

CLEAR People

Laura Mifsud

Claims Executive



What is the best thing about being part of the CLEAR Group?

The entire Clear Group has that family feel, which I love. That, for me, is priceless. It's very rare these days to work for a company with such a nurturing culture where you are recognised and treated as an individual. For example, CLEAR recently put my name forward for the Rising Star Award at the British Claims Awards - and I won! It's that belief in the quality of its employees that makes CLEAR - and especially claims - a great place to be.

How do you define your role at CLEAR?

I'm a Claims Executive at CLEAR, a role that demands a high level of service, especially when handling claims on behalf of our clients. I deal with claims daily, ensuring that the client's process is as smooth as possible, understanding that the client will already feel stressed about making a claim. I like to think that I take that burden away by putting myself in their shoes, offering reassurance and instilling confidence that they are in safe hands. Being efficient and organised is vital in maintaining case files. I also take great pride in my performance and hold myself to a high standard.

What do you bring to the party?

I'm always striving to do better. I fervently believe that if something is worth doing, it's worth doing properly. So, I'm constantly pushing myself to improve and develop my skills, no matter how challenging that may be.

What is your CLEAR journey?

The Clear Group acquired Genavco, the brokerage I worked for, in 2017. Since then, the CLEAR claims team has evolved and continues to develop and grow. I am excited to be part of this great team, and I look forward to the continuing opportunities working in claims will bring.

What is the best thing about your team and branch?

We're like a big family in the claims team, working closely together and always looking out for one another. The best thing about the claims team is that everyone has a great sense of humour. It can be stressful sometimes with the pressures of delivering and getting results dealing with claims. However, we always enjoy a laugh and a joke with each other - management included!

If you were a cake, what would it be and why?

Carrot cake (if you know, you know)!

