

NACA[®] NEWS

NATIONAL ASSOCIATION OF CATASTROPHE ADJUSTERS, INC.

www.nacatadj.org

VOLUME 14, ISSUE 1

MARCH 2010

FROM THE PRESIDENT . . .

I would like to take this opportunity to express my sincere appreciation to past President Tom Vaughan for his service and support to the NACA organization. It has been a pleasure serving on the Executive Committee with you.

2010 CONVENTION

If you missed the 34th Annual Convention in Austin this year, you missed a great time. Warren Aplin and his committee did an excellent job with more class selections, continuing education credits, instructors, and the guest speaker. Jodi Reeves and her committee and Tony Slee and his committee made the vendor show and golf tournament a success. A special thanks to Lori Ringo who uses her time and talent all year long to make the annual convention a success. We depend heavily upon the donations from our convention sponsors. A huge thank you to the sponsor companies for the success of our convention. During our annual business meeting, Past Presidents Woody Britton and Charles Norton were honored with NACA's Life Membership. Congratulations to both of these deserving members. Welcome to the Executive Committee, Robert Uhler, the new Sergeant at Arms.

NEW YEAR FOR NACA

Our volunteer members for the 2010 committees are:

Membership Chairman: Robert Uhler
Members: Chuck Eagle, Steven Hullman,
Greg Sherlock, and Gary Sanders

Cont'd on page 2.....

INSIDE THIS ISSUE:

| | |
|-----------------------------|--------|
| From the President cont'd | Page 2 |
| Membership Committee cont'd | Page 2 |
| 2010 Convention Report | Page 4 |
| 2010 Vendors | Page 5 |
| Didya' Know | Page 7 |
| Life Memberships Awarded | Page 8 |
| CEU & NFIP Update | Page 8 |
| Obituaries | Page 9 |

Membership Committee NACA Sergeant At Arms & Membership Chairman, Robert Uhler

As you are aware, NACA offers four different types of membership. They are General, Associate, Business Associate and Apprentice.

If you are a General or Business Associate, please forward your 2010-2011 membership dues by June 30, 2010.

Associate to General Membership:

However, if you were voted in as an Associate member and will have at least four (4) years of catastrophe property adjusting experience by June 30, 2010, we would like to encourage you to apply for the General membership.

There are only two differences between an Associate Member and a General Member—the number of years of catastrophe property adjusting experience you have and voting privileges with the opportunity to hold office. Adjusters sometimes apply for an Associate Membership because they do not wish to hold office or vote. Due to the differentiation between these two types of membership, the public often considers the General members to be those with more experience. Therefore, it may be advantageous for you to be included in the General Member listing on our website and in the printed roster. (Associate Members are not automatically transferred to a General membership.)

Please visit our website at www.nacatadj.org or contact Lori Ringo at 817-498-3466 for a membership application. The \$200 membership dues you include with this application will go toward your 2010-2011 membership dues. It will be necessary for you to include all support documentation and letters of recommendation as requested on the application. Please note that all applications and fees must be received in this office by March 15th.

Apprentice to Associate Membership:

However, if you were voted in as an Apprentice member and now have at least one year of catastrophe property adjusting experience, we would like to encourage you to apply for the Associate membership.

The Apprentice Membership was designed to give "newbie" adjusters a starting point in their chosen profession of catastrophe adjusting. If you now have at least one year of property catastrophe adjusting experience, you may want to apply for the Associate Membership. This type of membership is for the catastrophe adjuster with more than one, but less than four years of property catastrophe adjusting experience. It is the next step toward becoming a General Member of NACA®. (Apprentice

Cont'd on page 2.....

Membership Roster Committee Chairman:
Monty Mathias

Continuing Education Chairman: Russ Jackson
Members: Charles McDaniel and Charles Norton

Promotional Committee Chairman: Wanda Hogan
Members: Randy Stout, Vanessa Tucker,
And Warren Aplin

Technical Support Committee Chairman:
Charles Norton

2011 Golf Tournament Chairman: Tony Slee
Member: Woody Britton

2011 Trade Show Chairman: Jodi Reeves
Members: Shari Britton and Denise Norton

Thank you to all of these volunteer members for their time. If any member has an idea, or if you want to participate on one of these committees, please contact the committee chairman.

Remember that new membership applications are due March 15th, and renewed membership by June 30th.

