

# NACA<sup>®</sup> NEWS

NATIONAL ASSOCIATION OF CATASTROPHE ADJUSTERS, INC.

www.nacatadj.org

VOLUME 13, ISSUE 1

MARCH 2009

## *FROM THE PRESIDENT...*

**I** feel it is an honor to serve the association for the second time as your president. It is not often that someone has that honor to be able to do all he can to support his or her professional association.

We as members owe our association all the support we can give. I have been a member since 1992 and that is about 17 years. In that 17 years we have come a long way. We have a long way to go to keep up with the changing ways of our industry. The changing ways have made us seek more education, more technology, and more understanding about catastrophe claims handling. One of the ways to do this is through our association. Your present executive board is trying to make sure you have the road to this type of education and technology. This is provided to us through the NACA convention each year. The convention provides CE classes for many different states, NFIP certification, the most updated estimating programs used in our business, and knowledge of understanding the handling of catastrophe claims in general. The convention presents an avenue to more work for our members through the meeting of different companies and their representatives. We as catastrophe adjusters need this association.

This year at the convention, the executive board was faced with a hard decision to make. We had to propose a  
*(cont'd on page 2)*

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## HOW TO GET THE MOST FROM YOUR NACA MEMBERSHIP

1. Read this Newsletter! Everything here is for your benefit. Is there something you don't see that you would like to? [Let us know!](#)
2. Do you have the correct type of membership? If you have been an Associate member for several years, consider applying for a general member if you now have the qualifications. Do you also have a company that would benefit from being listed as a Business Associate Member? Are you an Apprentice member that has now worked for a year and would qualify for an Associate membership? You may not see the need to change your membership but remember, the companies looking to staff their storm offices are aware of the qualifications required for each type of membership. If they are looking for someone with more than 4 years of experience, they will begin their search in the General membership category. Act now! The deadline is March 15<sup>th</sup>!
3. Make sure your contact information on the NACA website is correct! Go to the [Members page](#) of the NACA website. Use the appropriate search box on the left and look up your information. If it is not correct, please send the correct information to [Lori](#).
4. While you're on the [Members page](#), scroll down until you see the "Resumes" box. Have you submitted a resume? Does it need to be updated? This is a tool you can use to showcase your strengths!
5. Do you have the NACA logo on your website, business cards, etc.? As a NACA member, the NACA logo is yours to use. You may copy the logo from the [website](#) or, for a simpler, clearer version, ask [Lori](#) to email you a jpeg.
6. Do you have a NACA decal on your vehicle? When working a storm this is a great way to advertise your affiliation with NACA and to locate fellow members you may not know are working in the area. [Lori](#) will be glad to send decals to members who request them.



## 2009 OFFICERS & COMMITTEES

### EXECUTIVE COMMITTEE:

President – [Tom Vaughan](#)  
Vice President – [Tressa Bullard](#)  
Secretary/Treasurer – [Warren Aplin](#)  
Sergeant at Arms – [Wanda Hogan](#)  
Past President – [Angelo Cassanese](#)

### PAST PRESIDENT'S ADVISORY BOARD:

Chairman - [Woody Britton](#), Members - Edward Drago, [Jery Edler](#), Donald Groh, [Charles Norton](#), [Pat Plover](#), Keith Rawls, [George Roorda](#), [Ron Sanderson](#), [Walter Vance](#), [Tom Vaughan](#), [Mike Williams](#), and [Gene Woodrick](#)

### SPECIAL EXECUTIVE COMMITTEE:

This committee is formed by combining members of Executive Committee and Past President's Advisory Board

### MEMBERSHIP COMMITTEE:

Chairman – [Charlie McDaniel](#), Members – [Chuck Eagle](#), [Steve Hullman](#), [Max Hulse](#) and [Chris Norton](#)

### 2009 TRADE SHOW:

Chairman – [Billi McMullen](#), Shari Britton

### CONTINUING EDUCATION:

Chairman – [Warren Aplin](#)

