



NATIONAL ASSOCIATION OF CATASTROPHE ADJUSTERS
P O Box 499
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www.nacatadj.org
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NACA OFFICERS

President

[Shari Britton](#)

Vice President

[Chris Hatcher](#)

Secretary/Treasurer

[Jon Joyce](#)

Sergeant at Arms

[Jimmy Clark](#)

FROM THE PRESIDENT....

Dear Fellow NACA Members,

I want to first give a huge shout out to all the sponsors and vendors that attended our 2015 conference at the Luxor. It was said by many "this was the best convention we have attended to date". I am so glad that everyone enjoyed it and found value in attending. We could not have done it without the support we get from our sponsors and many committee members.



We have had a crazy year in 2014, but the convention in Las

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MENTORING INFO

HAVE YOU EVER?...

SAVE THE DATE!

Thank you to these companies who were sponsors for the 2015 NACA Convention:

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AAN Adjusters

Vegas wrapped it all up as a very successful year. Never before have we had so many members willing and excited to help on committees that will insure NACA as the lead association in our industry. Thanks to each of you that have volunteered. It is great to see the growth of NACA this year! We have so many new members and I look forward to getting to know each of you.

We are excited about this new year, 2015. The Executive Committee is working with all the committees to make our 40th convention one for the history books. We will be returning to Las Vegas on January 10th through January 13, 2016. This year we have contracted with the Flamingo Hotel on the Las Vegas Strip! Please check it out at <https://www.caesars.com/flamingo-las-vegas/hotel>

We are working on a NACA Certification to help catapult our members to the top of the call out lists of every IA firm across the country. After speaking with several firms, the idea was well received. Each stated that a certification would make a difference in the value of an adjuster. Additionally saying that they would likely put those adjusters on the first call lists for deployment. This is still a work in progress. We will keep you all posted as it evolves.

I would like to ask every member to take on the challenge to recruit 2 members this year. Print and keep a copy of the NACA application to have ready to hand out as you meet and work with new adjusters that have not had the opportunity to hear about the benefits of belonging to our association. By recommending someone and signing your name in the first spot at the bottom of the application, you will be credited \$25 for each one approved towards your annual dues.

Thank each of you for your support and help. If you have any ideas or concerns, please don't hesitate to call myself or the office. We are here to help you stand out from the crowd as a valued adjuster.

Shari Britton, NACA President
480-296-5511

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Quick Links

**OUR NEWSLETTER
ADVERTISERS:**

CHRIS
HATCHER
VICE PRESIDENT

Chris Hatcher began his adjusting career as a Field Manager, Trainer, Mentor and Adjuster for Eberl Claims Service. His adjusting experience includes wind/hail, tornadoes, hurricanes, fire, lightning, ice damming, mold, flood, foundation, smoke, weight of ice and snow, plumbing leaks, and auto liability. Chris is now the lead trainer and curriculum developer for Top Adjuster. He joined NACA in 2012 and has served as Chairman of the Membership Committee and a member of the Promotional Committee. Having served as Sergeant At Arms and Secretary/Treasurer, Chris will serve as Vice President in 2015.



SECRETARY/TREASURER

SOME
DAYS...SOMETIMES...SOMEONE
MATTERS, EVERY TIME!

Fellow adjusters: I hope everyone is having a prosperous year so far. At times, we are all reminded that life is bigger than the bad day we are having while running our claims. Being caught up in my bad day and hurrying to catch up on my schedule as I was running behind, it took me a while to notice that the home owner was also having a bad day.

During our inspection, it was revealed that the day before this person was informed that they have inoperable cancer. Middle aged, healthy looking and productive. I was shocked, saddened and brought back to reality instantly. It was confided in me that



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**January 10-13,
2016**

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NACA Convention
and EXPO
Flamingo Hotel &
Casino
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and Sponsors are
open NOW!**

this person and their spouse would be having their 20-30 year old children to their house in the next few days to inform them of the news. It was at this moment I was reminded our job is bigger than just looking at broken or damaged stuff and collecting a check.

During the course of our jobs we have an effect on many areas of a policy holder's life. Sometimes, we are the friendly face for someone who knows nothing about their insurance. Sometimes we are seen as the person from the insurance company here to "screw me". Or, sometimes we are just another issue to deal with in a busy world.

Every time we handle a claim, we are the person there to deal with a problem the policy holder is facing. Every time, it is our job to be polite, informative, compassionate, and respectable.

