



Consumer Federation of America

Mark Romano

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Mark Romano joined the Consumer Federation of America (CFA) in 2011 with a strong desire to help consumers navigate the complex claims process. Mark has extensive experience in insurance claims for over 28 years with various companies, including Allstate, CNA, Hanover, and American States. He has worked on both personal and commercial property casualty insurance claims for auto, homeowners, worker's compensation, commercial liability, products liability, professional liability and other lines of insurance. He is an expert in claims' injury evaluation software systems as well as been involved with the implementation of new claims handling systems, hiring and training adjusters for key roles in claims handling, authored claims best practice manuals, managed litigation staff adjusters, and set countrywide claim evaluation standards. Mark received a Bachelor of Science degree in Risk Management and Insurance from Florida State University.