



# Meet the Team - Catastrophe Operations

## About the Team

Most people just refer to Catastrophe Operations (CAT Ops) as the "CAT Team." Although part of the Claims Division, CAT Ops work with almost every business unit in the company. When it comes to catastrophe response, they know it takes everyone in the organization.

## Who's on the Team

- Director: Sean McClung
- Claims Managers: Jesse Benedick, Michael Hamm-Barnett, Scott Marolt and Greg Narcisi

Most of the team has been together for about four years. This small team has a combined 80 years of catastrophe response experience, and 80% of the team worked claims associated with Hurricane Katrina in 2005.

## What Does the Team Do?

They're responsible for planning, testing and implementing the enterprise's response to a catastrophe such as hurricanes and tropical storms.

## What is the Team Working on Now?

This is CAT Ops' busiest time of year outside of an actual catastrophe response. With the start of the Atlantic hurricane season on June 1, they are completing Citizens' Catastrophe Response Master Plan. The team also is finishing the major systems and workflow tests, documenting results, and making improvements to areas of opportunity identified in testing.

## What Should Employees Know About the Team?

This team is adaptable, decisive and prepared to lead the response to a catastrophe. Most people don't realize the amount of planning, organizing and testing this team completes throughout the year. While the actual response is what gets the attention, every year there are months of work behind the scenes to secure resources, align business processes and improve efficiencies.

CAT Ops must stay on the leading edge of technology. Minor gains in efficiency or accuracy have major impacts when you are challenged with handling a storm capable of generating over 100,000 claims. Failure is not an option in a catastrophe response, and the team approaches all its responsibilities knowing that.

## Does the Team Have Words of Wisdom to Share?

Here are some words from team members:

"Our task is not to bring order out of chaos, but to get work done in the midst of chaos."  
—Scott Marolt, Claims Manager

"Be willing to be flexible since each and every storm presents different challenges to overcome."  
—Greg Narcisi, Claims Manager

"I would say what makes one successful in this role is your ability to lead, problem-solve, and adapt while always being mindful of the bigger picture."  
—Jesse Benedick, Claims Manager