



Jennifer Felder

Director of Communications, Training, and Member Satisfaction

Jennifer began her career with Arbitration Forums, Inc. (AF) in 2009 in a member satisfaction position focused on gathering feedback on AF's products and services, reporting on the voice of AF's membership, and collaborating with various departments throughout the organization to ensure AF continues delivering excellent service and innovative solutions to the industry.

Throughout her career with AF, Jennifer has taken on additional roles with increasing responsibilities. Jennifer's primary areas of responsibility currently include marketing, communications, and member satisfaction. These areas encompass brand management, corporate and external communications, AF website content, survey methodologies, reporting, and market research processes focused on identifying key areas of innovation, disruption, and change emerging within the Property and Casualty industry.

Prior to joining AF, Jennifer worked for a large utility company for eight years where she served in various management roles including oversight of consumer affairs, revenue protection, client services, and regional energy efficiency services.

Jennifer is a member of the National Association of Subrogation Professionals.