

## NACA NEWS

## National Association of Catastrophe Adjusters, Inc. 817-498-3466

Like us on Facebook 🚹

Follow us on twitter

View our profile on Linked in

VOLUME 18, ISSUE 3

www.natacadj.org

SEPTEMBER 2014

### **NACA OFFICERS**

President

<u>John Postava</u>

Vice President

<u>Shari Britton</u>

Secretary/Treasurer

<u>Chris Hatcher</u>

Sergeant at Arms

<u>Jon Joyce</u>

### TABLE OF CONTENTS

**FROM THE PRESIDENT** 

**EDUCATION BULLETIN** 

**HOTEL BULLETIN** 

FROM THE VICE PRESIDENT

**EARLY REGISTRATION** 

A WORD FROM YOUR SERGEANT AT ARMS

**WEBSITE NEWS** 

FROM THE HOME OFFICE

### FROM THE PRESIDENT....

### HANG IN THERE!

The Weather Channel tells us that this week is the historical height of hurricane season. So where are the hurricanes? Lack of tropical development can be blamed on El Niño (watch out this coming rainy season, California!), strong, dry westerly winds blowing across the Caribbean or, as Al Gore would like to have us believe -global warming!

Whatever the reason, this season of tropical events is sorely lacking any knock-out punches. Adjusters and other first-responders, who depend on storm activity to make their livings, only have a few more weeks before the waters get too cold and the tropical storm season comes to an end.

I know many of you are thinking about Superstorm Sandy whose DOL was October 29, 2012. Sandy was not your typical storm and she was definitely a "late bloomer". Historically we see a late storm of Sandy's size about once in a decade. Can it happen in 2014? Of course, but I would not bet the farm on it!

To the non-cat adjuster reader, all this talk of super storms and property destruction must make me sound like I am a horrible person. I can assure you I am not horrible. Realistic, yes. Horrible, no. I have about as much control over the severity of the tropical storm season as I do over the remote when my wife is home and "The Voice" and Blake Shelton are on TV!

Being an adjuster, especially a catastrophe adjuster, means being part of a very volatile industry. Incomes are based on "sudden and accidental occurrences" and "acts of God". We all know they are going to happen - we just don't know 'when' or 'how big'.

Approximately 15% of Simsol users classify themselves as full or part time catastrophe adjusters. Many of these users are new to adjusting with less than 3 years of experience in property claims. I consider myself an "old timer" with just over 35 years since I first picked up a clipboard and tape measure to adjust storm claims in Alvin, Texas in 1979. During my 3-plus decades working in and around the claims business I have seen more than my share of slow storm years. For the newcomers, hang in there. The next storm may be just around the corner.

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

Simsol Software

Supportive Insurance Services

# OUR NEWSLETTER ADVERTISERS:

**Allcat Claims Service** 

Aplin Peer & Associates, Inc.

BCC, Ltd.

**Burton Claim Service, Inc.** 

**Claims Adjustment Group** 

Crawford & Company

E.A. Renfroe

Flood Edu

**Gale Claims Service, Inc.** 

Mathias and Company, Inc.

**RVRO Temp Housing** 

**Simsol Software** 

**Our Website** 

Join Our Mailing List!

### **REGISTER NOW!**

As a Cat Adjuster you have to be ready at a moment's notice. In the meantime, take an on-line CE class, learn a new adjuster software app or grab a cold one and watch reruns from October 2012 of Jim Cantore sanding and getting blown down along the Atlantic City boardwalk and reminisce about the "good old days" of stormin'!

...until the next one makes landfall and you get that call to action!!!

Adjust 'til ya' bust!