However, every single time we are there to help solve a problem. Every single time we are there to simply make it go away. Every single time we have the ability to positively, or negatively, affect the lives of our policy holders.

All of this to say, on that day, in that moment, I was reminded that we (adjusters) have a big responsibility. Can we fix cancer or the pain a family is going through? NO. But, we can make that "one more thing I have to deal with" go a little smoother, make a little more sense, and not be such a big problem. This lets our policy holders focus on the real issues they are going through right now.

Just food for thought...

I hope everyone has a great year and most of all stay safe out there!

NACA Secretary/Treasurer
Jon Joyce
adj.jonjoyce@gmail.com
214-675-3165

**2015-2016
NACA COMMITTEES**

Executive Committee:

Shari Britton
Chris Hatcher
Jon Joyce
Jimmy Clark
John Postava

**Past President's Advisory
Board:**

Chair - Robert Uhler
Warren Aplin
Woody Britton
Tressa Bullard
Wanda Hogan
Charles Norton
Pat Plover
Ron Sanderson
Walter Vance
Tom Vaughan
John Postava

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Colleen Carroll
Dave Hall
Gabi Hall

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Jessica Hamilton

Continuing Education:

Chair : Chris Voit
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Jason Lockeridge

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[Didi Womack](#)
Activities
Chair: [Tony Slee](#)
[John Postava](#)
[Rebecca Wheeling](#)
Convention:
Chair: TBA

Where would you like to share your ideas and talents??
Please let Shari Britton or any chairman know of your interest in serving!
Thank you!

THESE VENDORS PARTICIPATED IN THE 2015 NACA VENDOR SHOW IN LAS VEGAS, NV

[AAN ADJUSTERS](#)
[ADJUSTER TRAINING](#)

A WORD FROM YOUR SERGEANT AT ARMS JIMMY CLARK



My experience over the past 11 years as an independent adjuster include residential, commercial building and builders risk as well as a stint as a QC Supervisor for the New York Rising program.

During my career, I have successfully managed a large number of commercial losses including restaurants, national chain hotels, large apartment complexes, condominium associations, a multi-story office buildings as well as the Galveston Port Authority and the Moody Gardens theme park.

In 2012 I received the CGA certification from the Society of Certified General Adjusters.

As a General Adjuster, I have comfortably worked with contractors, public adjusters, engineers and attorneys to successfully negotiate complicated multi item commercial losses throughout the United States and Australia.

I pride myself in always expanding my knowledge in this industry, typically doubling or tripling my required CE's. I keep an extensive library of resource and reference material at hand. You can usually find me with my head in a book or trade magazine.

I have recently been elected to the board of directors for the National Association of Catastrophe Adjusters and I am very excited about keeping the momentum in growth and quality education. I believe our organization has the opportunity to make good adjusters better through our training and business partners support.

Regards,

*Jimmy Clark, CGA
Certified General Adjuster
HAAG Certified Roof Inspector
Cell: 512-417-4677
Email: JimmyClark@USA.com*

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**WELCOME 39 NEW
NACA MEMBERS**

**Welcome to our newest
NACA members, who
were approved at the
2015 Convention:**

General Members

Ryan Ashton

John Bankston

Barton Bennett

Terry Bettencourt

Christopher Cleveland

Howard Cudmore

David Franks

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PAST PRESIDENT'S ADVISORY BOARD

Life after the Presidency

It has been about a month since we had a changing-of-the-guard and Shari Britton became your 2015 NACA President. Now, in a consultant role, I watch the emails fire off among the new Executive Committee members and comment on some of them when I believe my opinion might benefit the organization.



From all early indications, your new President and Executive Committee are already hard at work preparing for next year's conference back in Las Vegas. I know it is 11 months away and we have a lot of cat claims to close between now and then but, as many of you, I always look forward to the event.

Although there was not time to thank each and every one of you personally for allowing me the honor and the privilege of serving on the Executive Committee and as NACA president from 2011 to 2014. I learned a lot and not a week goes by and someone I meet compliments me on my NACA presidential ring I wear proudly to all industry functions I attend.

I would also like to thank all my 2014 committee chairpersons and members who worked tirelessly throughout the year to make our convention at the Luxor one of the best-attended ever in the history of NACA. My hat is off to all the ladies and gentlemen (and for the men, I use that term "loosely") who made this past president look good!

