Happily Putting Years of Insurance Know-How to Work for VLCT Members

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Joann Gosselin joined VLCT as a Senior Claims Representative in the Property and Casualty Claims division last August. She quickly launched herself into the job, and we are just now catching up with her. Below are Joann's answers to the questions we pose to every new VLCT staff member whose role involves working directly with members.

Why VLCT? What interested you about working for VLCT? Do you have any background in municipal government?

My entire career has been in the insurance industry: more than half of it with a local mutual carrier, and more recently with the largest insurance agency in Vermont. I have always heard of the stellar reputation and culture of VLCT. The commitment and dedication to members is a big part of what got me interested in working here.

What are you working on at VLCT? What most excites you about this position?

I am a Senior Claims Representative with PACIF's Property and Casualty claims team. What excites me most about this position is meeting and working with my fellow Vermonters in municipalities throughout the state.

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Tell us a little bit about yourself, your interests, a fun fact about you, etc.

I am a native Vermonter, born and raised in central Vermont. Outside of work I enjoy traveling, reading, antiquing, and spending time with family and friends. My latest travel was last May, when I spent ten days in Ireland. I enjoyed many impressive sites, including Trim Castle (part of the movie Braveheart was made there) and the Cliffs of Moher. Another fun fact about me: I am a wedding officiant.

What do you want members to know about your work? Are there any common misconceptions or misunderstandings about what you do?

Every claim that I receive will be carefully reviewed with the goal of reaching a resolution that is just, timely, and in the best interest of all parties involved.

A common misconception is that claims representatives typically try to deny claims to save money. In reality, the work is about balancing fairness to claimants with protecting taxpayer resources.

If you had an unlimited budget, what would you most want to focus on in your work?

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I would focus on improving efficiencies through technologies that would streamline the process for our members.

How are you committed to justice, diversity, equity, inclusion, and belonging in your work?

I am committed to justice, diversity, equity, and inclusion by fostering fairness, valuing all voices, and creating a culture of respect and belonging.

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