

Client Services Team Overview

The Everest Insurance® Client Services Specialist team is dedicated to delivering personalized world-class service to many of our largest U.S. Casualty accounts. Each Client Services Specialist plays a critical role in enhancing the customer experience and serves as the central point of contact over the lifecycle of an account. Our knowledgeable team provides support to Everest's U.S. Casualty insureds across North America.



Scott Spencer, Vice President, Head of Everest Risk Consulting Services leads the Everest Insurance® Risk Consulting, Premium Audit and Client Services units. He has over 35 years of industry experience in both Commercial and Personal Risk Management. Prior to joining Everest in 2018, Scott lead Risk Management and Risk Consulting at Chubb and PURE Insurance. Scott has a B.S. in Business Administration from Southern Methodist University.

Austin Hogue, Client Services Specialist, will support Commercial Casualty and EverSports & Entertainment in the Central Region. Austin joined Everest in August 2021. He has 15 years of industry experience, and prior to joining Everest worked in Liberty Mutual's National Insurance Division as a Premium Audit Specialist for large and complex risk programs. Austin has a B.S. in Business from University of North Carolina at Chapel Hill and an M.B.A. from the University of South Florida.



Beth Bartley, Director, Client Services, will support Risk Management and Commercial Casualty in the Northeast Region. Beth joined Everest from Gallagher Bassett, where she worked as a Senior Client Services Manager. Previously, she spent over 20 years in client services at AIG. She has vast experience engaging clients and developing customized solutions to drive customer value. Beth has a B.A. in Political Science and English from Assumption University.

Jermaine Quintos, Client Services Specialist, will support Commercial Casualty in the Western Region.

Jermaine joined Everest in October 2016. He has 18 years of experience in the claims industry and worked as a Workers' Compensation Claims Manager at AIG prior to joining Everest. Jermaine has a B.S. in Business Administration from California State Polytechnic University Pomona. He holds California SIP designations and is credentialed to oversee workers' compensation claims in 12 states.



Leah Brown, Director, Client Services, will support Risk Management in the Western Region. Leah joined Everest in August 2013. She has over 25 years of experience in property and casualty. Before joining Everest, Leah spent 14 years at The Hartford managing the carrier's most complex claims. Leah earned a B.S. in Organizational Management from the University of Laverne. She holds WCCA, WCCP and California SIP designations and is credentialed to oversee workers' compensation claims in more than 20 states.

Steele Storino, Director, Client Services, will support Risk Management and Commercial Casualty in the Southeast Region.

Steele joined Everest from AIG where most recently worked as a TPA Claims Governance Manager, managing multiple TPA relationships. Prior to AIG, Steele spent over 10 years at Sedgwick as a Client Services Director including spending several years managing the Everest account. Steele has a B.A. in Geography and Urban Studies from Wayne State University.



Steve Robe, Director, Client Services, will support Risk Management and Energy in the Central Region. Steve joined Everest in November 1996. He has 32 years of experience in claims within the property and casualty insurance industry, helping manage the client services teams. Prior to joining Everest, Steve held claims positions with Aetna and Finward Bancorp. Steve has a B.S. in Business Administration from William Paterson University.

For a full list of client and value-added services that Everest provides, visit our Risk Consulting [Value Added Services](#) webpage.

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