



## Joy O'Rourke



### Professional Lines Account Manager

Joy has more than 30 years of professional experience in all aspects of insurance, including claims, personal lines, commercial lines, and medical professional liability. She is responsible for all aspects of the servicing and marketing of medical professional liability accounts at Insurance Partners. She is an integral part of the account team and the first line of contact on a day to day basis.

She explains, "We are very committed to positive customer experiences through excellent service. We have set a high standard for service and strive to meet this every day. We have the right tools in place, the best mix of markets available, and a well-trained staff to answer all questions."

Joy's broad background in the insurance field includes serving for nine years as a Personal Lines Customer Service Representative and seven years as a Commercial Lines CSR. She then became a Commercial Lines Manager for five years at the largest agency in Southeastern Michigan. She has managed key accounts valued over \$2 million in annual written premiums.

In 2000, Joy joined Insurance Partners and has worked in the medical professional liability department for the past three years. She adds, "Excellent customer service requires a commitment each and every day. I want all of our customers to realize they have an ally here, to get the best possible advice and servicing of their insurance needs."

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