The Executive Committee is currently waiting on proposals from hotels in the southeast for our 2011 convention. As soon as the location is determined, work will begin on all aspects for the convention. It is our hope that our convention sponsors and vendors will continue your support in order to help us achieve our mission: To provide a professional organization focused on excellence in catastrophe insurance adjusting for members through education, shared resources, and technology.

Wishing all a healthy and prosperous New Year.

Best Regards,
Tressa Bullard
President

Members are not automatically transferred to an Associate Membership.) The NACA® Membership Roster is set up to showcase the amount of experience of each member. Ideally, the Apprentice Member is an individual who is looking to gain experience by working with another more seasoned adjuster. However, if you now have at least 1 year of experience, and you feel that you are ready to work on your own, you should consider applying for the Associate Membership.

Please visit our website at www.nacatadj.org or contact Lori Ringo at 817-498-3466 for a membership application. The \$200 membership dues you include with this application will go toward your 2010-2011 membership dues. It will be necessary for you to include all support documentation and letters of recommendation as requested on the application. Please note that all applications and fees must be received in this office by March 15th.



- Risk assessment
- Post-Disaster Assessment
- Immediate Response
- Hazard Mitigation

“Your CAT Engineering Team”

www.EngineeringResponse.com

JOHNS EASTERN COMPANY, INC.

Claim Adjusters and Third Party Administrators



AROUND THE CLOCK ADJUSTING SERVICES

With over 12 full-service offices located on the East Coast and Florida, world-class technology and proven leadership, Johns Eastern Company provides superior response and the most comprehensive array of services.

LEADER IN
CLAIM ADJUSTMENT
& THIRD PARTY
ADMINISTRATIVE SERVICES



Johns Eastern Company has been serving the property and casualty industry for over 60 years.



Integrity. Experience. Results.

— **CATASTROPHE SERVICES**

— **PROPERTY DAMAGE**

— **AUTO LIABILITY**

— **GENERAL LIABILITY**

— **WORKERS' COMPENSATION**

— **MEDICAL MANAGEMENT**

— **COST CONTAINMENT**

Johns Eastern is looking for quality catastrophe adjusters, file examiners, and supervisors who have an interest in building a long term partnership with a premier adjusting firm.

To learn more about Johns Eastern Company, please visit www.johnseastern.com.

Further inquiries or to submit a resume, please send a detailed email to catadjuster@johnseastern.com.