### PROMOTIONAL COMMITTEE:

Chairman – [Woody Britton](#), Members - [Steve Hullman](#), [Ronn Knott](#), [Rick Niva](#) and [Jim Shafrath](#)

### WEBSITE COMMITTEE:

Chairman – [Charles Norton](#)

### MEMBERSHIP ROSTER COMMITTEE:

Chairman – [Monty Mathias](#); Members – [Earl Ketchersid](#)

Please feel free to contact any of these members directly with any questions, suggestions, or concerns you may have. You may also direct any correspondence to [Lori Ringo](#) at the NACA® office.

raise in dues to the general membership in our business meeting. The dues have not been raised since 1997. As everyone knows, everything has gone up in price since 1997 and we have been barely making it each year. It has now caught up with us. We should all know that the association has only 3 ways to bring in money.

1. The convention
2. The roster book
3. Membership dues (the most important)

The convention each year just about pays for its self but we have lost money in the past because not enough people showed up. We have to guarantee so many rooms, so much food and beverage, and so much meeting space in order to obtain a hotel just to have a convention.

The roster book after ad sales pays for itself and will make approximately \$2000 for the association each year. The main way we obtain the money to run the association is through the membership dues. The dues should pay the day to day business of the association, monthly bills, taxes, payroll, web site, etc. It costs approximately \$3000 to 3500 a month to run the association. We also have to have money to front some of the convention guarantees before we have the money from the people that plan to come to the convention. We had no alternative but to propose a raise in dues. After carefully discussing the problem, the only solution was to double the dues. Keep in mind that we have not had a raise in dues since 1997. We probably should have raised the dues a little every year or two but everything was fine until everything started going up and growing out of proportion.

I would like the members to know that all of the board and committee chairman are volunteer positions. The membership did, approximately 5 years ago, vote to pay the executive board expenses for the convention only.

I am truly sorry for any inconvenience this dues increase has brought on our membership but I do hope you all will understand.

I will see to it that we keep everyone updated, by way of the news letter, on the convention site and the wonderful things we have planned for the association this year at the convention.

Until next time,  
[Tom Vaughan](#)  
2009 NACA President



# APLIN PEER & ASSOCIATES,

1221 South 21<sup>st</sup> Ave., Hollywood, FL 33020

Tel: 888-564-9204 \* Tel: 954-925-3210

Fax: 954-925-3275 \* [www.aplinpeer.com](http://www.aplinpeer.com)



**A Full Service  
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Catastrophe Services

Residential Property

Commercial Property

General Liability

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## Florida Keys Claim Service

An Aplin Peer & Associates, Inc.  
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P O Box 501146 — Marathon, FL

### WANTED

#### Experienced Adjusters

Property & Liability \* Daily Claims  
State of Florida \* All Counties

#### Liability File Examiners

Full Time \* Must live in South  
Florida

Retirees Welcome

Respond to:

Scott Ellison, VP Marketing  
[sellison@aplinpeer.com](mailto:sellison@aplinpeer.com)

### WANTED

#### Catastrophe Adjusters

Experienced & New  
Free Training Program

#### Respond to:

Chuck Eagle, Catastrophe Mgr.  
[ceagle@aplinpeer.com](mailto:ceagle@aplinpeer.com)

## MENTORING TIP

By [Woody Britton](#)

As a reminder to the experienced adjusters, I wanted to mention that the “newbie” roster has a large number of excellent candidates to help out during the upcoming hail storm season. The roster has grown over the last couple of years and now would be an excellent time to consider helping a new adjuster get started in the business and have a helper for the larger storms that are on the horizon.

The “newbies” are eager to learn and having an onsite helper can be a great way to increase your own production and file quality. We have used a couple of “newbies” off the list in the past and the results have been rewarding for us and the new adjuster trying to get the needed experience.

These folks have financed their own education and training in many cases and are just waiting for the opportunity to work in an actual storm environment. If you find yourself in need of a helper, please consider calling [Lori](#) and put yourself in a position to help a new adjuster get started in the business.

