



RITA L. HYLAND, CPCU, LPCS, CPIW, DAE
Denver, Colorado

SUMMARY OF QUALIFICATIONS

Insurance liability claims specialist with particular expertise in bodily injuries often compounded by complex legal and coverage issues. Broad, up-to-date technical knowledge gained through extensive experience and refined through continuing professional education. Skilled investigator and persuasive negotiator who achieves positive outcomes under challenging and sometimes adversarial conditions. Readily discerns salient points of an issue and delivers prompt but thorough analysis to optimize results for the client.

Mediation Services with specific training and application of attained skills in various courts in the state of Colorado. Work includes County Courts in the greater Denver area: Denver, Elbert, Arapahoe, Lincoln, and Jefferson County Court Systems. Ongoing professional training is accomplished through the Colorado Bar Association Mediation Program and the Colorado Council of Mediators.

PROFESSIONAL CHRONOLOGY

LITIGATION ADJUSTERS, INC. 2010 to Present
Attend mediations, settlement conferences & monitor trials for carriers and self-insureds.

RITA HYLAND CONSULTING, LLC (2004-Present)
Mediation Services: 18th Judicial District, Jefferson County District, and Denver District Courts
Consulting services in regard to insurance matters including investigative services and expert consultation

STATE OF COLORADO Department of Regulatory Agencies, Consumer Affairs Division
(2003)

Reviewed consumer issues and evaluated compliance with Colorado Insurance Laws.

THE CIGNA COMPANIES/ACE USA, Denver, Colorado (1986-2002)

Liability Specialist (1988- 2002)

Managed casualty claims with serious injuries and complex coverage questions for both company and clients within their deductibles & SIR's. Conducted field investigations and negotiations in Colorado, Wyoming, Utah and Arizona.

Regional Supervisor, Auto Claims, Mountain States Regional Office, Denver, CO (1988-2002)

Supervised 10 adjusters in Arizona, Nevada, and Utah on technical aspects including litigation management of bodily injury and property damage claims. Exercised complete autonomy to \$50,000 authority level.

Line Supervisor, Auto Claims, Phoenix, Arizona (1986-1987)

Managed all auto claims in Arizona and Nevada. Supervised technical and litigation management of six claims personnel. Exercised complete autonomy to \$25,000 authority level.

THE WESTERN CASUALTY & SURETY INSURANCE COMPANY, Phoenix, AZ

Workers Compensation and General Liability Senior Claim Representative (1972-1986)

Responsible for investigation, evaluation and negotiation of workers compensation and general liability claims in the state of Arizona.

EDUCATION AND TRAINING

B.A., English/Education, Bridgewater State College, Bridgewater, Massachusetts

Insurance Institute of America – various courses and seminars

American Educational Institute – Contract Law, Tort Theories and Defenses,
Tort Concepts, Law of Agency, Law of Bailments

Workshops and Seminars – Neurological Injury Assessment, Negotiation Skills,
Trucking Claims, Litigation Management, ISO Claims Made Coverage, Construction Defect

Annual law update seminars for various states

The Mediation Process – CDR Associates, Boulder, CO

Various training sponsored by CCMO and Colorado Bar Association Mediation Program

PROFESSIONAL CERTIFICATION

Certified Property and Casualty Underwriter (CPCU), 1982
Legal Principals Claim Specialist (LPCS), 2000
Certified Professional Insurance Woman (CPIW)
Diversified Advanced Education (DAE)
Licensed in Wyoming – Texas - Florida
Certified Mediator

AWARDS & ACCOMPLISHMENTS

National Association of Insurance Women
Professional Claims Person of the Year, 2002
Chair – CyberCrime Symposium – 2004 & 2005
Guest Speaker at White & Steele 2005 Law Update - CyberCrime
Chair – CWC Competition NAIW Regional Conference
Guest Speaker Rocky Mountain Claims Association, Denver Claims Association, & State
Conference
National Association of Insurance Women
CyberCrime & Identity Theft
Community Mediator 2009 Award – Jefferson County

PROFESSIONAL MEMBERSHIPS

Colorado Council of Mediators
National Association of Insurance Women
Insurance Women of Denver (IWOD)
Colorado Chapter, CPCU Society
Society of Claim Law Associates
Denver Claims Association
Colorado Claims Association
International Order of Blue Goose

COMMUNITY INVOLVEMENT

Church Volunteer
Precinct Leader & District Captain
CERT (Community Emergency Response Team) Member
Project Life Saver Volunteer
Volunteer Mediator for Jefferson County