As your most recent past president, in addition to being the chairperson for the Past President Advisory Committee, my most active role in 2015 will be as chairperson for the Welcome Committee and helping Tony Slee (chairperson) with the Activities Committee.

If any NACA member has any ideas, comments or suggestions with regards to how we should structure the "welcome" process for all first-year convention attendees I am ALL EARS! Please send your comments to my personal email at john.postava@catadjuster.com and I will be sure to reply!

Thanks again for making our 2015 convention at the Luxor a great success and I hope the storm season is profitable for each

**Who will you bring as a
new member to
celebrate the
40th Anniversary
at the
Annual Convention and
EXPO in 2016?**

and every NACA members (and those who will join our ranks
before the Las Vegas 2016!

Y'all be safe out there!

John Postava
2014 NACA Past President

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**IMPORTANT
INFO FOR NACA
MEMBERS**

**from the home
office...**

NACA Membership dues are payable by June 30, 2015. Pay your dues now. Payment and invoice options are available [here](#).

If you are attending claims conferences, you can encourage other adjusters to join NACA. We can send you extra NACA Membership applications, informational brochures, or NACA business cards!

Please update your person profile and contact information on the [NACA Website](#). Contact [Debra Joyce](#), if you have any questions.

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**the 2015
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Jr. P.E. MSCE, CFEI](#)

[Christopher E. Vogt,
CFP](#)

[Jim Chaney, CPCU,
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[Rebecca Wheeling](#)

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[Michael J. Hayes, PE](#)

[Quentin S. Ragan, SE
PE](#)

[Russell Jackson](#)

[Doug Branham](#)

[Chris Hatcher](#)

MEMORIAL

Tim Griffin 68, of Lubbock, Texas beloved husband and father went home to his heavenly father on May 27, 2014 after a sudden illness. He was born June 30, 1945 in Ralls, Texas. He married the love of his life Deidra Pearson on July 31, 1987 in Odessa, Texas. Tim farmed in the McAdoo and Crosbyton Texas area for over 20 years before becoming a company insurance adjuster in 1982 and an independent insurance adjuster in 1987.

mentor program info

MENTORING TIP...

INITIALS AFTER YOUR NAME

By Woody Britton, AIC

A couple of months ago I was following a thread on one of the Cat Adjuster blogs. The question was asked whether putting professional designation initials after you last name really made a difference. The initials they were discussing were the Associate in Claims (AIC), Certified General Adjuster, (CGA) and other ones commonly found within the insurance industry. The answers were varied and interesting. Some folks use the initials, some thought it was unnecessary and some had achieved the designations, but did not see the value within our industry and particularly within the Cat adjusting community.

I did not comment on the thread as I felt my thoughts were not really important, but after thinking about the post I have decided to comment here as a Mentoring Post. As you can see from the header, I use my designation initials after my name and have used them since I achieved them in 1994. I do it for a couple of reason, but mainly because I EARNED it.

I took my series of classes at home from 1992 to 1994. At that time, you signed up for the class, they sent you a 1" thick workbook and two text books. It was up to the person to read the books, put the notes and answers to the questions in the workbook. I lived in Eastern Washington and there was not a class to take. At the end of the 6 months, you would travel 220 miles to a testing center and take the 4 hour test using a number 2 pencil and handwriting your answers. The tests were 10 questions that you had to answer in long hand and it was more of a discussion of insurance knowledge and coverages. It was up to you to write out an answer that would convince the test proctor that you had indeed successfully covered the section in detail. You could eliminate one question at the end which meant you had to nail 9 questions.

At the time I took the program, we were raising three kids in high school and Junior high. I worked in an independent adjusting office and commuted 110 miles round trip every day. In my "spare" time I relentlessly studied the books and then took 2 solid days preparing for the test. The program takes four, 6 month periods to complete the class. I know I am not the only one that had a tough time getting through it, but once I achieved it, I was proud of the accomplishment and I have always used the designation on my name.

The last part of the blog was geared towards whether it actually made a difference. In the Cat industry, we are all listed on every vendors list and hope for a chance to prove ourselves. I have found over the years that the designation might have given me a

He also served in the Army National Guard and assisted with the aftermath of the devastating May 1970 Lubbock tornado. He was a member of the Church of Christ as well as a member of the National Association of Catastrophe Adjusters. He was known by friends and family for his compassion, generosity, humor and his insatiable passion for music. He is preceded in death by his parents. He is survived by his wife and two daughters, Kristin Willis of Lubbock and Tammi Stockton of Lubbock, and 4 grandchildren, one sister, Carole Morgan of Plano and his beloved furry, four-legged son Max. Services were held at Resthaven Cemetery in Lubbock, Texas.

