



**Amy Chou**  
Executive Consultant  
Menlo Park, CA

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 to helping Heffernan clients. Her experience includes claim investigations, catastrophic injuries and working on large, dedicated accounts. Her 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. She is a claims resource for Heffernan clients.

Amy holds the Certified Authority in Workers' Compensation and California Self-Insurance Administration designations.