

Carl Van, ITP, President & CEO of International Insurance Institute, Inc., graduated from California State University, Sacramento where he received his bachelor's degree in **Insurance**. He has been in the insurance claims industry since 1980 and has held the positions of Claims Adjuster, Claims Supervisor, Claims Manager, Division Claims Manager and Regional Manager over Claims, Loss Control and Premium Audit.

Mr. Van has set up 5 in-house claims training programs for various insurance companies throughout the United States, and has written articles for Claims magazine, Claims Education Magazine, Claims Advisor, Claims People magazine, The Subrogator, The National Underwriter, California Insurance Journal and over 100 other national magazines. He is the author of over 75 technical and soft skill workshops being taught throughout the U.S., Canada and the U.K.

He has been a keynote speaker at claims conferences around the country, a trainer at an international U.S.-Japanese executive training program, a guest speaker at hundreds of claims association seminars, and selected as the opening presenter at some of the most prestigious claims conferences in the United States and Canada.

Mr. Van is the Dean of the School of Claims Performance, and has served as both board member and Regional Vice President of the Society of Insurance Trainers and Educators. He is owner and publisher of Claims Education Magazine, and board president of the Claims Education Conference.

He is creator, presenter and producer of all claims training videos at Claims Education On Line, which include Time Management, Customer Service, Negotiations and Critical Thinking, all specific to claims professionals.

Mr. Van is owner and publisher of Claims Professional Books On Line, and is the author of the highly acclaimed book *The 8 Characteristics of the Awesome Adjuster*, which has sold internationally throughout the United States, Canada, Guam, Singapore, France, Australia, England, Chile, Ireland, and 25 other countries. Other books by Carl Van include *Gaining Cooperation*, *Gaining Cooperation for the Workers' Comp. Professional*, *The Claims Cookbook*, *Attitude, Ability and the 80/20 Rule*, *The Eight Characteristics of the Awesome Employee*, *Negotiations Skills for the Claims Professional*, and *Awesome Claims Customer Service*.

He writes all materials for his Carl Van Claims Expert blog, and provides claims tips on his Carl Van Professional Speaker You Tube channel. Just for fun he writes all lyrics to the songs performed by Carl Van and the Awesome Adjuster Band.

Past credits include being an arbitrator, a licensed agent, a TASA certified expert witness for insurance Bad Faith suits, as well as a national auditor for a federal regulatory agency.

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