I would also like to congratulate the Wilson’s on their success finding the elusive first stack of “their very own” claims. These folks have attended the NACA conventions and struggled through the last couple of years of training and waiting, but have been successful this year in breaking into the business. Congratulations.



Hello Fellow Members,

It’s that time of the year again. The cutoff date for new membership applications for this year is fast approaching. I know that with the early storms this year that many of you are working. This is a real opportunity to bring in new members. With just two weeks to the cutoff date I would encourage you to make every attempt to recruit at least one new member.

The general membership voted to increase the yearly membership dues to \$200.00. I personally feel that if you do not get more return than your membership dues cost you, that you are not taking advantage of the networking opportunities available to you through this organization. I look at it like it cost me one minimum biller per year.

It’s your organization. Like many other things in life you get out of it what you put in. See if you can find that one new member.

Have Ladder Will Travel,  
[Charlie McDaniel](#)

## 2009 CONVENTION REPORT

The 33<sup>rd</sup> Annual [NACA®](#) convention was held January 19-21 at the Riviera Hotel & Casino, in Las Vegas, Nevada. The convention was attended by approximately 300 people. [Eberl's Claim Service](#) provided bags for registration material and [Crawford & Company](#) sponsored the name tags. The Executive Committee and Committee members met on Sunday evening to finalize plans for the convention. Classes began on Monday with Russ Jackson presenting the "Fair & Equitable Estimates" class and Dr. Ralph Moon presenting "Cause & Origin: Old vs New Construction" and "Pipe Corrosion & Leaks". The golf tournament was also held on Monday at the Angel Park Golf Club. Winning teams were: 1<sup>st</sup> place – Dave Bartholf, Tony Slee & Woody Britton; 2<sup>nd</sup> Place – Kelly Smoot, Doug Harvey, Dale Brassfield and Jay Brown; Dubious Achievement Award went to Dell Cunningham; Closest to Pin was sponsored by [NCA Group, Inc.](#) and Longest Drive was sponsored by [Mathias Catastrophe Services, Inc.](#) Golf trophies were sponsored by [SIMSOL](#). The first day of convention wrapped up with a spectacular view of the Las Vegas strip at the reception sponsored by [Pilot Catastrophe Services](#). Tuesday morning began with pastries sponsored by [Aplin Peer & Associates](#) and the NFIP presentation and two computer classes, "[IntegriClaim](#)" and "[PowerClaim](#)". [NCA Group, Inc.](#) sponsored the afternoon cookie break. The day concluded with the [NACA](#) dinner and dance. This event was moved to Tuesday in hopes of giving our important vendors the opportunity to enjoy a night of fun before the vendor show on Wednesday. The idea was deemed a success when we counted only 2 empty chairs. The reception was sponsored in part by [IAS Claim Services, Inc.](#) For the second year, [Thunderbird Catastrophe Services, Inc.](#) sponsored the costume contest. Third place was the "Blue Man Group" (aka Chuck and Teresa Wilson and Jon and Jen Joyce), second place was Whoopi Goldberg (aka Shari Britton) and first place was Joann Slee as a lone, but very energetic "Blue Man". [Aplin Peer & Associates](#) sponsored a drawing for free rooming at the venue hotel. The prize was won by Michael Hale. Wednesday morning began with pastries sponsored by [Pacesetter Claims Service](#). Russ Jackson presented the class "Ethical Estimates" and Bruce Vogt presented the class "Successful Mitigation of Category 3 Black Water". The free vendor show and the business meeting began at 1:00. In the absence of 2008 President, Angelo Cassanese, Tom Vaughan called the business meeting to order with a quorum present. Warren Aplin presented the minutes from the 2008 business meeting and the Financial Report for the period ended June 30, 2008. Both were accepted as presented. Charlie McDaniel presented the membership report. It was reported that we had approximately 300 in attendance at this convention. Since Vendor Chairman, Billi McMullen, was attending her vendor booth, Tom reported that we had 30 vendors participating in the vendor show. He announced that the show was free from 1pm – 5pm. Tom introduced Michael Csom and Dale Moore with [CPLIC](#) for updates. [NACA](#) Past President, Woody Britton, introduced Tom Vaughan as the new [NACA®](#) President. Tom Vaughan opened the floor for nominations for Sergeant at Arms. Wanda Hogan and Shari Britton were nominated. A vote was taken by secret ballot and Wanda Hogan was elected Sergeant at Arms. Tom encouraged any who would like to volunteer for 2009 committees either contact an officer or [Lori Ringo](#). Charles Norton addressed the group regarding the number of years that had passed without an increase in membership dues. In 1997 the dues were increased from \$55 to \$100. Charlie McDaniel made the motion to increase the current dues from \$100 to \$200 per year. The motion was seconded and approved by unanimous vote. Jack Vreeland addressed the group regarding the requirement of recommendation letters from two general members for applicants. After much discussion, the motion was made to remove the requirement from the membership application. The motion was seconded. The vote was tied with 10 general members voting "yes" and 10 voting "no". Tom Vaughan broke the tie with a "no" vote. The requirement will remain. There was no further business and the meeting was adjourned. The Open Forum began after a 10 minute break and lasted for approximately one hour. When the vendor show reopened for paid members at 5:15, it included a taco and fajita station, an impressive fantasy fruit tree, drinks (sponsored in part by [Eberl's Claim Service](#) and [Mathias Catastrophe Services, Inc.](#)) and door prizes donated by vendors. Thursday morning began with pastries again sponsored by [Pacesetter Claims Service](#). Attendees had a choice of the "California Earthquake Adjuster Accreditation" course or the computer classes for "[Xactimate 25 in Depth Overview](#)" and "[Simsol Tips & Tricks](#)". The night ended with one last chance to bid farewell with a casual gathering sponsored by [NACA](#). The Executive Committee met on Friday morning to begin planning for the 2010 convention in Texas.

