



For Immediate Release

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### **Darlene Stevens Joins NARS as Director of Quality Assurance and Claims Operations**

Altamonte Springs, Fla. —North American Risk Services (NARS) has appointed Darlene Stevens to the newly created role of Director of Quality Assurance and Claims Operations.

Darlene's background is in claims with multi-line experience. She received her BA in Business Administration from Ashford University. She is a SCLA (Senior Claim Law Associate) as well as CIC (Certified Insurance Counselor). Most recently she was with Pilgrim Insurance Co. in Boston, MA where her responsibilities included overseeing quality assurance, training and medical bill review. She also assisted with the sales and marketing, providing system demos with the sales team as well as training new clients. Her success in the industry has been driven by her customer service focus.

Darlene is from the Northeast and she and her husband recently relocated to Florida. She is involved in the American Cancer Society's signature fundraising event, Relay For Life and co-chaired the event this year in Keene, NH. When she is not working she enjoys traveling and spending time with her family. Quote from Darlene, "I am excited to be part of the NARS team as we grow. I look forward to meeting and working with our clients."

Darlene's new role ties NARS' quality assurance processes to our claims operations functions, which includes the development of our call center, our claims processing center, our recovery unit, and our systems development.

"Quality Assurance is our first priority and Darlene's deep background in QA, training and other operational functions brings a new perspective to our organization," said Robert Ruryk, President and CEO of NARS. "As we continue to grow the organization, her leadership and deep understanding of what it takes to provide top-level claims service will be critical to our evolution."

Headquartered in Altamonte Springs, Fla., NARS ([www.narisk.com](http://www.narisk.com)) provides nationwide claims, data and risk management TPA services to businesses, insurers, reinsurers and brokers throughout the United States. NARS is known for the experience and expertise of its employees and the application of those skills in controlling its customers' loss and administrative costs. NARS also provides its customers with a diverse array of ancillary services including auditing, medical cost management, recovery specialization and a state-of-the-art, web-based information system that is easily shaped to meet each customer's specific needs.

Contact: Jamie Bernardo, Senior Vice President and Chief Marketing Officer, 321-441-1336, [jbernardo@narisk.com](mailto:jbernardo@narisk.com).