



## **More Than Reserves: Viewing Claims Management Through a New Lens**

### **Webinar**

March 16, 2023

10:00 – 11:00 a.m. Pacific Time

### **Speaker:**

Pamela Popp, MA, JD, DFASHRM, CPHRM, DSA, AIM  
Chief Risk Officer/Executive Vice President, Gallagher Bassett

### **Webinar Outline**

- I. Introduction
- II. Understanding Triad of Claims Management
- III. Proactive: Creating Strong Witnesses
- IV. Facilitative: Doing the Right Thing at the Right Time
- V. Responsive: Controlling Counsel Costs through Collaboration
- VII. Conclusion/Questions