

Carol McDonald CPCU, AIM is an accomplished claims executive, who was previously the Assistant Vice President of Claims for 21st Century Insurance and has joined Fire Cause Analysis (FCA) to assist, direct and manage the company growth at FCA. Carol's primary responsibility encompasses corporate and business development within FCA's key areas targeted for growth. Fire Cause Analysis has over 30 years of Experience, Knowledge & State of the Art Technology providing sophisticated, cost effective scientific and failure analysis for the insurance and legal professions. FCA's team of highly trained certified professionals deliver quality results in all areas of fire investigation, fire protection engineering, forensic engineering and scientific evaluations involving commercial, residential structures and vehicle fires. FCA's scientific and engineering resources compliment the professional investigation teams, enabling FCA to provide clients with unmatched technical depth of any investigation firm of its kind in the country.

Carol brings over thirty years of insurance industry knowledge and experience to FCA. The last fifteen years, she specifically devoted her time to leading and improving claims operations and driving service provider relationships that resulted in claims process excellence and she has served on various industry committees, including NICB, CCC Information Services and the Insurance Fraud Advisory Board. In addition to being a member of the Combined Claims Conference committee, Carol is also an active member of the EL Camino CPCU Chapter.