



Amy Chou, CAWC
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Amy began her career in insurance and claims at Allstate as a Subrogation Specialist. She later became the Litigation Processor preparing files for settlement on litigated cases. She also worked as a Property Adjuster at Workmen's Auto Insurance for 3 years before entering the world of California Workers' Compensation at Republic Indemnity. She capped off her Worker's Compensation adjusting career at Employers Compensation Insurance Company. Now after 11 years of workers compensation adjusting experience, she has decided to devote her expertise in helping Heffernan clients. Her experience includes claim investigations, catastrophic injuries and working on large dedicated accounts.

She earned her Self Insurance Administrator's Certificate in 2006 and her Certified Authority in Workers' Compensation (CAWC) designation in 2019. She is currently working on her Certificate Risk Management (CRM) designation.

Amy's primary role is to assist Heffernan clients with the claims process. Her other duties entail understanding workers' compensation claims and the system, experience modification system, and any other claims issues. She's also responsible for maintaining relationships with the insurance carrier(s) claims personnel and making sure Heffernan clients receive the proper settlement in a timely manner.