

The MBA member services team



**Myra
Warren**

Service is the heartbeat of MBA and has afforded us longevity. As we approach our 125th anniversary, we want to spotlight and introduce MBA's member services team. This month, we highlight Sharman Edge and Yolonda Miller. Please read our segment each month for more.

Sharman Edge

How long have you been working at MBA? One year.

What is your role on the member services team? New business analyst.

What aspect of your role do you enjoy the most? Working with the members, helping them get what they need or want.

Describe your professional self in three to five words. Hardworking, flexible, detail oriented.

What is your favorite part about working with MBA's new member policyholders? Getting actual new business policies up and running.

When you consider MBA's product lines, what impresses you the most about them? Quality and cost efficiency.



Sharman Edge

If you had to choose which product line to feature, which would it be? Equally important: Life insurance and retirement savings are both the two best gifts to give yourself and your family.

What advice would you give to MBA's prospective members that would assist with expediting their applications for new business? Fill out the applications completely; and if they have any questions, call! No question is silly.

What relative experience is in your background? After college, I worked in insurance risk management as a corporate insurance broker for a variety of industries—gas, hospital and consumer product companies.

Do you have a motto or personal mantra? Family and friends are everything.

What would you like to share about your family? I'm married with three children and a labradoodle.

If you were to write a self-help book, what would the topic be? How to fit exercise into my day.

If you could have dinner with anyone, dead or alive, who would it be and why? My husband and my kids! They are my four favorite people on the planet.

If you could have dinner with someone famous, dead or alive, who would it be and why? Mother Teresa and Harriet Tubman. I would ask what made them so selfless, what motivated them, what drove them? Was it divine inspiration?

When was the last time that you laughed so hard that you cried? This past weekend with my husband—he always makes me laugh.

What do you want to say to all of our readers? Call me; I want to help!

Yolonda Miller

How long have you been working at MBA? Twenty years.

Share some details about your relevant professional background. I have a B.A. in finance. I have more than 30 years of experience in both health and life claims industries.

What is your role on the member services team? I am currently in the capacity of loan analyst for whole-life insurance products. In this role, I process distribution and follow-up maintenance of all new and existing loans for whole-life policies. Also, I am responsible for tax reporting maintenance for all non-qualified deferred annuity loans and the reconciliation of all bi-weekly and annual premium unallocated funds.

What aspect of your role do you enjoy the most? Being able to resolve member issues.

Describe your professional self in three to five words. Detail oriented, self-sufficient, dependable.

What is your favorite part about working with MBA's policyholders? The positive feedback and feeling of being appreciated for assisting in resolving issues the members have.

When you consider MBA's product lines, what impresses you the most about them? The consistent, above-average interest rates on the plans geared toward saving for retirement.

If you had to choose which product line to feature, which would it be? It would be the Retirement Savings Plan for its consistent, better-than-bank-interest rates. Over the long run, slow and steady wins the race.

Do you have a motto or personal mantra? There are blessings hidden everywhere. I will find them!

If you could have dinner with someone famous, dead or alive, who would it be and why? I would choose Nelson Mandela for his strength, courage and resilience in times of adversity.

What do you want to say to all of our readers? Become more educated about the products you purchase. Make sure you understand what you are purchasing and whether that product fits your financial goals. Only you can choose the product that fits your specific individual needs. No one can do that for you. However, we are here to answer any questions that will help you to make an informed decision.