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INSURANCE SERVICES SINCE 1967



Felicia Dickens

Executive Loss Control Coordinator

Regional Office Base: Dallas/Houston, Texas
Telephone: 972.571.3780
Facsimile: 888.863.8670
E-Mail: fdickens@deep-south.com

Felicia Dickens has over twenty years of safety and loss control experience working for both insurance organizations and Fortune 500 companies. After graduating from Texas Southern University in Houston with a Bachelor of Science degree in Biology and Chemistry, she started work with a local chemical company in the area of environmental compliance and safety leading to a safety manager position for that organization. She then began her career in the insurance industry working for nationally recognized insurance companies including Liberty Mutual and XL Insurance where she specialized in transportation fleet safety with complex safety exposures. Her substantial experience in the transportation segment promises to be a significant asset for Deep South, its independent agency partners and clients. In addition to her degree in biology and chemistry, Felicia has earned several professional risk management and safety designations including the Associate Safety Professional (ASP), Associate in Risk Manager (ARM) and Registered Environmental Manager (REM). Felicia's combination of science related education in biology and chemistry coupled with her in-depth safety training and years of real-world experience gives her highly specialized expertise to help companies actively manage their exposure to risk.

In her new role with Deep South as Executive Loss Control Coordinator, Felicia is responsible for refining and developing loss control and safety deliverables designed to enhance Deep South's already robust loss control capabilities to the direct benefit of Deep South clients. Initially, she plans to place specific emphasis on service plans, developing and distributing "lessons learned" information and creating additional services that will deliver more value to clients in their efforts to contain their total cost of risk. Felicia also works directly with clients in the greater Houston area.

Felicia is originally from Memphis, Tennessee and returns home from time to time to visit family, friends and enjoy world-famous Memphis barbecue. Felicia has a four year old son Chance who is at the center of her life and brings great joy to her day. In her spare time, Felicia likes to garden raising flowers and tomatoes. She also enjoys ski getaways to Sante Fe, New Mexico. More recently, she has started jogging and plans to begin entering 5K running events in the near future. Felicia is also involved in a number of charitable events through her college sorority and other organizations.