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## MELISSA PIEHL

DIRECTOR, PAYMENT PROTECTION CLAIMS  
SWBC

Melissa Piehl is currently the Director, Payment Protection Claims at SWBC. In this role, she focuses on expediting, streamlining and automating processes to provide exemplary customer experiences for our financial institutions and their borrowers. Melissa started her career with SWBC as an Account Manager within our Financial Institutions Group, giving her broad knowledge of our clients and the numerous products they make available to their customers. Prior to her current role, Melissa was Project Manager for the SWBC Life Insurance Organization where she oversaw multiple projects pertaining to both distribution and claims within credit insurance and debt cancellation programs.