

From the Claims Desk: New People Behind the Desk

As building relationships is at the heart of our customer service-oriented strategy, we are proud to introduce three new faces behind the Claims desk at the Church Insurance Companies (CIC). Meet Sam Carucci, Joe Bunk, and Ken Miller.

Sam Carucci, Vice President – Claims

Sam Carucci, Vice President, Claims, for CIC, started his career as an insurance defense litigator. From there, he moved to an insurance company, handling the most complex national matters. In his last position, he was responsible for creating, staffing, and running a Claims department that handled multiple lines of business with both domestic and international exposures. Now, he heads up the Claims department at CIC.

He plans to “continue the service-oriented strategy consistent with the core values of the Church Pension Group and CIC,” he says. He’s most looking forward to “growing the knowledge base of the staff, interacting with the insureds, and assisting those we provide insurance to during their times of need.”

He believes that those who work in the Claims department should “service our insureds as well as be a resource for them.” In fact, you may have already heard from Sam, as he has begun reaching out to many clergy people and vestry members. “I’m available to anyone who needs to discuss a matter or needs guidance in handling a situation,” he says.

Outside of work, Sam enjoys spending time with his wife and two children, playing lacrosse or golf, walking their dog, going on bike rides, and gardening.

Joe Bunk, Director of Property Claims

Holding many roles of increasing responsibility, Joe Bunk has been in the insurance industry for 27 years. In his last position, he ran a Direct Repair program. As Director of Property Claims at CIC, he leads a team of five property adjusters to “quickly investigate, evaluate, and resolve first party property claims.” His goal is to ensure the delivery of the “absolute best customer service along with proper claims resolution.”

Joe is open to feedback from policyholders: “Part of my team’s strategy is to build and deepen relationships,” he says. So he is interested in hearing from people who have ideas to improve the customer experience. Continuously developing his team and looking for ways to better serve customers are what he’s most looking forward to in his new position.

Working on an MBA as well as an Advanced Communicator award through Toastmasters, a nonprofit educational organization that promotes public speaking and leadership skills, Joe enjoys constantly learning. He equally enjoys mentoring and worked with the CIC summer interns. Outside of work, he likes to spend time with his family, drive his antique truck, cycle, and ski.

Ken Miller, Casualty Claims Examiner

Ken Miller, the new Casualty Claims Examiner, is responsible for investigating losses and coverages and managing Casualty Claims. He also evaluates exposure and claims for resolution, which includes referring and monitoring litigated claims. In addition, he acts as a reference to provide top level service to policyholders. "I assist with inquiries about insurance claims, so I work daily with clergy and vestry members," Ken says.

Before coming to CIC, Ken worked for 31 years as a casualty/multi-line claims examiner, courthouse examiner, and claims project manager. Before that, he worked as a writer/production manager in the New York State Legislature.

What Ken is looking forward to most is, "working and learning from the people [at CIC]! One of the company's greatest strengths is its employees—caring, thoughtful, dedicated people producing high quality work for policyholders."

When not at work, Ken spends time with his wife, Ann, their two teenaged children, and "two crazy dogs." He also works as committee chairman for his local Boy Scout troupe, and enjoys playing golf, reading, and traveling.

Sam, Joe, and Ken, and all of our dedicated people behind the CIC Claims desk, look forward to serving your needs!