

# Executive Biography



**Jessica M. White**  
**Director, Auto Claims**

Jessica is responsible for the oversight of operations for the Auto Physical Damage, Field Auto Appraisal, Subrogation, and Claims Support teams to meet operational, financial, and customer service expectations, as well as adherence to industry regulations and standards.

With a career spanning almost 18 years at Preferred Mutual, Jessica began as an Auto Claims Trainee in 2008 and has since progressed through various roles within the department. In her most recent accomplishment, Jessica played a crucial role in the successful implementation of ClaimsPay. This innovative system facilitates electronic claims payments to policyholders and claimants, streamlining processes, and enhancing overall efficiency. Jessica also serves as the Claims Lead for Preferred Mutual's Guidewire transformation, helping guide the modernization of claims systems and workflows. Beyond her professional achievements, Jessica is an active participant in the American Heart Association and proudly holds a seat on the board of the Preferred Foundation.

Jessica holds a bachelor's degree in Economic Crime Investigation from Utica College. She also holds accreditations from the Institutes for Associate in Claims (AIC) and the American Educational Institute as a Legal Principle Claim Specialist (LPCS).