

Geraldine A. Henley, ARM, AIC

Vice President

Claim Services Director



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Responsibilities

Geraldine Henley (Gerri) is Vice President, Claim Services Director for Conner Strong & Buckelew. She brings a consistency to our Claim Department processes, enabling Conner Strong & Buckelew to provide superior claim and risk management services to our clients. Henley is responsible for enhancing our client advocacy process and ensuring that our staff of claim professionals is well prepared to meet client needs. She is also responsible for making sure our clients and their employees are provided with the proper tools and training necessary to actively participate in the management of their claims.

Background

Henley has 30 years of experience in the insurance industry. Prior to joining Conner Strong & Buckelew, she worked with The Graham Company as a Senior Claims Consultant where she was responsible for developing strategies to meet the claim and risk management needs of her clients. Her dedication earned her a position on The Graham Company's Leadership Group which worked to advance the company in all aspects of agency management. Henley has also worked for St. Paul Insurance Company as its Worker's Compensation Claims Supervisor where she managed a department of eight Claims Adjusters handling worker's compensation losses for large commercial clients. Other work experience includes employment with Hanover Insurance and Colonial Penn Insurance Companies.

Professional Designations

Associate in Risk Management (ARM)

Associate in Claims (AIC)