EMERGENCY HOTLINE
24/7

1-877-326-JECO
www.johnseastern.com

PO Box 110259
Lakewood Ranch, FL 34211-0004

2010 CONVENTION REPORT

The 34th Annual NACA® convention was held January 11-14 at the Renaissance Austin Hotel in Austin, Texas. The convention was attended by approximately 250 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. On Monday, Beginner and Advanced Software Classes were offered by IntegriClaim, PowerClaim, Simsol and Xactimate. The afternoon class session was sponsored by **Action Restoration, Inc.** and the afternoon break was sponsored by **Reid, Jones, McRorie & Williams**. As always, the weather was an issue. On Sunday, the contracted golf course cancelled due to a burst irrigation pipe. Tony Slee and his dynamite committee secured another location quickly and the tournament was held on Monday at the Black Hawk Golf Club. Winning teams were: 1st place – Mike Carli, Bill Nevill, James Nevill, Bob Djordjevic and Josh Dickson; 2nd Place – Kelly Smoot, Doug Harvey, Dale Brassfield and Stan Brown; Dubious Achievement Award went to Randy Stout; Tony Slee won the Closest to Pin and Ryan Siekmann won the Longest Drive. The tournament was sponsored by **Mathias Catastrophe Services, Inc.** and **SIMSOL**. The first day of convention wrapped up with a reception sponsored by **Pilot Catastrophe Services** in the beautiful Glass Oakes Ballroom. Tuesday morning began with pastries sponsored by **Pacesetter Claims Service, Inc.** Morning classes were sponsored by **Bracken Engineering, Inc.** and included "Basic Adjusting 101" presented by Woody Britton; "Roof Types, Failures & Cause of Loss" presented by Bob Braun, PE; and the "NFIP Adjuster Certification" presented by Mark Buntyn. The afternoon cookie break was sponsored by **Bracken Engineering, Inc.** and the classes were sponsored by **Temporary Accommodations**. Afternoon classes were "Homeowner's Coverage Analysis: Wind Policy vs HO Policy" presented by Warren Aplin and Chuck Eagle; "Inspecting & Scoping the Catastrophic Property Loss" presented by Michael Ruskin; "Quality Cat reporting for Increased productivity & Profitability – The Top 10 Mistakes Cat Adjusters Make" presented by Chuck Eagle with assistance from Monty Mathias; "Wind vs Flood" presented by Kelly Huff; and the continuation of the "NFIP Adjuster Certification" course. The day concluded with the NACA dinner and dance. The reception was sponsored in part by **IAS Claim Services, Inc.** Wednesday morning began with pastries and classes sponsored by **Nelson Architectural Engineers**. Todd Brant presented the class "When Ethical Adjusting Gives Way to Bad Faith" and our keynote speaker, Dr. Dale Henry, PhD, addressed the topic "Ethics: Good Enough Never Is". Dr. Henry was sponsored by Your Florida based Catastrophe Companies: **Aplin Peer & Associates, Inc., Burton Claim Services, Inc., IMS Catastrophe Services, Inc., Mathias Catastrophe Services, Inc.** and **Simsol Insurance Services, Inc.** The free vendor show began at 1:00 and was sponsored in part by **Xactware**. Those attending the business meeting enjoyed a buffet lunch sponsored in part by **Aplin Peer & Associates, Inc.** Tom Vaughan called the business meeting to order with a quorum present. Warren Aplin presented the minutes from the 2009 business meeting and the Financial Report for the period ended June 30, 2009. Both were accepted as presented. Charlie McDaniel presented the membership report. It was reported that we had approximately 250 in attendance at this convention. Shari Britton reported that we had 37 vendors participating in the vendor show. She announced that the show was free from 1pm – 5pm. Warren Aplin, chairman of the Education Committee, reported that 42 hours of education were being offered this year, with 158 hours of state approved CEU's. Charles Norton, chairman of the Website Committee, reported that he had been looking into where NACA appeared on internet search options. Charles will be working to bring NACA up to the first page on many of these search options. There was no "Old Business" to discuss so Tom stepped down from his term as President and introduced the 2010 NACA President, Tressa Bullard. Warren Aplin moved into the position of Vice President and Wanda Hogan into the position of Secretary/Treasurer. Tressa introduced Michael Csom and Michael Hale with CPLIC for updates. John DiStefano presented an overview of the health insurance available through Excalibur Insurance. Tressa opened the floor for nominations for Sergeant at Arms. Bob Uhler and Tony Slee were nominated. A vote was taken by secret ballot and Bob Uhler was elected Sergeant at Arms. Tressa announced that Woody Britton and Charles Norton had been nominated for the honor of Life Membership. Both were approved by a vote of the general membership. Tressa encouraged all who would like to serve on a committee to contact an officer or Lori Ringo. Walter Vance made the motion that the Apprentice Membership applicants be given an immediate membership status. The motion was seconded and the motion carried. The bylaws will be amended as necessary. Charles Norton made the motion that the bylaws be amended to require minutes of all Executive Committee meetings (physical and otherwise) be emailed to the general membership in a timely manner. The motion was seconded and the motion carried. 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 an array of food stations and drinks sponsored in part by **Mathias Catastrophe Services, Inc.** and door prizes donated by vendors. Thursday morning began with pastries sponsored by **Aplin Peer & Associates, Inc.** Classes offered on this final day were "Partner Adjusting" presented by Woody Britton and "Building & Personal Property Coverage Form CP 00 10" presented by Charles Norton. The Executive Committee met immediately following the classes to begin planning for the 2011 convention.

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

THANKS AGAIN TO THESE VENDORS
WHO PARTICIPATED IN OUR 2010
VENDOR SHOW IN AUSTIN, TEXAS

Action Restoration
AFCAP – American Furniture Claims
Adjusters & Processing
Allcat Claims Service
Amcat
AmeriCat, LLC
Black Diamond Services
Bracken Engineering, Inc.
Claim Professionals Liability
Insurance Co., RRG
ClaimsCareer
Crawford & Company
Eberl Claim Service, Inc.
EFI Global
EGP & Associates, Inc.
Enservio
Excalibur Insurance
GAB Robins, N.A.
Haag Engineering Co.
Hawkins Research, Inc.
HAS Engineers & Scientists
IAS Claim Services, Inc.
InStar Services Group
ITEL Laboratories, Inc.
Johns Eastern Company, Inc.
Milton Engineering Consultants, PA
MSB
Nelson Architectural Engineers
Pacesetter Claims Service, Inc.
SEA Limited
Simsol Software
Smart Concepts, Inc.
Sprint-Nextel
Steam Team Catastrophe
The Littleton Group
Vale Training Solutions
Walbuck, Ltd.
Xactware



Windstorm Insurance Network Texas Symposium

May 11, 2010 • Embassy Suites DFW Airport at Outdoor World • Dallas, TX

A one-day educational seminar on the current issues affecting windstorm claims handling

Join professionals from all segments of the property insurance industry as they address the impact of the past hurricane seasons and important windstorm claims issues in Texas.

