

Leesa O'Donnell Tomsett, SCLA, AIC, AINS

Branch Chief

Federal Insurance Management Agency (FEMA) - Federal Insurance Directorate (FID) - Claims Branch

Ms. Tomsett started her insurance claims career as a claim processor in 1979 at a small property and casualty company in New Orleans, LA, working her way into an inside adjuster position, and ultimately becoming a staff field adjuster. After 10 years, Ms. Tomsett accepted a position at a well-respected Write Your Own (WYO) company in San Antonio, Texas, holding numerous front-line claims and staff positions, while earning a BA in General Business at the University of the Incarnate Word, and insurance designations including the Senior Claims Law Associate (SCLA), Associate in Claims (AIC), and Associate in General Insurance (AINS) designations. Ms. Tomsett retired in 2016, after 28 years of service - 20 of those years overseeing National Flood Insurance claims. Ms. Tomsett is most proud of her numerous flood catastrophe deployments where she had the honor of serving policyholders across the country recover from catastrophic flooding. In 2016, Ms. Tomsett began her career with FEMA and is currently serving as Branch Chief in the Federal Insurance Directorate - Claims Branch.

Today, Ms. Tomsett continues to serve NFIP policyholders in the Federal Insurance Directorate (FID) exemplifying values of positivity, collaboration, and intellectual curiosity in all its' initiatives to become a world class operation by ensuring that policyholders have a positive claims experience and are ethically and equitably treated with compassion, fairness, and respect.