**IT'S THAT TIME AGAIN...** Annual membership dues are to be paid by June 30<sup>th</sup> each year. Thank you to those of you who have already paid your 2009-2010 dues. You may pay via check using US Mail or you may [pay online](#), from the [NACA®](#) website, using your credit card on PayPal. Whichever method you use to pay your dues, please take a moment to be certain your information is listed correctly. Make corrections on the [invoice](#) or via the "On-Line Updates" option on the [NACA Membership page](#).





## DIDYA' KNOW....

By [Charles Norton](#)

Want to create a secret place to hide stuff on your computer?

In windows XP create a new folder.  
Rename that folder, while holding the down the alt key type 0160 on the # pad, the name will then be blank.  
Then right click on the folder and go to properties, customize, to change icon and select a blank space.  
You will no longer be able to see the folder or icon.  
The real trick now is to find it again. It is still there I promise!



*George Roorda, NACA Life Member, Past President and member since 1981, is heading home to Tallahassee to recover after suffering a massive heart attack while working in Cincinnati. Due to the quick actions of his lovely bride, Diane, and the great care he received at the hospital, George is feeling better each day and is on the road to a great recovery.*

### *Obituaries .....*

*Dallas Fred Cornell, NACA Life Member, Past President and member since 1981, died at his home on December 10<sup>th</sup>. A graveside service with full military honors was held on December 19<sup>th</sup>. Mr. Cornell was an independent catastrophe claims adjuster, operating his own business for 25 years. Earlier, he retired as an employee of General Adjustment Bureau Inc. after 27 years. Memorial donations may be made to Hospice of Volusia/Flagler, 2800 Woodbriar Trail, Port Orange, FL 32129 or to First Baptist Church of DeBary, 32 S. Shell Road, DeBary, FL 32713.*

*Ervin Raska, Jr. (Sonny) had been a member of NACA since 1983. After a long struggle with cancer, Mr. Raska passed away on February 16<sup>th</sup>.*

*~~ Please help us. When you hear of the sickness or death of a NACA member, please contact [Lori Ringo](#). ~~*