



DIANE SCALES

CLAIMS CONSULTANT



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EDUCATION

Ball State University

DESIGNATIONS

Indiana Property & Casualty
License

PHILANTHROPY

Dayspring Center
Hamilton County Humane Society

Diane Scales joined the MJ team in 2003 as a commercial claims coordinator and now functions as a claims consultant within our Risk Management + Commercial Insurance department.

In her role, Diane works with a team of industry professionals, where she serves as the primary liaison for all claim-related matters. On top of day-to-day client service, she and her team analyze, report, and review claims, as well as make recommendations on their findings in order to reduce future losses.

With nearly 25 years of experience in both the carrier and agency side of the business, Diane has become an invaluable asset to the MJ commercial claims team. Her extensive background and experience have allowed Diane to become a true expert on claims handling, negotiation, and litigation techniques.

Diane loves her job, but her true love is found in her two children, one son and one daughter. Diane likes to cheer on the Pittsburgh Steelers with her husband and son and enjoys listening to music with her daughter. She loves the sunshine and hopes that one day, she can enjoy a vacation in Hawaii with her family.