

Travis Phifer  
*Senior Claims Strategy Director - Property*  
**Ameriprise Auto and Home Insurance**  
Tipton, Indiana

Travis Phifer has 17 years of insurance experience, currently employed with Ameriprise Auto and Home Insurance. He is the Senior Claims Strategy Director - Property, leading their property organization. Prior to Ameriprise, Travis worked for Grange Mutual Casualty Group, Hartford Insurance and State Farm Insurance.

Travis became the Senior Director of Property Claims in 2015 for Ameriprise Auto and Home. He leads the entire property organization, changing the group from strictly inside claim processors utilizing all Independent Adjusters to a true claims handling organization within 1 year. The conversation allowed Ameriprise property to become an inside and field adjusting group, focusing on fast, efficient and effective claims adjustments. To date, the field force has grown to 23 field, 6 large loss and 30 inside property adjusters. The transformation has also show significant results, reducing the Independent adjuster usage to below 25% and improving cycle times, severity, and net promotor scoring. The transformation continues as Travis looks for ways to gain strategic improvements in the claims handling venue.

Prior to joining Ameriprise Auto and Home, Travis worked various roles with Grange Insurance from 2006. He was a Field Property Claims Specialist for Grange handling large and complex Personal and Commercial Lines losses. Travis then moved into the role of Catastrophe Claims Manager, overseeing a group of Field Property Claims Specialists and Catastrophe Claims staff. Travis also provided training and development for **Grange Insurance's** Property Line of Business. During his time as CAT Manager, Travis was given the opportunity to present and train at various conference and Product Advisory Meetings, including the 2010, 2013 and 2014 PLRB Large Loss Conferences, the 2014 and 2015 PLRB National Claims Conference, the 2013 NAMIC Claims Conference, the Property Roofing Summit for JMI in Cleveland, OH, and the 2015 PCS CAT Claims Conference. Prior to working with Grange, Travis held various roles with Hartford Insurance.

Travis has been fortunate to hold many training and instructor roles providing specific training on Roof damages, Wind and Hail losses, Estimate Training, Time Management Training, CAT Event Management, and Claims Handling Training. He has been through IICRC Certification, has gone through numerous training classes including Subrogation Training, Advanced Estimate Training, Coverage and Policy Training, Presentation Training and Managerial and Coaches Training. Travis has his Bachelor's degree in General Studies from Indiana University, with a concentration in Education, and continues to work on his Master's Degree in Adult Education. Travis has also earned his AIC Designation, his AINS Designation, and has earned a Black Belt in Six Sigma. In 2013, Travis was recognized by PLRB as the Outstanding Claims Professional recipient.