

# Telephone Directory

New England



**Ohio Mutual**  

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**Insurance Group**

**OHIO MUTUAL INSURANCE GROUP | 1725 HOPLEY AVE | P.O. BOX 111 |  
BUCYRUS, OH 44820 | 800.686.3011 | 419.562.3011 | OMIG.COM**

March 2024



## **SERVICE CENTERS**

### **Personal Lines:**

888-895-7707

[plchanges@omig.com](mailto:plchanges@omig.com)

#### **Menu Options:**

4. Billing & Payment Information
1. Auto Lines
2. Property Lines

### **Commercial Lines:**

877-550-9886

[commercial-lines@omig.com](mailto:commercial-lines@omig.com)

#### **Menu Options:**

4. Billing & Payment Information
1. Commercial Lines

### **Billing:**

888-895-7707

[plchanges@omig.com](mailto:plchanges@omig.com) (include "BILLING" in the subject line) &  
[commercial-lines@omig.com](mailto:commercial-lines@omig.com) (include "BILLING" in the subject line)

## Personal Lines Underwriting

<b>Name</b>	<b>Title</b>	<b>Ext.</b>	<b>Phone</b>
<b>Combs, Chad</b>	<b>Vice President</b>	<b>0929</b>	
<b>Rowland, Rhonda</b>	<b>Manager</b>	<b>0983</b>	
Edgington, Vicki	Agency Experience Leader	0981	
Beagle, Carol	Senior Underwriter	0974	
McConnell, Roseann	Senior Underwriter	0913	866-787-5061
Rosewall, Heather	Senior Underwriter	0604	866-226-6705

## Personal Lines Service Center | 888-895-7707

<b>Name</b>	<b>Title</b>	<b>Ext.</b>	<b>Phone</b>
<b>Kelly, Radcliff</b>	<b>Manager</b>	<b>0639</b>	
Boothe, Buffy	Service Specialist	0611	
Dyer, Lisa	Associate Underwriter	0837	
Ernest, Shawn	Service Specialist		715-257-5579
Flowers, Darcy	Service Specialist	0699	
Grasley, Kelly	Senior Service Specialist	0994	
Maguire, Valerie	Service Specialist	0921	
Zimmerman, Mariann	Service Specialist	0647	

## Commercial Lines Underwriting

<b>Name</b>	<b>Title</b>	<b>Ext.</b>	<b>Phone</b>
<b>Johnson, Gary</b>	<b>Vice President</b>	<b>0634</b>	
<b>Brown, Heather</b>	<b>Ohio CL Underwriting Manager</b>	<b>0923</b>	
Boatright, Eileen	Field Commercial Underwriter	0834	
Fraser, Debra	Field Commercial Underwriter	0804	866-789-9960
Harvey, Thom	Senior Loss Control Representative		419-756-2995
Quinn, Chris	Field Commercial Underwriter	0967	
Smith, Joanie	Commercial Lines Underwriter	0825	

## Commercial Lines Service Center | 877-550-9886

<b>Name</b>	<b>Title</b>	<b>Ext.</b>	<b>Phone</b>
<b>Teynor, Melinda</b>	<b>Commercial Lines Operations Manager</b>	<b>0835</b>	
Appleby, Shanelle	Service Specialist	0646	
Crist, Debbie	Associate Underwriter - Farm	0678	
Hulsmeyer, Kearston	Service Specialist	0608	
Landin, Tabitha	Service Specialist	0651	877-381-9797
Mason, Deb	Senior Service Specialist	0644	
Snively, Melissa	Associate Underwriter – Commercial	0142	
Stone, Sheila	Senior Service Specialist	0649	

## Accounting

<u>Name</u>	<u>Title</u>	<u>Ext.</u>	<u>Phone</u>
<b>Wallen, Andy</b>	<b>Chief Financial Officer</b>	<b>0810</b>	
<b>Miller, Teri</b>	<b>Corporate Controller</b>	<b>0697</b>	
<b>Streib, Deb</b>	<b>Accounting Manager</b>	<b>0811</b>	
Dunn, Jeremy	Special Project and Quality Control Leader	0818	
Tuttle, Kristi	Senior Accountant	0819	
Young, Todd	Senior Accountant	0627	