Sincerely,

John Postava 2014 NACA President johnp@simsol.com



## Allcat Claims Service USAA CERTIFICATION

(Veterans are FREE) Go to <u>www.allcatclaims.com</u> for details



## When the unexpected happens, real-time meets real-world.

### Welcome to The Renfroe Team.

Success in handling a catastrophe project depends on the quality and experience of the catastrophe team. And with years of delivering superior claims services on a national scale, the name RENFROE has become synonymous with excellence. No one brings more expertise to the table than the RENFROE team, which has managed hundreds of catastrophes throughout

Mosth Associat Our adjusters are the best in the



January 11-15, 2015

39th Annual NACA Convention "Stayin' Alive!" Luxor Hotel & Casino Las Vegas, NV

### 2014-2015 NACA COMMITTEES

**Executive Committee:** 

John Postava
Shari Britton
Chris Hatcher
Jon Joyce
Robert Uhler

Past President's Advisory Board:

Chair - Robert Uhler

Warren Aplin Woody Britton

<u>Tressa Bullard</u> Wanda Hogan

Charles Norton

Pat Plover

Ron Sanderson

Walter Vance

Tom Vaughan

Membership:
Chair- <u>Chris Hatcher</u>
<u>Colleen Britton</u>
<u>Brian Richey</u>
<u>Greg Sherlock</u>
Kevin Smith

2015 Trade Show:

business and have the skill, focus and professional motivation required to deliver superior results every time.

### www.earenfroe.com

### **EDUCATION BULLETIN...**

The website has been updated with a sneak peak of the education schedule! This Convention will include the NFIP Certification Class. We are very excited at the new courses that are coming to Las Vegas. Many of you have been waiting patiently for this so **HERE IT IS!** 

### **HOTEL BULLETIN...**

The website has been updated with a new phone number for reservations and the Group Code for bookings. There is also a link if you would rather book online. All of the info can be found at the bottom of our **HOTEL Flyer** for your convenience.

We have a low rate of \$50 per night for Sunday-Thursday and \$80 per night for Friday and Saturday. Looking forward to seeing you there!

### Chair - Jon Joyce Rebecca Wheeling-Purcell

**Continuing Education:** Chair - Jimmy Clark **Chris Hatcher Christopher Vogt** 

**Promotional Committee:** Chair - Amanda Williams Trent Cline

**Technical Support Committee:** Chair - Jennifer Joyce **Charles Norton** John Postava Rebecca Wheeling-Purcell

> Membership Roster Committee: Chair - Monty Mathias

Welcome Committee: Chair - Wanda Hogan Warren Aplin Harry Allison **Woody Britton** Tressa Bullard **Ed Elliott** Lloyd Gohn **Charles Norton** Pat Plover Ron Sanderson **Rex Stark** Robert Uhler Walter Vance

**THESE VENDORS HAVE** PLEDGED TO **PARTICIPATE IN THE 2015 NACA** VENDOR SHOW IN LAS VEGAS, NV

Tom Vaughan



www.rvrotemphousing.com



With a large offering of self-poced and live educational environments through traditional classroom, virtual and online platforms, you can stay on track and in compliance.

Through our online platform, KMC On Demand<sup>®</sup> (KMCOnDemand.com), we offer more than 300 hours of technical and compliance training including: assessment, reporting and continuing education credits. Programs include Property, Casualty, Risk Management and Medical Management.

#### We Make It Easy To Stay On Track.

For your convenience, we submit the application for CE credits on your behalf. Just simply complete the course, click on "Apply for CE's" —and we do the rest. Our complimentary Continuing Education Database tracks your compliance with state regulations, including license requirements and reciprocity, and we even alert you when you are nearing renewal.

Course	Venue	Duration
Intermediate Property Oct 6 - Oct 17	Troining Center*	10 days
Advanced Property Oct 20 - Oct 24	Training Center	5 days
Basic Property Loss Adjustment Nov. 10 - Nov. 21	Virtual (live Instruction)	10 half-days
Advanced Estimating and Property Forum   Dec 1 - Dec 12	Training Center	10 days

"Our national tecturing centur is located to Alforda, GA

#### Book Your Next Class Today!

Crawford Educational Services and KMC Learning Solutions sales@kmcondemand.com | 404,300.1521 | www.kmcondemand.com



404.300.1000 \* us.crawfordandcompany.com/services/aducational-services Crawford & Company® is an equal appartunity employer

www.kmcondemand.com

LIABILITY INSURANCE COMPANY, RRG

CRAWFORD & COMPANY

EAGLE ADJUSTING SERVICES, INC.

