

Laura Ketchum

Senior Vice President Claims & Professional Standards Officer

Laura joined Smith Group's team of Claim Management experts in September 2005 and is currently responsible for client services including reinsurance administration, industry roundtables and forums, group disability surveys, and consultative claim review projects. Her experience with LTD claims management began when she joined UNUM Life Insurance in 1996 in the position of Disability Benefit Specialist and over the next decade held roles in the ERISA appeals department (two years as a Senior Benefits Analyst) and in the Extended Duration claims department managing LTD, ID and LWOP claim specialists. Laura is also an attorney and member of the Maine Bar (Maine School of Law, class of 1995).