



## Team Spotlight: Remittance Processing and Claim Check Printing

Nicknamed “The Fabulous Eight” by their manager, this tight-knit group is part of the Financial Services Division. Tucked far away in a secured-access area in the TIAA Bank building, they quietly work their processing and printing magic.

Led by Manager of Accounting Operations Joan Young, the ladies of Remittance Processing and Claim Check printing are both trusted colleagues and friends. The team consists of eight people – six process insurance payments, and two handle claim checks. Everyone works the same hours, 6:30 a.m.-3 p.m. Because it’s a secured, limited-access department, each employee has her purse, personal items and cell phone stowed in lockers outside the department. It’s a very different atmosphere than other work areas.

While many employees enjoy the flexibility of Alternative Work Arrangement (AWA) schedules, this team must be able to process and print payments on specialized equipment on-site. That means no AWA.

## Going the Extra Mile is in Their DNA

Due to Hurricane Dorian, there was a multiple-day office closure during the 2019 Labor Day holiday week. Work was stacking up in their business unit. Once the building was declared safe to occupy, every member of the Remittance Processing Team reported for duty to process payments.

“Even though the office was officially closed, no one moaned or groaned,” Young said. “Everyone wanted to come in and get a jump on the backlog to ensure our fellow Floridians had an active insurance policy.”

They received a Financial Services award for their outstanding teamwork efforts.

In addition to their regular workload, the group processed more than 16,000 Florida Insurance Guaranty Association/Florida Specialty Insurance Co. payments in November. Director of Business Analysis Angela Lockwood and her team prepared the payments in a format that enabled the Remittance team to process a massive number of payments in only three days, with 33 hours of overtime – a true testament to teamwork.

## Work hats or party hats?

This group is known throughout Citizens for their special events and themed parties. Whether it’s an *Alice in Wonderland*-inspired tea party, delectable homemade desserts for a birthday celebration, or dressing as clouds for the Fall Costume Contest, these women really know how to have fun.

“When it’s time to work, there isn’t a single sound. You can hear a pin drop,” Young said. “When we have special times and events, we party and celebrate equally as hard. I am honored and thrilled to lead this group, and I value each and every one of these ladies!”

Pictured from left to right: Linda Vaughan, Ella Ogorodnikova, Nicole Rendon, Kaisha Ross, Joan Young, Mayinn Dungan, Tresa Smith, Christy Lewis and Sharon Thompson.