HAAG EDUCATION, LLC

**IAS CatCREW** 

LEGACY CLAIM SERVICES

RIDGE TOP ROOF SKETCH SERVICE

ScheduleIt!

SIMSOL SOFTWARE

STRATEGIC CAT SOLUTIONS

THUNDERBIRD CATASTROPHE

VALE TRAINING SOLUTIONS

### WELCOME NEW NACA MEMBERS

Welcome to our newest NACA members, who have been approved this year.

Thank you to all our NACA members, who have renewed this year.



### FROM THE VICE PRESIDENT...

We have been actively working to make our convention in Las Vegas a huge success. The theme we are going with is "Stayin' Alive" kind of a 70's theme. Last year was pretty hard on most of us with the absence of hurricane work and less than average spring and winter storms, so we thought the catch phrase was appropriate and fun.

The various committees have been spending many hours planning and organizing education classes and vendors that will have a direct impact on helping us to be fully prepared to be the cream of the crop adjusters. From new technology of the tools of the trade, to meeting face to face with the top hiring Catastrophe vendors, this is the place you will want to be.

Las Vegas has always been one of our top attended locations for NACA conventions and we are hoping to continue to grow our visibility and acquire new members, not only in Vegas, but throughout the year via member referrals.

Please make your reservations early to be entered to win some extraordinary prizes, including a full reimbursement of you convention fees! That is a huge value. All that is required to is your paid convention fees by September 30, 2014 and you will be automatically entered to win. Art Labreque was the lucky winner in Panama City Beach last year.

We look forward to seeing each of you at the Luxor Las Vegas on January 11-15, 2015. Come show our industry that NACA adjusters are 'Stayin' Alive'!

Shari Britton NACA Vice President

### THROUGH LAND'S END

You may
now purchase NACA
logo items directly
from Land's End!
Click here, to go
directly to the NACA
Logo Store and begin
shopping. There is
also a link on the
NACA homepage for
your convenience!







### **Member Discounts**

\$100 off Convention

Free access to Mentor Program

Altosery (UPP reports for a flat rate)

Distagage.com (15% off website purchases)

EagleView
Technologies(special
affiliate pricing for
measurement reports \$10\$15 savings per report)

Haag (\$75 off in person scheduled classes and/or 10% off the purchase of online seminars)

Hertz (free gold membership and 5-20% discounts off car/truck rentals)

KLJ Computer Solutions(\$1-\$3 off regular price per claim using Venue)

### **APLIN PEER & ASSOCIATES, INC.**









### A Full Service Adjustment Company

#### CORPORATE OFFICE

3598 West Prospect Road Ft. Lauderdale, Florida 33309 Tel: 1-888-564-9204 — Fax: 954-925-3275

www.aplinpeer.com assignments@aplinpeer.com

### GEORGIA OFFICE

4536 Nelson Brogdon Blvd., Bldg A Buford, Georgia 30518 Tel: 770-432-6422 - Fax: 770-435-3282 www.white-hartandassociates.com assignments@white-hartandassociates.com

## PROFESSIONAL CAT ADJUSTERS REGIONAL COVERAGE

Residential Property/Casualty/Liability Appraisal/Umpire/Mediation Commercial Catastrophe/Flood Services Subrogation Research

Mr. Michael Smith has joined Aplin Peer & Associates as our Flood Services Manager - MSmith@aplinpeer.com

