

Meet Your Executive Committee

President

Jennifer Van Haute
Assistance Vice President, Administration
CSO
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Jennifer (Jen) Van Haute, Assistant Vice President, Administration, joined CSO in 1998 as a PC/Network Technician. She moved to the business unit to start her career in insurance to report to Ann Wenzl in 2000 as a Business Analyst. For the next 20 years, Jen worked on several projects with Ann and her Administration team to automate and improve processes. Jen was promoted to Manager of Account Services in 2007 and then Assistant Vice President in 2016. She is responsible for overseeing the New Business and Customer Services Teams, as well as project management and reporting as needed. Jen has a Bachelor of

Arts Degree in Education from the University of Nebraska at Kearney and a Master's in Computer Information Systems from Bellevue University.

Vice President

Trish Boudreaux, MSSM, FLMI, AFIP, ACS, PCS, AIRC, AIAA, CPIW, DAE
Vice President, Marketing Support – Specialty Markets Group
American National Insurance Company (American National)
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Trish Boudreaux, MSSM, FLMI, AIRC, AIAA, AFIP, ACS, PCS, CPIW, DAE, Vice President – Compliance and Marketing Support, joined American National in April 2002. Trish oversees the contracting, insurance services, licensing, marketing support, and regulatory compliance operations of the Specialty Markets Group. She has been in the insurance industry since 1979, and her experience spans many areas of life and credit insurance company operations. She is an active member of the Consumer Credit Industry Association (CCIA) and serves on both the Credit Insurance and Debt Protection Committees. In addition to CCIA, she currently sits on the Board of Directors of the Credit Insurers Association. Trish graduated from Belhaven University in Jackson, Mississippi,

with a Bachelor of Business Administration and from the University of Mississippi with a Master's in Systems Management.

Vice President

Connie Catterall
Operations Manager, Financial Products
Pekin Life Insurance Company
800.322.0160, Ext 2522
ccatterall@pekininsurance.com



Connie began her insurance career in 1987 as a Health Claim Analyst with Aetna Life and Casualty Company, Peoria, IL. She joined Pekin Life Insurance Company, Pekin, IL, in 1997, as a Credit Life and Disability Underwriter. Her current position is Operations Manager, Financial Products Department. She is responsible for the day-to-day, internal office operations, including certificate and premium processing, billing, and claims.

Vice President

Anthony Cox
Manager, P&C Operations
Securian Casualty Company
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Anthony began his career at OneAmerica (formerly American United Life Insurance Company) in 1994 as a Group Underwriter in Indianapolis, IN. He worked as a Group Underwriter for over 10 years prior to moving to Securian in 2006 to help open the Property & Casualty claims operation in Macon, GA. Currently, Anthony is the Manager of the P&C Operations for Securian Casualty Company after service as Property & Casualty Claims Manager for 10 years. In his current role, Anthony is responsible for overseeing premium administration and claims for a multitude of products, including Credit Property, Blanket VSI, GAP, CPI, Involuntary Unemployment, etc. Anthony has served on the CIA Executive Board since 2010 and was the President of the Board for 2 years (2012-2014). Anthony earned his BS from Purdue University in Management/Finance.

Vice President

Jamie Ludwig
Director, Lending Claims & Operations
CUNA Mutual Group
800.356.2644, Ext 483.3254
jamie.ludwig@cunamutualgroup.com



Jamie Ludwig is the Director of Lending Claims and Operations at CUNA Mutual Group. Her team delivers a differentiated experience when customers need it the most through service and a digital end to end claim process. Jamie has a strong passion for the customer and employee experiences and for elevating these experiences through innovation and continuous improvement.

Jamie joined CUNA Mutual Group in 2014 and has held several leadership roles within the team since that time. She has been instrumental to the digital transformation impacting the experience today, always thinking big and looking for a better way. Prior to CUNA Mutual Group, Jamie began her career in banking, serving in numerous roles in retail operations, lending, and trust services. Jamie graduated from the University of Northern Iowa with degrees in Management, Finance, and Real Estate. She is currently enrolled in the MBA program at the University of Iowa.

Secretary

Erin Young
Vice President, Credit Operations
The Plateau Group
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Erin joined the Plateau Group in 2013. She currently serves as Vice President of Credit Operations, where her duties include management and training of departmental staff to process and review multiple lines of business written nationwide, problem solving and troubleshooting, as well as overseeing any special projects. Prior to joining the insurance industry, her background includes several years in the legal field as a paralegal, mediator, and child advocate. Erin graduated from Tennessee Technological University with a bachelor's degree in Political Science.

Treasurer

Jamilyn Burkhardt

Marketing Support Manager – Specialty Markets Group (SMG)

American National Insurance Company (American National)

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Jamilyn (Jami) Burkhardt, Marketing Support Manager, joined American National in August 2011. Along with the Contracts Team, she is responsible for preparing and maintaining contracts, amendments, and addenda for multiple contract types and lines of business, preparing proposals, assisting with both agent and account on-boarding, and terminating accounts as needed. She works directly with SMG's field force on their individual accounts. She currently sits on the Board of Directors of the Credit Insurers Association as the Treasurer and has a Bachelor of Arts from University of Houston Clear Lake.

Event Planner

Stephanie Neal

Director of Operations, Treasurer

Consumer Credit Industry Association

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Stephanie Neal serves as the Director of Operations and Treasurer for the Consumer Credit Industry Association (CCIA). Stephanie's operational responsibilities include continuous management and improvements of the Association's website, event planning for the three meetings held each year, membership wide communications and general membership support. As treasurer, Stephanie's responsibilities include the creation, as well as continuous management of the operational budget, financial reporting and analysis, membership dues tracking and processing, as well as financial reporting for the Association's political action committee.

Prior to joining CCIA in 2010, Stephanie worked in Munich RE's Group and Credit Division. Originally from Canada, Stephanie came to the United States through a position with Canada Life. She has over 25 years of experience in the insurance industry.

Social Media Coordinator

Kimberly Williams

Compliance Coordinator – Specialty Markets Group (SMG)

American National Insurance Company (American National)

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Kimberly (Kim) Williams, Compliance Coordinator, joined American National in May 2016. The Compliance Team handles the filing of forms, rates and rules, form programming and printing, and provides accounts with the necessary tools needed to successfully write and sell business. Kim currently sits on the Board of Directors of the Credit Insurers Association as the Social Media Coordinator. Kim earned her BS in Finance from the University of Houston Clear Lake.

Immediate Past President

Jim Hiers, FLMI, ALHC, HIA, ACS

Consultant

Munich Re

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Jim began his career at Munich Re in 1981, and currently serves in a new business development and account management role in the Group and Credit division. Following a 35-year career at Munich Re, Jim retired on December 30, 2016, only to be “re-hired” in January 2017, as a Credit Reinsurance Consultant managing credit reinsurance relationships for Munich Re going forward. He also serves on the Board of Directors for the Consumer Credit Industry Association (CCIA) and is a former six-year board member of the Group Underwriters Association of America (GUAA), and former Editor of GUAA’s *Risk Review* industry newsletter. Jim earned his B.A. from Mercer University

with a double major in English and History.