected as an Associate Member General Council committee member for demonstrating leadership, aptitude, and willingness to provide constructive and honest feedback to Executive Leadership.

Aaron joined McLarens in 2018 as a Regional General Adjuster and is currently a National General Adjuster handling a wide range of losses across various classes of business types such as rural/farm & agricultural, hospitality, energy, specie, cargo, retail, educational facilities, production and warehouse facilities, healthcare, and government.

Throughout his career Aaron has developed a proven ability to work with a variety of experts during the adjustment process. This includes identifying the need for expert involvement, delegating work, and controlling expert costs. Most importantly, Aaron understands the need for analyzing expert conclusions to understand, and communicate their application to the claim. His commitment to professional excellence is best embodied by connecting with associates and clients, through which he cultivates a culture of care, compassion, and respect.

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BIOGRAPHY

Aaron has been the recipient of multiple customer service awards and even recognized in national publications by a national insurance carrier for his dedication to the client experience. He maintains adjuster licenses in multiple states, including having Texas as his Designated Home State.

NOTABLE ASSIGNMENTS

- High Net Worth Residential Dwelling Fire Losses: Witch Fire, San Diego, California (USD 3 Million)
- Restaurant Chain: Hurricane Ike, Houston, Texas (USD 2.5 Million)
- Luxury Hotel: Water Damage (USD 3 Million)
- Fresh Dough Facility: Water Damage (USD 8 Million)
- Private University: Hail (USD 6 Million)
- Habitational Complex: Fire (USD 2 Million)
- Habitational Complex: Fire (USD 3 Million)
- Luxury Hotel: Fire Damage (USD 1.5 Million)

QUALIFICATIONS

- Kansas State University--Bachelors of Arts-Psychology
- Bachelors of Arts-Spanish Literature

INDUSTRY CERTIFICATION

- Xactimate Level 1 & 2 Certified
- HAAG Certified Commercial Roofing Inspector