

# EMpact Award Winner

## Team Member Recognition Program

### ➤ How has the Team Member exhibited the criteria of the EMpact Award?

- “Joelle has always been a good mentor since I started at Engle Martin. She is always willing to help and shows our team more efficient ways of getting our work completed. As a manager, she constantly finds ways to help us work together as a group regardless of the circumstance. Whether a team member is out on vacation or has worked on large accounts, she fosters open communication by asking us to collaborate with each other to share solutions on organization and ways to better assist our adjusters on new accounts.”

### ➤ How has this Team Member inspired you?

- “Joelle inspires me to want to learn more about the adjusting process in a hands-on manner to better assist my adjusters. She strives to create a work-life balance for our team which has been valuable now that I have my adjuster’s license. She inspires me to be a great team member to other claim technicians and adjusters when someone needs assistance on an account claim or help understanding how underwriter claims work. Joelle also inspires me to work even harder knowing she oversees a large group, assists multiple adjusters, and is able to find time to reach out to her team to make sure they are not feeling overwhelmed. Joelle is an extremely hard worker and deserves to know that she is fully appreciated.”



**Joelle Contillo**  
*Specialty Loss Group*  
Providence, Rhode Island

### ➤ Tunnel to Towers Foundation

- As a winner of the EMpact Award, Engle Martin will donate \$500.00 to a charity of Joelle’s choice, which is Tunnel to Towers Foundation. Born from the tragedy of 9/11, the Tunnel to Towers Foundation carries out its mission by providing mortgage-free homes to Gold Star and fallen first responder families by building custom-designed smart homes for injured veterans and first responders.



### ➤ Team Member Experience

- By winning the EMpact Award, Joelle will be receiving tickets to see The Nutcracker at Citizens Bank Opera House this upcoming holiday season.