PRAYER CORNER

Please continue to pray for:

All our adjusters who are deployed across the nation.

Wanda Hogan - beating cancer

The Griffin family

Looking for...

leg up on others that do not have the initials. On a list of 200-400 folks, you look for any advantage you can until you are able to prove yourself. The designation has given me an advantage numerous times. I have been assigned claims that are problem claim, technical claims and VIP type claims.

I was called last week by a vendor in Phoenix that had a multi-million dollar house with a claim issue. The carrier wanted an adjuster with an AIC or higher designation to handle the claim. We were on our way to the NE, so I had to pass. As it turned out, they did not have another adjuster in the AZ area that they knew that had the designation requested. They ended up bringing in an adjuster from Colorado to handle the claim. The fact that the carrier was willing to spend the extra claim money on a professionally designated adjuster says a lot.

I understand that the designation does not make the adjuster worthy of complicated claims, but what it means to me is that the adjuster took the time to make a difference in their knowledge and professionalism. The insurance industry in-house is big on their adjusters taking classes and achieving the different designations. If you look on the carrier level, most high level management folks are CPCU or a closely related designation. Does having the initials after your name make a difference? It does to me. I will say that even if you choose not to use the designation, at least be willing to take the classes and achieve the certificate. It shows the industry that you are willing to spend your time improving your knowledge and professionalism. The AIC training has been valuable to me many times during my career and has given me opportunities with clients that I may have never received without it.

Woody Britton, AIC
NACA Past President
480-861-4575
brittons4uva@hotmail.com

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39th ANNUAL VENDOR SHOW 2015 RECAP

As always, this year's vendors were very generous in donating many door prizes for the NACA Convention Vendor Show. Every winner had to be present at the time of the drawings to receive a prize. Thank you for hosting a booth at the 39th Annual NACA Convention and Vendor Show!

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Sherry Clark All Class Pass

Mitch Chilcutt HAAG Inspector Class of Choice

Contract's Incorporated Mitigation CI Mitigation

Jennifer Joyce \$500 American Airlines

Ridge Top Roof Sketch Service

Jason Lockridge 1 year subscription

Rimkus Consulting Group, Inc,

Annette Stewart \$100 gift card

Property Loss Specialists

Detra Ashton \$50 Luxor gift card

Donan Engineering

Chris Hatcher ear buds

Administrative Strategies

Kathy Schneider Book

Judy Mathias Book

Peter Kindermann Kindle Fire HD6

Insurance Bar Claims

Howard Cudmore Golf stuff

Thunderbird

Donna Kindermann Gift Basket

Advanced Adjusting

Robert Outland Jacket, shirt and notepad

Crawford and Company

Pat Gagnon Fit Bit

NACA

Rebecca Wheeling Purcell Volunteer of the Year award

NACA Unused drink tickets drawing

Chris Vogt \$100 Luxor Casino Chips

Top Adjuster Training

Toni Merz 6 months access to online website training

Woody Britton 6 months access to online website training

NACA Early Registration Drawing

Jerry Burt FREE 2016 Full Convention

Registration Package



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Class

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Randy Stout

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NACA

Bob Purcell

Bosch Laser measuring tool

US Adjusting Services

Amanda Williams

Cannon Power Shot

Jim Perkins

Money in a bag

The prize winner for the Best Booth Decorations went to **Legacy Claims**. They will receive 1 FREE year of NACA advertising on our website and through the quarterly NACA NEWS plus a link on NACA website to the Legacy Claims website. **Congratulations!**



Storm Adjusters Don't Wait!

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As an Independent Adjusting Firm and TPA, our client base has experienced significant growth allowing us to conduct an open registration period to expand our Catastrophe Adjuster Roster.

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Education Committee Update

Hello Cat Adjusters! The education committee is excited for the conference next year. We want the 2016 education program to be the best ever.

We desire YOUR input! Please take ONE minute and jot us a quick e-mail. Please let us know:

- 1) What was the best class at the 2015 conference and WHY?
- 2) What was the best continued ed class you have ever attended and WHY?
- 3) Who would you like to see present in 2016 and what subject is their best?
- 4) What else would you like the education committee to know as we plan for 2016?

