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September 29, 2026

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NAAIA Announces 2027–2029 National Board Leadership and New Directors

Susan Johnson to succeed Ricky C. Jones as National Board Chair as NAAIA enters its 30th anniversary year

Washington, DC – The National African American Insurance Association (NAAIA) announces their 2027 – 2029 National Executive Board leadership with **Susan Johnson** set to become the association’s next National Board Chair.

Johnson, Chief Culture Officer at The Hartford and current NAAIA National Board Vice Chair, will succeed Ricky C. Jones, Northeast Regional President, Enterprise Distribution and Agency Experience at Travelers, who will remain on the Board of Directors through 2027 as the Immediate Past Board Chair.

The transition also elevates current Board Secretary Rebekah Ratliff, Mediator/Arbitrator at JAMS to Vice Chair. Owie Lei Agbontaen, Chicago Middle Market Sales Director at Aon will become Treasurer, and Liz Walker, US & Canada Client Retention Officer at Marsh Risk, will now serve as Secretary. The 2027–2029 Executive Committee was selected by the NAAIA National Board in April 2026 as part of the association’s established leadership succession plan.

“Susan has been a committed leader within NAAIA for many years and has helped strengthen the organization through an important period of growth,” said Ricky C. Jones, NAAIA National Board Chair. “I am confident in the leadership she will bring as Chair and in the team that will serve alongside her.”



Johnson has served NAAIA as National Board programs chair, secretary and treasurer prior to becoming Vice Chair in 2024. Prior to The Hartford, Johnson was in various human resources and talent management roles. She is a graduate of Spelman College and earned a master's degree in industrial and labor relations from Cornell University.

Greenhill Selected as 2027 - 2029 NAAIA National Emerging Leader

Agbontaen's transition to Treasurer will also mark a leadership change for the NAAIA emerging leader community.

Juanesha Greenhill will serve as the NAAIA National Board Emerging Leader, a role created by NAAIA membership in 2019 to ensure the next generation perspective is present in board discussions. Greenhill is a District Sales Manager at ERIE Insurance and has been active in NAAIA as an inaugural board member of the Central Virginia Chapter and the National Emerging Leaders Council. Before joining ERIE, Greenhill spent more than nine years with Travelers Insurance in progressively responsible claims and operations positions.

NAAIA Members Elect Two New National Board Members

The leadership announcements follow NAAIA's annual National Board election.

Members elected **Jenelle Holmes** and **Diauntae Morrow** to serve on the NAAIA National Board of Directors.

Jenelle Holmes is Managing Director of the Managed Care and Networks team within the Workers' Compensation Product department at Travelers, where she leads work focused on managed care strategy, vendor relationships and network performance. Holmes has nearly two decades of



insurance experience, beginning her career at Progressive before joining Travelers in 2011 and advancing through roles across claims and Workers' Compensation. She is a founding member and Immediate Past President of the NAAIA Greater Kansas City Chapter, helping secure the chapter's charter in 2022. Holmes earned a bachelor's degree in Mass Communication from Grambling State University and a master's degree in Organizational Communication from the University of Kansas.

Diauntae Morrow is the Agency Owner of The Morrow Group & Company, a Cleveland-based insurance brokerage serving clients with a focus on customized insurance solutions. He also serves as Program Lead and faculty member for the Insurance Studies Program at Kent State University, where he helps prepare students for careers in the insurance industry. Morrow is President of the NAAIA Cleveland Chapter and was recognized as the 2025 NAAIA Emerging Leader. His additional honors include recognition as a RISE Professionals 35 Under 35 award recipient and selection to the Black Professional Association Charitable Foundation's Class of 2026 40 Under 40 Emerging Legends.

The incoming Executive Committee, newly elected directors and the rest of the board will help guide NAAIA as the association approaches its 30th anniversary in 2027 and continues implementation of its Vision 2030 strategic plan.

"It is an honor to have the opportunity to serve as NAAIA's next National Board Chair," said Johnson. "Ricky's leadership has helped position the organization for continued growth and impact. As we move toward NAAIA's 30th anniversary, I look forward to working with our board, and leaders in our national office and chapters to build on that foundation while remaining focused on the members and industry professionals NAAIA exists to serve."



As NAAIA welcomes its incoming board members, the association also extends its sincere appreciation to Travis Bethune, Senior Vice President at Berkshire Hathaway Specialty Insurance, and James Hutchinson, Chief Commercial Officer at Brightstone Specialty, as they conclude their service on the National Board of Directors. We thank them for their leadership, their commitment to NAAIA and the time they have dedicated to advancing the organization and its members.

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ABOUT NAAIA

The National African American Insurance Association (NAAIA) was founded to create a thriving network among Black professionals and allies in the insurance industry. With more than 3,400 members and 33 chapters nationwide, NAAIA represents every sector of the industry. The association is dedicated to the professional development and empowerment of its members, serving as a conduit for diverse talent and new ideas at every level.

Visit www.naaia.org to learn more.