

# Tribes and AMERIND: Building and Strengthening One Another



**Reggie Wassana**

*Governor of the Cheyenne & Arapaho Tribes of Oklahoma*

When it comes to customer service, AMERIND clearly stands out from competitors, according to Reggie Wassana, Governor of the Cheyenne and Arapaho Tribes of Oklahoma.

“When you have a claim, AMERIND gets back to you in days – not weeks or months,” Wassana said. They put in the time and effort to make sure your structures are properly repaired or replaced, and they get the right contractors so there isn’t a lot of lag time waiting for things to get done. They are a partner when catastrophes happen.”

As an example of AMERIND’s responsiveness, Wassana cited an experience when pipes froze and broke in one of the Tribe’s structures. AMERIND quickly sent out an adjustor and worked with a restoration company to get the repairs made. As a result, the damage was kept to a minimum.

Another factor that makes AMERIND unique is its ability to understand Tribes and their needs.

“AMERIND understands that Tribal needs are different. Their people know what we’re going through, how we were raised, the conditions we were raised in and our struggles. They know how to relate to Tribal members, and they take the extra time to make sure we have the coverage we need,” he said.

“As we bring new structures online, we want to use AMERIND as our insurance carrier as long as we can save money for the Tribe. If we can save the Tribe’s resources, they can be allocated to other services or programs that will benefit Tribal members. AMERIND understands that.”

“The Cheyenne and Arapaho Tribes helped create AMERIND, and we want to support the insurance company we helped create,” Wassana said. “As long as we’re all committed to the same goals, progress will occur. For the Tribes to be successful on any level, we have to support one another.”

Wassana said in recent years the administration of AMERIND has really excelled in its knowledge, experiences, and services, which is a great advantage for the AMERIND corporation and Tribal nations as a whole. To him, it’s all about “Tribes Protecting Tribes.”

“That’s who we are, who we’ll always be,” he said. “As Tribes, we must grow, we must build, we must strengthen relationships with each other. If we don’t help one another, we become a target for those who may try to take advantage of our Tribal resources. When we take care of each other, we all benefit.”

## Cheyenne and Arapaho Tribes of Oklahoma

- 13,000 tribal members, including 7,500 in Oklahoma
- Located in 12 counties in western Oklahoma