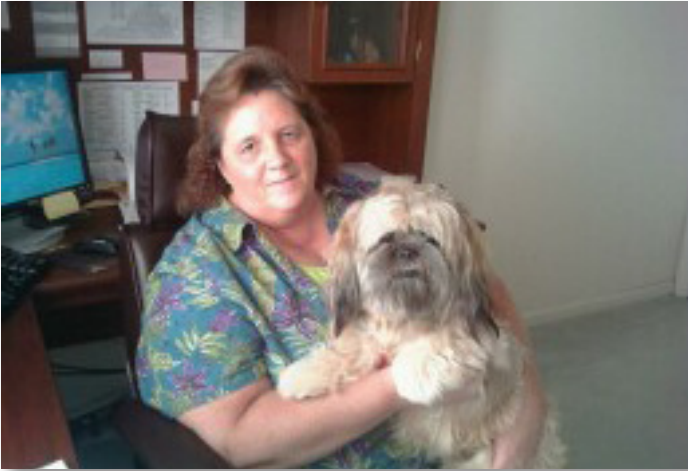


Meet Pam Pitts, recovery specialist



Pam Pitts with VML Insurance Programs plays a crucial role in helping keep premiums down. As recovery specialist her role is to pursue subrogation and/or restitution on claims where losses were caused by a third party.

For example – a member vehicle is totaled through no fault of the member – Pitts steps in to recoup the lost dollars from the third party, benefitting members not only through reduced premiums but through reimbursed deductibles.

“Any time is a good time to recover a loss,” says Pitts. “But with the current state of our economy it makes me even happier to return money to our members.”

During the 2009 – 2010 fiscal year Pitts’, with the assistance of our members and the claim departments, helped recover \$1.3 million for members through the subrogation/restitution process.

While being able to recoup losses for members is her favorite part of the job, the most frustrating part is when the cost of trying to collect from the responsible third party is more than the pool stands to recover.

“That’s hard to accept, especially when the accident is caused by someone or something doing or not doing what they are supposed to do, or not do,” said Pitts.

She’s been with VML Insurance Programs since 2002. This May she moved to Augusta, Georgia to be closer to family and has continued to work for the pool from her new home.

Pitts was born into a Navy family at McDonald Army Hospital at Fort Eustice in Newport News. She is a graduate of J.R. Tucker High School and has completed coursework at J. Sergeant Reynolds Community College, the University of Richmond, and Mary Baldwin College.

“I have two daughters – Lindsey and Christa, and one son – I mean dog, Dusty D’og,” said Pitts. “Dusty D’og is a Shih Tzu who is constantly getting into something – he just discovered how much fun it is to ‘play’ with frogs in the backyard!”

Lindsey attends Augusta State University and Christa just began her sophomore year at Virginia Tech, and is a violinist with the New River Valley Symphony.

Pitts, who was an active member of the West End Assembly of God while in Richmond, has now been attending The Vineyard of Augusta and plans to work with the children’s ministry. She loves to scrapbook and stamp, and as for her favorite foods – “In general if it’s good for you, I probably don’t like it until I add enough stuff to it that it’s no longer good for you.”

Currently Pitts is studying for the Certified Subrogation Recovery Professional exam, and most of her reading is related to the art of subrogation.

“It keeps in line with my belief of ‘whatever you do, do it with all your might,’” said Pitts.