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## Enservio Debuts Video Series Celebrating Claims Professionals

June 3, 2014

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Mass.-based Enservio, Inc. announced the debut of “Making it Right,” a new web series that honors those claims professionals who have gone the extra mile in helping policyholders to restore their lives and businesses. “Making it Right” shows the faces of those passionately committed claims professionals who pull off small miracles every day in making tough situations easier for families and businesses.

“We are responding to people when they are going through one of the worst times of their life. We minister them through the chaos. We are their rock to hold on to,” said Security First Insurance Vice President of Claims Eva Mowry.

Similar to law enforcement, EMS and fire departments, claims professionals and adjusters may put themselves in harm’s way while servicing a call. Yet unlike fire and police personnel, adjusters go largely unrecognized. In many cases, they too face dangerous and threatening situations. By showcasing these professionals, the hope is that the videos will change prevailing attitudes and have a positive influence on how the public perceives the insurance industry as a whole.

“You can’t change the bad stuff that happened. You can’t change that they’ve lost things. What you can change is how they feel going through the process of restoring, and I think that’s where the connection is,” said Claims Network Manager Trevor McDonald of The Main Street America Group.

Enservio encourages the industry to freely share the “Making it Right” videos with their colleagues and customers on websites, YouTube and other social media channels. Toward this objective, some carriers plan to use the videos as training for new employees and for motivational purposes.

To view the introductory trailer to the series, please visit [www.enservio.com/makingitright](http://www.enservio.com/makingitright).

Source: Enservio, Inc.

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