



## Consumer Federation of America

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### **CFA ADDS DIRECTOR OF INSURANCE CLAIMS PROJECTS TO STAFF**

Washington, D.C. – Mark S. Romano has joined CFA as Director of Insurance Claims Projects. Mark has extensive and executive level 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 has headed insurance company claims divisions that have implemented new claims handling systems, hired and trained adjusters for key roles in claims handling, authored claims best practice manuals, managed litigation staff adjusters, coordinated the hiring of various claims specialists, and set countrywide claim evaluation standards.

“Mark has a real desire to help consumers navigate the complex claims process,” said Robert Hunter, CFA’s Director of Insurance. “I am very excited that Mark, with his extensive knowledge of claims practices, has agreed to join our insurance team. This is the first time the consumer movement has had a person with such high-level knowledge to help consumers get a fair deal when it comes to injury, property damage, or other insured event occurs.”

“I look forward to doing all I can do to help consumers learn how the claims process works and strengthen their ability to receive full and fair settlements of insurance claims,” said Mr. Romano.

Mr. Romano will be part of a panel on claims settlement practices at CFA’s 2011 Financial Services Conference on December 1, 2011 at the Embassy Suites Hotel. For more information on the conference, go to [www.consumerfed.org](http://www.consumerfed.org) and click the Financial Service Conference link on the home page to access the registration site.

*Consumer Federation of America is a nonprofit association of nearly 300 consumer groups that was founded in 1968 to advance the consumer interest through research, advocacy, and education.*