## Billing Service Center - 888-895-7707

<u>Name</u>	<u>Title</u>	<u>Ext.</u>	<u>Phone</u>
<b>Arnett, Brittany</b>	<b>Unit Manager</b>	<b>0873</b>	
Addison, Stevi	Billing Service Specialist	0878	
Burton, Heather	Billing Service Specialist	0824	
Hoefs, Jennifer	Billing Service Specialist		715-257-5002
Rowe, Natasha	Billing Service Specialist	0134	
Super, Katie	Lead Billing Service Specialist	0671	
Wagner, Michelle	Billing Service Specialist	0682	

## Sales

<u>Name</u>	<u>Title</u>	<u>Ext.</u>	<u>Phone</u>
<b>Riddle, Mendi</b>	<b>Vice President</b>	<b>0614</b>	
Archambault, Phillip	Senior Field Sales Manager (ME, NH, VT)	0938	207-332-4270
Martin, Allison	Senior Field Sales Manager (CT, RI)	0601	419-310-7459

## Claims

<u>Name</u>	<u>Title</u>	<u>Ext.</u>	<u>Phone</u>
<b>DeLucia, John</b>	<b>Vice President</b>	<b>0958</b>	
<b>Krumlauf, Clare</b>	<b>AVP – Casualty Claims and Litigation</b>	<b>0812</b>	
<b>Dodson, Kate</b>	<b>Claims Operations Leader</b>	<b>0861</b>	
<b><u>Claims Administrative Unit</u></b>			
Bursby, Carol	Claims Admin – Team Lead	0847	
Cockburn, Marcia	Claims Assistant	0838	
Eimer, Kathy	Sr. Claims Assistant	0660	
Gubernath, Elaine	Sr. Claims Assistant	0874	
Heinlen, Chanda	Claims Assistant	0813	
Jansen, Adam	Administrative Claims Processor	0866	
Weisenauer, Cheryl	Claims Admin – Team Lead	0658	
<b><u>Subrogation Unit</u></b>			
Bowers, Stacy	Senior Subrogation Specialist	0893	
Gray, Jenny	Senior Subrogation Specialist	0860	
<b><u>Auto Material Damage Unit</u></b>			
<b>Brown, Nate</b>	<b>Claims Unit Manager</b>	<b>0880</b>	
Auck, Amanda	Senior Claims Representative	0879	
Cover, Alyssa	Associate Claims Representative	0622	
Kibler, Russ	AMD Technical Specialist	0612	
Schiefer, Brad	Senior Claims Representative	0869	
Watson, Mary	Senior Claims Representative	0663	
Weber, Morgan	Claims Representative	0805	
Wilson, Ken	AMD Technical Specialist	0925	
<b>Dyer, Amy</b>	<b>Claims Unit Manager</b>	<b>0954</b>	
Cochran, Abbey	Associate Claims Representative	0389	
Gable, Hannah	Associate Claims Representative	0807	
Kaple, Linda	Senior Claims Representative	0892	
Kessler, Jarod	Associate Claims Representative	0867	
Martin, Ashton	Associate Claims Representative	0420	

Roberts, Melissa	Associate Claims Representative	0631	
Rumer, Kendra	Associate Claims Representative	0939	
<b>Roe, Gage</b>	<b>Claims Unit Manager</b>	<b>0868</b>	
Baer, Heather	Associate Claims Representative	0637	
Cramer, Cheryl	Senior Claims Representative	0968	
Grau, Kylie	Associate Claims Representative	0984	
Hacker, Kim	Claims Representative	0333	
Kagel, Jennifer	Senior Claims Representative	0858	
Moeller, Charlie	Associate Claims Representative	0645	
Morrow, Chelsie	Associate Claims Representative	0905	
<b>Shuster, Peggy</b>	<b>Claims Unit Manager</b>	<b>0830</b>	
Bayles, Maddie	Associate Claims Representative	0415	
Cingle, Blake	Claims Representative	0655	
Frederick, Dylan	Associate Claims Representative	0845	
McLain, Abbagale	Associate Claims Representative	0808	
Yetzer, Claire	Claims Representative	0615	
Zeigler, Samantha	Claims Associate	0657	
<b><u>Litigation Unit</u></b>			
<b>Snyder, Jenny</b>	<b>Claims Litigation Manager</b>	<b>0856</b>	
Bacon, Angie	Claims Analyst	0944	
Cisler, Linda	Senior Claim Representative	0902	866-772-5879
Elliott, Donna	Claims Analyst	0669	
Harr, Brian	Senior Claim Representative	0613	
Sturtz, Kelly	Claims Analyst	0864	
Weinman, Chuck	Claims Analyst	0624	
<b><u>Casualty Unit</u></b>			
<b>Berger, Robert</b>	<b>Claims Unit Manager</b>	<b>0670</b>	
Callis, Damon	Senior Claims Representative	0683	
Cotterman, Missi	Claims Analyst	0896	
Diegel, Christy	Senior Claims Representative	0849	
Harrison, Lorrie	Senior Claims Representative	0162	

