

# DIANE SCALES

## COMMERCIAL CLAIMS CONSULTANT

Diane Scales joined MJ Insurance in 2003 as a commercial claims coordinator and continues in that role today. With nearly 25 years experience on both the carrier and agency side of the business, Diane has become an invaluable asset to the MJ commercial claims team. Her extensive background and experience has allowed Diane to become a true expert on claims handling, negotiation and litigation techniques.

Diane works with a team of industry professionals where she serves as the primary liaison for all claim-related matters. On top of day-to-day client service, she and her team analyze, report and review claims as well as make recommendations on their findings in order to reduce future losses.

Diane loves her job, but her true love is found in her two children, one son and one daughter. Diane likes to cheer on the Pittsburgh Steelers with her husband and son, and enjoys listening to music with her daughter. She loves the sunshine and hopes that one day she can enjoy a vacation in Hawaii with her family.



### EDUCATION

Ball State University

### DESIGNATIONS

Indiana Property & Casualty License

### PHILANTHROPY

Dayspring Center  
Hamilton County Humane Society