Aplin Peer is expanding our CAT Roster as well as looking for File Examiners. We are also looking for General Adjusters to service a new Commercial Account. Please forward your resume to dball@aplinpeer.com

Rick Zenger, CAT Manager - RZengler@aplinpeer.com William Hanna, CAT Manager - WHanna@aplinpeer.com National Insurance Housing (\$100/per month rent discount)

Online Reporting Inc. (10% savings during first year of FileTrac Claims Management System)

RidgeTopSketch (\$5 off each roof sketch order)

ScheduleIt! (10% discount for scheduling of claims)

Simsol (\$75 off 3 month subscription; \$120 off 1 year contract; \$240 off 1 year when you prepay)

TopAdjuster.com (\$100 off a 6 month subscription to their entire training library)

Vale Training Solutions(15% off tuition prices for all clssroom instruction locations)

Virtual Claims Adjuster(30 days free use + 15% discount)

Log on <u>HERE</u> to your members only page for details to claim these discounts.

### **Family Matters!**

This area is dedicated to the true spirit of NACA and the caring we have for each member and their family.

Please keep our
Past President
Wanda Hogan in
your thoughts and
prayers as she
fights cancer!

www.aplinpeer.com

### EARLY REGISTRATION AND RAFFLE EXTENDED TO NOVEMBER 15TH!!

REGISTER AND PAY BY NOVEMBER 15, 2014 TO ATTEND THE 2015 CONVENTION IN LAS VEGAS AND YOUR NAME WILL BE ADDED TO A RAFFLE WITH THE CHANCE TO WIN ONE OF THESE PRIZES:

Reimbursement of your paid 2014 NACA convention fees 25 Free Scheduling Events for ScheduleIT A Free Simsol 2-day basic and advanced training session 6 Month unlimited access to the Top Adjuster Training library

### **EARLY REGISTRATION RAFFLE FORM**

More prizes may be added. All raffle prizes will be drawn and awarded at the NACA Business Meeting on Wednesday, January 14, 2015. You must be present to win. Contact the office with questions regarding any of the prizes listed.

### **Convention Forms**

**Attendee Registration** 

**Vendor Registration** 

**Sponsorship Info** 

Registration Book Advertisements

**Pav Online** 

**Hotel Info** 



David Gale, AIC, RPA 13762 W. State Road 84, #412 Davie, Fl. 33325 954-328-7880 (office) 954-693-9701 (fax) www.galeclaimsservice.com

www.galeclaimsservice.com

## MATHIAS CATASTROPHE SERVICES, INC.

### Catastrophe Teams Within 24 hours. Anywhere in the Continental US

Experience with Quality

P.O. Box 4097

Winter Park, FL 32793-4097

Main Office: (407) 679-6090

Fax: (407) 678-7800

Toll Free: (866) 593-7100

Email: claims@mathiasinc.com

Website: www.mathiasinc.com



Capable \* Dependable \* Reliable

www.mathiasinc.com

#### A WORD FROM YOUR SERGEANT AT ARMS...

For those that don't know me I am Jon Joyce your 2014 NACA Sergeant at Arms. So far 2014 work wise it has been a quiet year for many in the industry. However most of my NACA friends have stayed busy due to the contacts they have made while attending our Convention and Vendor Show. I can't stress enough how important it is to your career to make attending the convention a top priority. I have been diligently working this year on making sure our vendor show is packed full of IA firms and their top representatives.

I have heard some say it's expensive to attend the convention. I say it's all about perspective. Think about it this way; is the cost of the convention worth a good hail storm in the spring or an ice storm when no one else is working? I say absolutely and so does my family.

The first year I came to NACA was 2007 in Fort Worth, Texas. I went into debt and came to the convention on my credit card. About 6 weeks later I was called by some great folks I met there and was invited on a storm and the rest as they say is history. The first storm I went out on has paid for the convention tenfold and this has happened more than once. There are no guarantees in life and I for one believe in surrounding myself with others who believe in helping others succeed. I believe NACA is the best insurance plan out there.