Hyde, Megan	Senior Claims Representative	0850
Mellott, Michelle	Claims Representative	0996
<b>Presler, Andrea</b>	<b>Claims Unit Manager</b>	<b>0877</b>
Gossard, Dawn	Casualty Adjuster	0661
Hickman, Allison	Claims Representative	0680
King, Monica	Medical Payments Claims Representative	0865
Marinella, Suzanne	Medical Payments Claims Representative	0881
Parker, Pascha	Claims Representative	0625
Williams, Sean	Casualty Adjuster	0618

### **Property Unit**

<b>Ley, Neill</b>	<b>Property Claims Manager/SIU Manager</b>	<b>0872</b>
Arndt, Brent	Field Claims Representative	0852
Harrop, Curtis	Field Claims Representative	0882
Orewiler, Kristen	Special Investigations	0953
Von Stein, Abbagail	Property Claims Representative	0167
Williamson, Mike	Field Claims Representative	0897
Willman, Stacey	Senior Claims Representative	0898
<b>Heidy, Nathan</b>	<b>Property Unit Manager</b>	<b>0692</b>
Alspach, Mike	Field Claims Representative	0885
King, Karen	Senior Claims Representative	0888
Fagan, Pat	Field Claims Representative	0665
Lieser, JP	Field Claims Representative	0809
Petty, Dan	Field Claims Representative	
Weithman, Dave	Senior Claims Representative	0656
<b>Sharon Kreft</b>	<b>Property Unit Manager</b>	<b>715-257-5598</b>
Lindau, Mike	Field Claims Representative	715-257-5730
Lubeck, Rylan	Field Claims Representative	715-257-5786
Mueller, Kurt	Field Claims Representative	715-257-5473



## Executive

<u>Name</u>	<u>Title</u>	<u>Ext.</u>	<u>Phone</u>
<b>Russell, Mark C.</b>	<b>President &amp; CEO</b>	<b>0610</b>	
Irvin, Sharon	Executive Assistant	0959	

## Corporate Communications

<u>Name</u>	<u>Title</u>	<u>Ext.</u>	<u>Phone</u>
<b>Boyer, Todd</b>	<b>Vice President</b>	<b>0664</b>	
Secor, Claudia	Senior Communications Specialist		567-224-4984
McQuillen, Ryan	Digital Media Design Specialist	0901	

## Human Resources

<u>Name</u>	<u>Title</u>	<u>Ext.</u>	<u>Phone</u>
<b>Smith, Marcella</b>	<b>Chief Administrative Officer</b>	<b>0908</b>	

## Corporate Services

<b>Oswald, Traci</b>	<b>Senior Human Resources Manager</b>	<b>0853</b>	
Ard, Kelly	Meeting & Events Manager	0956	
Butterman, Natalie	Licensing & Compliance Analyst	0632	

## Business Analytics

<u>Name</u>	<u>Title</u>	<u>Ext.</u>	<u>Phone</u>
<b>Kent, Susan</b>	<b>Vice President &amp; Chief Analytics Officer</b>	<b>0955</b>	
<b>Ward, Ryan</b>	<b>Actuarial Manager</b>	<b>0685</b>	
Neeson, Chris	Customer Experience Leader	0815	

## Product Management

<u>Name</u>	<u>Title</u>	<u>Ext.</u>	<u>Phone</u>
Grove, Dave	Vice President	0945	
Laipply, Emily	Product Manager	0629	

## Information Systems

<u>Name</u>	<u>Title</u>	<u>Ext.</u>	<u>Phone</u>
McCormack, Brad	Vice President	0841	
Jolley, Jeff	Manager – Application Programming	0884	
Lauderbaugh, Gary	Manager – IT Infrastructure & Operations	0844	
Sullivan, Amy	Manager – Application Programming	0942	
Singh, Amrin	App. Programming & Info. Security Mgr.	0636	
Clady, Marsha	Manager – IT Administration	0827	

## Administration

Supplies/Mail		0698	
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