

Sandra Riding  
Vice President, Claims

Sandra Riding leads the 70-person claims department which includes claim adjusters and supervisors, a special investigations unit for fraud, medical bill reviewers and a nurse case manager. She has over 30 years' experience in the insurance industry and has been involved in all phases of handling liability and workers' compensation claims.

After joining the company in 2007, Ms. Riding launched a major efficiency initiative for the claims department to become paperless. As a result, the department increased processing efficiency threefold, and today processes more than 6,200 claims in 10 states without increasing the size of her team.

A graduate of Jones Business College, Ms. Riding has served on the Workers' Compensation Administrative Advisory Committee and Association of Workers' Compensation Claims Professionals.