

# Lauren M. Cain

5469 Crescentview Parkway, Raleigh NC 27606 919-889-5419

laurencain920@gmail.com

*I have over ten consecutive years' of multi-faceted experience in the insurance field which encompasses knowledge gained from corporate compliance and small business commercial sales. I have a commitment to expanding my skills and maintaining fulfillment in my work. I aim to be an integral part of the company that I represent by being competent in my duties while remaining adaptive. I believe that my bright personality and judicious work ethic are fundamental to my continued success.*

## Corporate Compliance

Federal Regulation  
Compliance

Property & Casualty  
Insurance

Policy & Procedure  
Management

Marketing Review

Customer Relations

Communication Skills

Relationship Building

Sales

Social Media

Microsoft Office

Microsoft Excel

PowerPoint

## Insurance Compliance Risk Officer BB&T Corporation – Raleigh, NC 10/2015 - Current

- Responsible for monitoring a wide array of current insurance business practices as they relate to Federal and industry standards such as Regulation Y Anti-Tying, Variable Annuity product suitability and agent licensing.
- Determine the best mode of monitoring those practices, select applicable data samples and determine adherence to policies/procedures related to those practices.
- Review current policies/procedures for clarity and regulation citing, making recommendations for implementation and reporting improvements as necessary.
- I work on special long-term projects as needed. There is a current focus to restructure all enterprise-wide policies and procedures; I represent the Insurance Compliance team.
- My daily focus is on Wholesale subsidiaries of McGriff Insurance Services, Inc. (formerly BB&T Insurance Services, Inc.)
- Assist PJ Robb Variable Corporation Chief Compliance Officer with tasks such as Office of Supervisory Jurisdiction audits, registering new representatives, OFAC monitoring.

## Insurance Sales Agent BB&T Insurance Services, Inc. – Raleigh, NC 03/2015 – 10/2015

- Cultivated relationships with BB&T bankers and established a two-way channel for insurance and bank referrals. My territory focus was NC and SC.
- Maintained a high level of customer service by assessing small business portfolios quickly and competently. With this knowledge, I was able to provide client with a tailored insurance policy.
- In keeping with high customer service standards, I suggest other BB&T insurance products as necessary (home, life, auto) and initiate connection with appropriate agent.
- In this role, I held a Property & Casualty Insurance license in eleven states.

## Insurance Compliance Specialist BB&T Insurance Services, Inc. – Raleigh, NC 07/2008 –03/2013

- Initially hired for administrative tasks such as mass mailings and electronic policy conversions.
- Advanced into the Property & Casualty Licensing Specialist role.
- The licensing specialist is responsible for reviewing and processing all BB&T Insurance, Inc. and BB&T Insurance of California, Inc. agent license applications and renewals for new hires and current agents. Adherence to strict deadlines is required.
- Active liaison between BB&T Insurance agents, agency managers and Departments of Insurance for all states.

Member IIANC  
Delta Zeta Sorority

Volunteer with Second Chance Pet Adoptions

North Carolina State University 2007  
Bachelor of Arts in Public & Interpersonal Communication  
North Carolina Property & Casualty Insurance License