- Affordable registration fees
- CE offerings for multiple states
- Educational sessions on windstorm insurance hot topics
- WIND Umpire Certification class
- Networking with windstorm claims industry professionals
- Sponsorship opportunities
- Space limited, register today!

Download Program Information
and Register Online at
www.windconference.com or
call 813.988.0737



Affordable Registration • CEs • Professional Development • Networking

2010 – 2011 NACA MEMBERSHIP ROSTER

It's time now to place your ad for the printed NACA Membership Roster.

Full Page Ad - \$375

Half Page Ad - \$200

For more information, contact Monty Mathias at claims@mathiasinc.com

DIDYA' KNOW....

THESE SHORTCUTS FOR WORD.....

By Charles Norton

| Shortcut | Description | Shortcut | Description |
|-----------------------------------|--|---------------------------|--|
| Ctrl + A | Select all. | Ctrl + Home | Moves the cursor to the beginning of the document. |
| Ctrl + B | Bold highlighted selection. | Ctrl + Spacebar | Reset highlighted text to the default font. |
| Ctrl + C | Copy selection. | Ctrl + 1 | Single-space lines. |
| Ctrl + V | Paste the copied items. | Ctrl + 2 | Double-space lines. |
| Ctrl + X | Cut selection. | Ctrl + 5 | 1.5-line spacing. |
| Ctrl + P | Open the print window. | Ctrl + Alt + 1 | Changes text to heading 1. |
| Ctrl + F | Open find box. | Ctrl + Alt + 2 | Changes text to heading 2. |
| Ctrl + I | Italic highlighted selection. | Ctrl + Alt + 3 | Changes text to heading 3. |
| Ctrl + U | Underline highlighted selection. | Ctrl + F1 | Open the Task Pane. |
| Ctrl + K | Insert link. | F1 | Open Help. |
| Ctrl + Z | Undo. | Alt + Ctrl + F2 | Open new document. |
| Ctrl + Y | Redo. | Ctrl + F2 | Display the print preview. |
| Ctrl + L | Aligns the line or selected text to the left. | Shift + F3 | Change the text in Microsoft Word from upper to lower case or a capital letter at the beginning of every word. |
| Ctrl + E | Aligns the line or selected text to the center. | Shift + Insert | Paste. |
| Ctrl + R | Aligns the line or selected text to the right. | F4 | Repeat the last action performed (Word 2000+) |
| Ctrl + M | Indent the paragraph. | F5 | Open the find, replace, and go to window in Microsoft Word. |
| Ctrl + Shift + F | Change the font. | Ctrl + Shift + F6 | Opens to another open Microsoft Word document. |
| Ctrl + Shift + > | Increase selected font +1pts up to 12pt and then increases font +2pts. | F7 | Spell and grammar check selected text and/or document. |
| Ctrl +] | Increase selected font +1pts. | Shift + F7 | Runs a Thesaurus check on the word highlighted. |
| Ctrl + Shift + < | Decrease selected font -1pts if 12pt or lower, if above 12 decreases font by +2pt. | F12 | Save as. |
| Ctrl + [| Decrease selected font -1pts. | Shift + F12 | Save. |
| Ctrl + Shift + * | View or hide non printing characters. | Ctrl + Shift + F12 | Prints the document. |
| Ctrl + <left arrow> | Moves one word to the left. | Alt + Shift + D | Insert the current date. |
| Ctrl + <right arrow> | Moves one word to the right. | Alt + Shift + T | Insert the current time. |
| Ctrl + <up arrow> | Moves to the beginning of the line or paragraph. | | |
| Ctrl + <down arrow> | Moves to the end of the paragraph. | | |
| Ctrl + Del | Deletes word to right of cursor. | | |
| Ctrl + Backspace | Deletes word to left of cursor. | | |
| Ctrl + End | Moves the cursor to the end of the document. | | |

THE FOLLOWING ARE SOME MOUSE SHORTCUTS FOR MICROSOFT WORD

| Shortcut | Description |
|---------------------------|--|
| Double-click | If double-click a word, selects the Complete word. |
| Triple-click | Selects the entire line or paragraph of the text. |
| Ctrl + Mouse wheel | Zooms in and out of document. |

TWO LIFE MEMBERSHIPS AWARDED AT CONVENTION

The NACA Bylaws allow members the opportunity to recognize general members who have contributed to the association during their long tenure as an active member. At the convention in January, the general membership voted to extend this honor to Woody Britton and Charles Norton.