Please answer as many or as FEW of the above questions as you want. Please send your answers to Chris Vogt, Education Committee Chair @ YourFriendlyAdjuster@GMail.com. Please make your e-mail subject "NACA Ed Committee Info." We will acknowledge each e-mail received so if you don't hear back



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Thanks in advance for your e-mail answers and idea!
Chris Vogt



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WEBSITE UPDATE

NEW FEATURE: The Members section now has the capability to upload your head shot, and resume. Please enter all state licenses and certifications as well. This will spotlight you to our Business Associate members who are looking for adjusters to deploy.

NEW FEATURE: Business Associate members can now search by state to locate adjusters that are licensed in the areas they are needing to deploy adjusters.

Upgrades and improvements will continue to be made to the entire site. If you encounter any technical difficulties or find a challenge with a process, please contact me directly asap, so we can correct it. We welcome your input and suggestions for features and expansion of the NACA website. Please pass them along to your TECH Committee.

Jennifer Joyce, Chairman
469-853-1722
adj.jenniferjoyce@gmail.com

Have you ever?...

Have you ever read our bylaws?

Please see them copied below with a few important highlights.

THE PURPOSE OF THIS ORGANIZATION SHALL BE:

SECTION 1

To promote and maintain the highest ethical practices and professional standards in the catastrophe insurance claims profession.

SECTION 2

To vigorously resist false, fraudulent claims and to promptly expose dishonest or unethical practices within our profession.

SECTION 3

To aid the education of the members by securing and disseminating information pertaining to our profession, through the free discussion of common problems and by the acknowledgment of education achievement.

SECTION 4

To promote the general welfare of the insurance industry and to foster and assist the organization and continuance of strong local claim association and safeguard separate entity.

SECTION 5

To honor and acknowledge the noteworthy accomplishments of individual members who have gained stature through unselfish contribution, advanced education and tenure of experience in and for our profession.

SECTION 6

To activate good fellowship, harmony and cordial business relationships among the members.

Please forgive me for stating the obvious: "we are so lucky to be a part of an organization that sets us apart just by its very nature". I also hope it is not lost by agreeing with the by-laws and being members that we are held to a higher standard than the rest. This in turn allows us to stand out automatically to our business relationships that employ us and look to us

as industry professionals. We should share our NACA membership as a badge of professionalism and pride for what NACA brings to this industry (our vocation)! As we move forward in meeting our stated goal from the general assembly meeting of; "each member bring another new member to next year's convention". I would hope that we will invite those who will maintain a standard like yourselves and can bring a similar care and respect for this

industry. This association is awesome for what it stands for but it is its outstanding members that actually believe and live by these statements. Congratulations to NACA members for being willing to make a difference.

Respectfully Submitted,
Anonymous Author

mentor program info

We would like to create a program that interviews applicants and thoroughly explains our business. Informing the student about paying one's own expenses, being away from home for extended periods, being on roofs, continued education, education expense, dry spells from work, etc. will help map out what the commitment will look like. In doing so, we can either scare them away or find a true candidate for becoming an adjuster.

After being accepted into the program we can move them into the modular studies. Hopefully this will be an online study application where the student has to login (system can log students time). Before they can move onto the next module, the assigned mentor should conduct a phone test (pre-determined form). While the mentor determines if a student knows the module, the mentor will also become familiar with the individual student.

We should create an area on NACA website where Member IA firms can log in and check on students' progress or verify completion. We will also create standard forms for students to reference in the field (takeoffs / scope worksheets, estimate order, etc.).

Upon completion of all modules the student will receive a NACA Practical Certification and designated as deployable with mentor. IA firms have confirmed that if all criteria is met, they are willing to designate a portion of a deployment to mentor teams. It is estimated that students will receive roughly 1:3 of the claims received by the mentor.

At this time the mentor will go hands on and teach the student continued field applications such as customer service, field logistics and completion of the file. This is first real commitment of mentor other than some phone time and review items student does not understand.

Compensation from students for the mentor's is at this time under review, needing further discussion and resolutions. If the student passes he will achieve a NACA Field certification and NACA can stand behind him as a qualified adjuster for the industry.

Thoughts and ideas are welcomed by the Mentor Committee. Volunteers are still needed for this major program development. Please contact the chairman or a member of the mentor committee.

Mark Bruck, Chairman

bruckm49@gmail.com

954-249-5284

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