



SPEAKER BIO

TRICIA GRIFFITH



Tricia Griffith was appointed President and Chief Executive Officer of Progressive Insurance in July of 2016. She is responsible for helping the company become consumers' number one choice and destination for auto and other insurance.

Prior to being named CEO, Griffith served as Personal Lines Chief Operating Officer since April, 2015 overseeing the Company's Personal Lines, Claims and Customer Relationship Management groups.

Tricia joined Progressive as a claims representative in 1988 and has served in many key leadership positions during her tenure. She held several managerial positions in the Claims division before being named Chief Human Resource Officer in 2002. In 2008, she returned to Claims as the group president, overseeing all claims functions. Prior to being named Personal Lines Chief Operating Officer, Tricia was President of Customer Operations, overseeing claims and the customer management group, which comprises the company's contact center group (sales and delivery), as well as the customer experience, systems experience and workforce management groups.

Tricia has a bachelor's degree from Illinois State University and is a graduate of the Wharton School of Business' Advanced Management Program. In 2016 & 2017, she was named one of the "50 Most Powerful Women in Business" by Fortune Magazine.