

Introducing: The Trident 10

Hello! We'd like to take a moment to introduce you to the NFS team members who you'll be partnering with while transitioning to Trident. Combined, they have 70 years of experience and look forward to working with you during this exciting time!

This team is your first stop for policy-related questions! To contact them, login to your Trident web portal for contact information.

Name	Flood Knowledge	About Me
Sandy Bruce (aka Giggle)	I have been with NFS since 2012 and have been a leader for 6 years. I began in Customer Service and quickly moved through Underwriting and Submit for Rate. I love to learn and try new things, so this is a great experience for me.	I enjoy being in Montana (mostly summer), as I love being in the outdoors and experiencing all it has to offer with my husband of 8 years and 17-year old daughter.
Megan Connolly (aka Megalodon)	I have been with NFS since 2014. I started in the Specialty Services Group where I was able to work very closely with agents and develop in-depth flood skills. I am now on the Trident Team helping to move our awesome company forward into the future	I enjoy spending time with my family and friends. Montana is my home and I am very happy to live here. I love to travel and eat all kinds of yummy food.
Dayleena Williamson (aka Darkwing Duck)	I have been with NFS for a little over seven years and have worked in claims, cancellations, underwriting, and my latest position, as Point of Contact (POC) for customer service.	In my spare time, I am going back to school to get my bachelor's degree in Business and Leadership and should graduate with honors in 2021. If I have any free time I love to be outdoors with my husband and fur babies
Andy Grunden (aka Chewy)	I have been with NFS almost a year, and 4 years in the past; I loved flood so much I had to return! I am excited to see how technology can really help the flood insurance industry and always looking for ways to improve processes.	We have two boys that keep my wife and I busy, but if I can sneak away, I love the outdoors/fishing/gaming.
Sharon Cornett (aka Kali)	I have been with NFS since 2012. I have been a Point of Contact in Customer Service and I am ANFI certified. My experience and knowledge have been tapped for various projects over the last few years in areas such as training, scheduling, and auditing. I enjoy helping people learn and navigate the intricacies of flood, whether they be agents, insureds, or teammates.	I enjoy exploring Montana's wonders by rafting, hiking and camping with my husband and two sons.
Michelle Knapton (aka Betty Crocker)	I have been with NFS since October 2013. I am ANFI certified and I pride myself on providing a positive experience while helping people navigate the ins-and-outs of NFIP flood insurance. I'm originally from Pennsylvania but moved to Montana in 2001.	Outside of work I enjoy the outdoors, traveling, live music, baking, and spending time with my children, friends, and family. My love for baking has often earned me the nickname of 'Little Ms. Betty Crocker.
Heather Buss (Momma Bear)	I have worked in NFS Customer Service since January 2011 and received my ANFI in 2017. I also have an AAS degree in Electronics Technology and a Certificate in Bookkeeping. I have a wealth of knowledge of the flood program which contributes to my success in my job.	I have lived in Montana most of my life, and in the Flathead Valley since 2000. In my spare time I'm a devoted spectator, cheerleader, and chauffeur to my boys during their Football, Wrestling, and Lacrosse seasons.
Gabby Palumbo (aka Mighty Mouse)	I have been with NFS for a little over 6 years. I have worked all throughout customer service, am well-versed in SFR, and completed my ANFI. I am a great point of contact for agents, and peers, to reach out to for questions.	In the winter, I love to snowboard. In the summer, living 7 miles from Glacier National Park, I like to go hiking, explore the park, and participate in a lot of water activities with the family.

Sandra Thylin (aka Miss Fix It)	I have been with NFS for a little over 7 years. While at NFS, I have worked in Underwriting, spending most of the time in Submit for Rate. I have also been in the IT department where I assisted with SFR quoting on FloodPro and electronic endorsements.	I have 4 sisters and a brother, and will answer to any of their names, as well as 'hey you!'. In regard to food, if queso is involved, I will be there.
Lauren Stoick (aka Speedy)	I have been with NFS for 6.5 years. I started out in Customer Service and then moved to our Submit for Rate team. While at NFS, I have obtained the ANFI certification and numerous top performer awards. I am excited to work with agents to assist with their flood needs in.	I am originally from Maryland and moved to my forever home- Montana 15 years ago. My husband of 5 years, 9yr old son, and I love recreating outdoors by skiing, hunting, hiking, and camping.



We hope you enjoyed getting to know the *Trident 10* a little better.

We are excited for this new change and are happy to assist with any questions and concerns. Please don't hesitate to reach out to any of us!