Once again I ask all of you to reach out to me with any requests for IA firms or vendors you would like to see in Vegas by email anytime at adj.jonjoyce@gmail.com.

Please remember to stay safe out there and I look forward to seeing each of you in Vegas!

<u>Jon Joyce</u> Vendor Show Chair Sergeant At Arms When Adjusters Have a Choice,

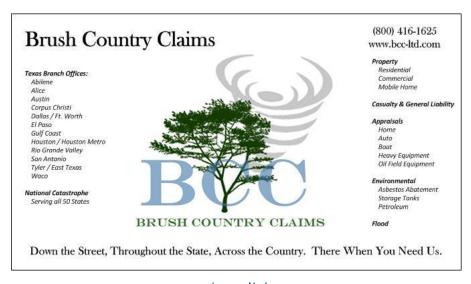
### www.simsol.com

### WEBSITE NEWS...

The 2015 Convention is around the corner but before we go to The Luxor hotel our new website is going to be launched as soon as October! But please don't wait. If you are ready to register now for this exciting Las Vegas location please go to the current website and RSVP on the convention main page. There are also links to use PayPal under Convention Registration Forms for all the different packages. A preview of the education schedule is now posted and member benefits is available under the News tab. We are looking forward to all the features the new website will

have including online forms for automation, a new expanded member login area, YouTube videos, and customizable ad space directly on the website! This is going to help NACA bring more value to our contacts and relative information to our industry. After the unveiling of the Website Design at the last convention we decided that we should spend a little more time customizing a solution for our unique industry instead of something already out there. If you have good ideas for what we can improve upon please feel free to share. We are already putting a wish list together for future enhancements. We are ready to benefit you with this new technology!

Jennifer Joyce Technology Committee Chair



www.bcc-ltd.com



### JOIN OUR CAT CREW

### BURTON CLAIM SERVICE, INC.

A Multi-Line Insurance Adjustment and Inspection Firm

#### We are looking for adjusters to join our CAT Crew.

Burton Claim Service, Inc. has been providing claim service for over 25 years. As a member of our CAT Crew, you will be working alongside a group of professional and experienced adjusters.

If you are detailed oriented, proficient in estimating and have strong communication skills, we need you to join our team.

Please send us your resume: Email - CAT@burtonclaimservice.com Fax - (954) 972-4879

Visit us at www..burtonclaimservice.com

We will contact you for an interview and look forward to working with you.

### Coverage throughout the United States



www.burtonclaimservice.com

### FROM THE HOME OFFICE...

We are settling the new office for NACA here in the sleepy little town of Alvord, TX. Nestled northwest of the Dallas-Fort Worth area in Wise County, near the TEXAS grasslands along a farm road among the cows, hay fields, and buzzards! Oh, and the constant hum of gas and oil wells 24/7!

Over the past few weeks I have been taking a crash course on the history of this almost 40 year old organization. WOW! What you all have accomplished. NACA has grown and developed into a positive influence in the claims industry. The education classes, the vendor shows, the IA firms, and networking are a perfect blend to create synergy anytime you all get together. I cannot wait to meet you and put faces with the phone voices and email authors who have already contacted the office.

STAYIN ALIVE! What a great name for the 2015 Convention. It will be just the place to refresh your skills, renew relationships and form new strategic alliances after this storm season. I am amazed at all you do as CAT adjusters during a storm event plus everything you do in the everyday claims world in between events.

Working as individuals you become a team making a difference in folks lives every day.

The website is being updated frequently with sneak peeks and info concerning the education classes, the vendor show, the entertainment, and networking opportunities being planned for Las Vegas. You may want to check into airfares sooner than later to get the best prices. All the info you need can be found on the Convention page of the website.

May your day be full of Joy!

Debra Joyce Executive Administrator

www.floodinsuranceedu.com



www.cagclaims.com

