

“Claimstorming”

Maureen Ferrari, Division Manager, Claims for the Pennsylvania State Treasury

Once a week, a giant storm sweeps through Pennsylvania’s unclaimed property office. It doesn’t leave behind a few feet of snow or rain but it certainly packs a punch. Every Thursday morning, the Unclaimed Property claims department managers gather for a “claimstorming” session - a “meeting of the minds” to discuss the week’s most challenging claims. The managers use this session to brainstorm ideas on how to handle these types of claims, which often present difficult or unusual circumstances.

The managers find the “claimstorming” sessions to be productive because they involve the sharing of ideas, experience and institutional knowledge. These sessions often lead to new procedures or precedent for future claims. Once resolved, the claims are used as case studies in monthly claims department meetings.