

PLRB Presenter Bio

SUSAN CAVANAGH
Assistant Vice President, Claims
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Susan Cavanagh is Assistant Vice President of Claims at Western National Insurance Group. In this role, she is responsible for all the operational functions of a super-regional multi-office claim department. This includes, but is not limited to, quality assurance, work flow process evaluation/improvement, compliance and government relations. Susan currently oversees all aspects of the Auto, No-Fault, Support, Customer Experience, Training and Subrogation functions at Western National. Susan was previously the Vice President of Claims at Mendota Insurance Company. In that role, she provided overall leadership to a 100+ employee claim department and was responsible for all aspects of the claim handling for a national organization. She directed, planned and developed all activities relative to delivering claims service to the company's customers in an efficient and cost effective manner. She was responsible for ensuring that policies, procedures and programs were in compliance with the company's objectives and strategies as well as any relevant governmental regulations. As a member of the company's senior management team she was directly involved in the development and execution of company strategies.

Susan holds a B.S. in Economics with a Minor in Statistics from the University of Minnesota – Twin Cities. She has also earned an MBA from the University of St. Thomas in St. Paul, MN.