



The State of New Hampshire
Insurance Department
21 South Fruit Street, Suite 14
Concord, NH 03301

36 - 6/17/26

David J. Bettencourt
Commissioner

Keith E. Nyhan
Deputy Commissioner

May 29, 2026

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

In accordance with RSA 94:6, the Insurance Department respectfully requests to place Heidi Jordan at the sixth step for the position of Senior Insurance Fraud Investigator (9U545), unclassified salary grade CC, earning \$91,864.00 annually, effective upon Governor and Council approval. Funding is 100% agency income.

EXPLANATION

The Insurance Department's Senior Insurance Fraud Investigator implements and supervises fraud examinations and investigations of insurance companies and insurance related entities, as well as other involved parties for suspect insurance related criminal violations. The investigator provides technical expertise to ensure the integrity and quality of the examination or investigation and serves as a liaison between the insurance department and senior company management relative to procedures that must be adopted to comply with policy and/or regulations. Additionally, the investigator develops and presents training programs to insurance carriers and law enforcement agencies, as well as the general public to address fraud awareness.

Ms. Jordan is an ideal candidate with deep insurance fraud knowledge and expertise. She had an accomplished career of 25+ years as a senior special agent at the National Insurance Crime Bureau where she was responsible for the northeast region of field operations. She is also a well-respected instructor locally, as well as nationally and internationally. Ms. Jordan has been an instructor for NH Police Standards and Training Council and Vermont Criminal Justice Training Council and has spoken nationally at the New England Chapter of International Association of Special Investigation Units. Notably, she has been an international presenter at the International Association of Auto Theft Investigators (IAATI) in Australia, Netherlands, South Africa and Italy. She is the past President of IAATI and is the recipient of the Roger Overton Award. Ms. Jordan's exceptional qualifications

justify a starting salary at the sixth step, and she will have the incentive to continue at the department with an additional step increment in the future.

The Insurance Department is seeking approval from Governor and Council to compensate Ms. Jordan unclassified position at the annual salary of \$91,864.00 with a starting date of July 10, 2026. The source of funds is 100% agency income.

Respectfully submitted,



David J. Bettencourt
Insurance Commissioner

HEIDI M. JORDAN

SENIOR INSURANCE FRAUD
INVESTIGATOR

CONTACT



[REDACTED]



[REDACTED]



[REDACTED]

SKILLS

- Special Investigations
- Fraud Detection & Prevention
- Multi-Jurisdictional Case Management
- Interviews
- Research
- Strategic Partnership Building
- Intelligence Sharing & Interagency Coordination
- Regulatory Compliance
- Medical report and CPT Code/billing analysis
- Mentoring
- Training & Development
- Customer and Client Service Excellence
- Physician Assistant
- Public Speaking

PROFESSIONAL SUMMARY

Senior Fraud Investigations professional, experienced in managing complex claim investigations, claim analysis, including investigations requiring multi-jurisdictional case management. Recognized expertise in investigation, documentation, and collaboration with claims, legal, and law enforcement partners. Proven ability to enhance investigative outcomes through intelligence sharing and collaboration. Eager to leverage skills to drive success and innovation in the next role.

EXPERIENCE

November 1994 - June 2024

Senior Special Agent

National Insurance Crime Bureau (NICB)

- Directed complex investigations into insurance fraud, organized insurance-related crimes, and vehicle theft across northern New England, and internationally.
- Built and maintained strong relationships with SIUs, law enforcement agencies, prosecutors, and insurance industry leaders to enhance case outcomes.
- Coordinated multi-agency task forces, fostering intelligence-sharing and aligning investigative strategies across jurisdictions.
- Developed and delivered CE-accredited training to insurance professionals and law enforcement on emerging fraud trends and investigative best practices.
- Served as keynote speaker at national and international fraud prevention conferences, representing NICB and promoting interagency collaboration.
- Contributed to continuous improvement of processes, tools, and protocols to increase investigative efficiency.

Senior Casualty Claim Representative

The Hanover Insurance Group

- Investigated and resolved complex casualty claims involving personal and commercial lines, with an emphasis on coverage analysis, liability and fraud detection.
- Collaborated with SIU and legal partners.
- Applied knowledge of policy interpretation, investigative procedures, and regulatory compliance to ensure accurate and fair claims handling.

President (International)

International Association of Auto Theft Investigators

- Led a global nonprofit focused on investigator training, collaboration, and best practices in theft and fraud investigations.

CERTIFICATIONS

- POST Instructor, Regional Police Academies
- Continuing Education Presenter, Insurance Carriers & Law Enforcement Agencies
- Certified Insurance Fraud Investigator (CIFI) - Application accepted

WEBSITE, PORTFOLIO AND PROFILES

[linkedin.com/in/heidijordan](https://www.linkedin.com/in/heidijordan)

REFERENCES

References available upon request

AWARDS

- NICB President's Award – Recognized for outstanding investigative leadership in a task force approach, utilizing unique skills and experience. Activity resulted in the resolution of a major case, accomplished by coordinating efforts between multiple stakeholders and law enforcement.
- Roger Overton Award – Presented by the International Association of Auto Theft Investigators (Northeast Chapter.) Recognized for outstanding efforts in vehicle fraud and vehicle identification, relating to the use of database records.