



The **Benefit Advocacy Team**, a **Center of Help and Advocacy for Real Life Insurance Experiences** (**Ask Charlie**). A team of dedicated advocates offering concierge services, representing the new standard in personalized support.

Assisting employers, employees and their covered family members, alleviating the overwhelming process of navigating the complex world of employee benefits.

- + Personalized Benefits Support
- + Billing & Eligibility Questions
- + Claims Resolution
- + Open Enrollment Assistance

ADVOCATE LOCATIONS



IMA BENEFITS ADVOCACY TEAM



KELLEY HARRIS
Vice President, Team Lead
Did someone say BINGO?



ERICA BARRIER
Senior Member Advocate
The world is full of wonders, and everything will be ok!



MAGGIE ROMERO
Bilingual Spanish Member Advocate
Unleash Your Creative Self!



VENI CHAM
Bilingual Spanish Member Advocate
If you want to lift yourself up, lift up someone else.



BECKY ALGRIM
Member Advocate
Fun In The Sun!



SUZANNE CLIFF
Member Advocate
The ocean is calling... and I must go...



LOUISA WOODARD
Member Advocate
Where to next? The world awaits.



EMILY FESTA
Member Advocate
Just keep moving forward.