



**Christa Peterson**  
***AIC-M, AIS President of Risk Management***

Christa has over 16 years of specialized transportation and commercial experience in Claims, Litigation, Safety, Risk Management and Compliance. Her valuable understanding of the insurance, legal and motor carrier sectors brings a unique and versatile perspective as President of Risk Management at The Paladin Group.

She excels at managing and mentoring teams to reach high-level results. Christa provides extensive experience in numerous lines of business with a focus in Operations, CX and Project Management. She is highly skilled in leveraging technology, managing claims operations, developing process improvements and training, while achieving measurable cost-savings through a team-oriented approach.

Christa has been a leader on the front lines for successful trucking companies through consultation and partnership. Christa provides extensive experience in risk financing, complex insurance programs, litigation management and claims administration. She strives to find innovative solutions to ensure successful resolutions that positively affect the bottom line for clients.



**Channing Puls**  
***Safety Consultant***

Channing's career in the trucking industry has provided in-depth experience and success in managing motor carrier safety programs. He has experience as a recruiter, fleet manager and as an operations manager where he supervised Safety, Risk Management and Compliance. His understanding of the industry brings a versatile and experienced perspective as a Safety Consultant at The Paladin Group.

Channing has been an integral part of successful trucking companies through implementation of safety and compliance best practices. He is passionate about partnering with clients by developing fresh ideas that provide solutions for a variety of challenges to achieve high-end results.



**Mike Murtaugh**  
***Claims Advocate***

Mike Murtaugh joined Paladin in August as our Claims Advocate, working out of our Cedar Rapids office. He has over 10 years experience in the insurance industry, including serving as a personal and multi-line claims adjuster. He brings a variety of experience in auto, property and liability coverages and claims. Mike is eager to help find answers and solutions to claims, service concerns or coverage issues quickly.

He has familiarity working with insurance carriers, attorneys, medical providers, body shops and vendors involved in the claims process. Mike also brings a strong background of customer service and sales experience in the insurance industry. With his robust background and variety of experiences, he is able to connect with and relate to us and our clients on the importance of timely claims attention and loss prevention.

Mike excels at communicating the ins and outs of a claim and interpreting policy language to Paladin clients. He is passionate about making insurance clear and easy to understand for everyone. Mike is here to help navigate any loss from simple to complex, and he is here to utilize as a resource as well.



**Jack Mann**  
***LPCS, TRS***

Jack Mann leads The Paladin Group's Independent Contractor Solutions (ICS). He has an experienced background collaborating directly with independent contractors, motor carriers and insurance markets as a partner and advocate. Jack has successfully assisted thousands of drivers and contractors in navigating the insurance and, at times, the complex claims process.

His insurance brokerage and claims experience offered Jack an appreciation for and understanding of the transportation industry, the specialized markets and policies and insight into the needs of drivers and trucking companies. As a result, Jack is passionate about providing clients with solutions to ensure compliance and appropriate coverages for the carriers and drivers.

Jack is also skilled in designing and managing workflow efficiencies which deliver automation and streamlined processes. He has earned his Transportation Risk Specialist (TRS) and Legal Principles Claim Specialist (LPCS) professional designations and was the recipient of the Employee of the Year award by one of the nation's top 50 privately held insurance brokers prior to joining The Paladin Group.