



Eileen Hale

**Director – Quality and Field Operations
Arbitration Forums, Inc.**

As Director of Quality and Field Operations, Eileen oversees excellence in quality as it relates to all of AF's offerings. She drives the planning and development of programs designed to achieve AF's short- and long-range objectives, while providing our members with the quality of service they have come to expect.

Eileen brings to AF over 25 years of claims experience, most recently as director in the southeast region of USAA. She started her career as a field adjuster with The St. Paul Cos. and held positions of increasing responsibility with Erie Insurance and Fireman's Fund before joining USAA in 1989. As director at USAA, Eileen was responsible for member service and financial results for auto third-party injury. Immediately prior to this, Eileen led the Quality and Compliance Department, where she was responsible for quality assurance, adherence to company procedures, and compliance with state regulations for nine southeastern states.

As an insurance professional, Eileen has held a variety of positions in claims and sales. Her claims experience ranges from personal lines auto and homeowners to professional and commercial liability. She has also participated in CAT deployment as well as FJUA audits.

Eileen has an MBA from St. Leo University and a BA in economics from the State University of New York at Stony Brook. She is a CPCU and holds the Senior Claims Law Associate designation.