Charles and Woody have supported and served the association enthusiastically. Both have taught numerous classes at the annual convention.

Woody Britton joined the association in 1995 as a General Member. He has served as Sergeant at Arms (2000), Secretary/Treasurer (2001), Vice President (2002 and 2006), and President (2001 and 2007). Woody has also served on the Executive Committee (2000, 2002, 2006 and Chairman 2001 and 2007), Past Presidents Advisory Committee (2003, 2004, 2005, 2006, 2007, 2009, 2010 and Chairman 2002 and 2008), Continuing Education Committee (2000), Convention Committee (2001 Chairman), Membership Application Committee (1999 & 2000 Chairman), Website Committee (2002, 2003, 2004, 2005 Chairman), Promotional Committee (2008 and 2009 Chairman), Golf Tournament Committee (2011)

Charles Norton joined the association in 1993 as a General Member. He has served as Sergeant at Arms (2001), Secretary/Treasurer (2002), Vice President (2003) and President (2004). Charles has also served on the Executive Committee (2001, 2002, 2003 and Chairman 2004), Past President's Advisory Committee (2006, 2007, 2008, 2009, 2010 and Chairman 2005), Membership Committee (1999, 2000), Convention Committee (2003 Co-Chairman), Website Committee (2002 & 2006, 2007, 2008 and 2009 Chairman), Insurance Committee (2004 Chairman), Continuing Education Committee (2010), Technical Support Committee (2010 Chairman).

Congratulations Woody and Charles!

CONTINUING EDUCATION CERTIFICATES AND NFIP ADJUSTER CERTIFICATION

If you attended any of the classes offered at the convention Austin and completed the information to receive state credits, that information has been filed with the appropriate state department(s) of insurance. You should have received your certificates by now and your credits should be on file with your state(s). If you have any questions or concerns about any of the credits you received at the 2010 convention, please contact:

James W. Greer, CPCU
President, AE21 Incorporated & AE21 Online
Association of Property & Casualty Claims
Professionals (PCCP)
Association of Workers' Compensation Claims
Professionals (WCCP)
(800) 820-4550
jim@AE21.com

If you attended the NFIP Adjuster Certification class, and this was a **re-certification** for you and there are no changes being requested against the previous certification, it is not necessary to submit an application. You should receive your FCN card in 4-6 weeks.

If this was a first time NFIP certification, instructions to apply for certification can be found at
www.nfipiservice.com/training/adjustercert

Requirements for certification can be reviewed at this FEMA web page:
www.fema.gov/pdf/nfip/adj_man/3sec2adj.pdf

Once the application has been reviewed, approved applicants will receive an FCN card. In other cases, a letter will be sent to the applicant with an explanation in regards to the next steps. All questions regarding adjuster certification should be directed to the iService_claims@ostglobal.com e-mail account.



ATTENTION NACA MEMBERS

Membership dues must be paid by June 30th.

General, Associate and Apprentice members owe \$200
Associate Business members owe \$400

You may pay with a check or via the NACA website at this link
http://www.nacatadj.info/naca/html/memb_payment.aspx

Obituaries

Dale Wilson, a NACA Past President (1990), passed away in December. Dale joined NACA in 1980 and served on the Membership Committee, 2nd Vice President, and as Vice President.

Keith Rawls, a NACA Life Member and Past President (1998) had been a member of NACA since 1991. He served on the Convention and Exposition Committee, and was instrumental in securing the trademark license for "NACA". Keith was 57 when he passed away in his home on August 19th.

Malcolm Barber, Sr. joined NACA in 1992 and served on the Code of Ethics committee. Malcolm passed away on January 26th after a long and courageous struggle.

~~ Please help us. When you hear of the sickness or death of a NACA member, please contact Lori Ringo. ~~



Changing the way claims are handled since 1987. A contemporary company with conventional with values.

**www.eberls.com
1-800-827-9013**