# NACA NEWS



National Association of Catastrophe Adjusters, Inc. P O Box 821864 N. Richland Hills, TX 76182 www.nacatadj.org 817-498-3466

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**MARCH 2014** 

### **NACA OFFICERS**

President
John Postava
Vice President
Shari Britton
Secretary/Treasurer
Chris Hatcher
Sergeant at Arms
Jon Joyce

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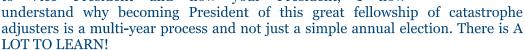
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### FROM THE PRESIDENT....

Dear Fellow NACA Members,

It certainly has been a long, three-year journey I embarked on back in 2011 when you elected me to the Executive Committee of NACA as Sergeant-at-Arms. From that position, to Secretary, to Vice President and now your President, I now



All throughout my three-year "mentoring" period I was introduced to things such as the Roberts Rules of Order (Lori, I promise to someday return the book!), the NACA By-laws and all the ins-and-outs and small details it takes to run a world-class organization like NACA. Many of these details I never even knew existed before I began my trek to the Presidency. I am sure glad I had time to absorb it all!

Now, as your President, my two chief goals are expanding our association and getting the word out to our industry that it is better to hire a NACA ADJUSTER than an adjuster who does not meet our standards of professionalism.

Over the next twelve months I plan to personally visit many of the top insurance companies and independent adjusting firms and carry the message of NACA. That is, NACA members are all the most professional catastrophe adjusters in our business. They have each taken the time to educate themselves, obtain all of the certifications, licenses and degrees necessary to perform their jobs as professionally as possible and are willing to help other adjusters learn our business. Carriers and IA firms need to understand that it is "good" to inform and allow their adjusters to learn about NACA and join our organization. Some companies believe that "sharing" their adjuster assets may not be good for their companies. This cannot be farther from the truth - when we share, we all grow.

In addition to personal visits and phone calls, I am making plans to work with a professional publicist (on my own "dime") and use the national media to highlight

Thank you to these companies who were sponsors for the 2014 NACA Convention:

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of settling their claims. So you may see my face on local newscasts after national or regional storm sites! I do this in the hope of raising public awareness of the professional catastrophe adjuster and, as a by-product, get more non-NACA adjusters interested in joining our ranks and get more insurance carriers to ask for NACA ADJUSTERS when hiring IA firms.

As with many national associations of professionals in all types of industries, NACA membership is in need of new members. One of the greatest benefits of our organization is our annual convention. Social networks such as Facebook®, Twitter®, LinkedIn®, direct emails and even the catastrophe adjuster site, CADO, give us all the (wrong) impression we are somehow "connected". Although this may be true to some extent (like watching a blockbuster movie on a 12 inch black and white TV!) nothing, in my opinion beats seeing and greeting colleagues faceto-face, shaking a hand or getting a bear hug (or kiss on the cheek)! Our 2014 annual convention gave all of us a chance to see each other, catch up on our professional and personal lives and have a downright good time. That's something social media just can't do! Next year's convention is in VEGAS, BABY, and I look forward to seeing every NACA member there.

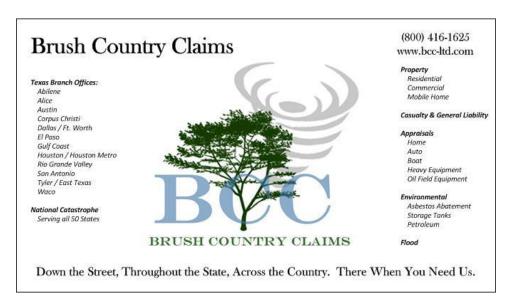
Over the next coming months all of the NACA committees will be working hard to make the 2015 convention in Las Vegas a great success as well as find new ways NACA membership can benefit all our full-time members. And you know Lori will be hard at work in Texas keeping us all organized and looking better than we really are!

I am proud to be NACA's 2014 President and I hope to continue down the path forged by the past presidents before me in representing the role of the catastrophe adjuster in the best possible way and representing you, the NACA member, to the best of my abilities.

I wish every member of NACA a healthy and successful storm year and to remain NACA STRONG until I see all of you again at a storm site or our convention next January!

Sincerely,

John Postava 2014 NACA President johnp@simsol.com



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#### **Our Website**

Join Our Mailing List!

### SAVE THE DATE



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** 

Tressa Bullard

Wanda Hogan

**Charles Norton** 

Pat Plover

Ron Sanderson

Walter Vance

Tom Vaughan

Membership: Chair- <u>Chris Hatcher</u> Committee TBD We are in a very competitive industry and you are judged by the company you keep and the product you produce.

Our conference allows us to network while developing and nurturing those professional and personal relationships.

By aligning yourself with other well trained professional adjusters as well as adjusting firms you have a greater possibility of receiving that call for deployment.

NACA members need to strive for the best training possible so that we are recognized as the premier adjusters in the industry. We depend on our valued vendors and business partners to assist in providing that training.

We also need to embrace new technology that can help increase adjuster productivity. Several of our vendors have developed or are developing helpful apps. Companies like Xactimate, Symbility, Donan Engineering and ITEL to name a few, have created apps for our phones and tablets that help us make claim status updates and product identifications in the field. I intend to work with our presenters at this year's conference to highlight those new technologies.

Remember that a well-educated NACA membership provides our IA Firm partners a rich source of adjusters to recruit from.

In our industry your prosperity isn't necessarily dependent on the severity of the disaster you are called out to assist with but the product you produce and the professional service you provide. Let's face it, we can either choose to be top ramen or top sirloin in this industry...make mine rare.

<u>Jimmy Clark</u> 2014 CE Chairman

### Chair - <u>Jon Joyce</u> Rebecca Wheeling-Purcell

Continuing Education: Chair - <u>Jimmy Clark</u> <u>Chris Hatcher</u> <u>Christopher Vogt</u>

Promotional Committee: Chair - <u>Amanda Williams</u> Trent Cline

'echnical Support Committee:
Chair - <u>Jennifer Joyce</u>
Charles Norton
<u>John Postava</u>
Rebecca Wheeling-Purcell

Membership Roster Committee: Chair - <u>Monty Mathias</u>

Welcome Committee:
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Warren Aplin
Harry Allison
Woody Britton
Tressa Bullard
Ed Elliott
Lloyd Gohn
Charles Norton
Pat Plover
Ron Sanderson
Rex Stark
Robert Uhler
Walter Vance
Tom Vaughan

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THE 2015 NACA
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# A WORD FROM YOUR SERGEANT AT ARMS AND 2015 VENDOR SHOW CHAIRMAN.....

First of all, I want to tell everyone that I am honored to be elected as your 2014 Sergeant at Arms and to be invited back to Chair the Vendor Show Committee again this year. I will continue to work very hard to benefit the Association in a positive way. I would like to give a special thanks to the 2014 Vendors that came and made the Panama City Beach FL Vendor Show such a big success. We wouldn't be able to do this without your support! I would also like to thank all the attendees that came to the Vendor Show and ask that you join us at the Luxor next year in Las Vegas, NV. It's going to be a great time and a lot of fun. I am also very interested in your feedback on who you would like to see at the Vendor Show in Vegas around products, services, and firms. My email address is Adj.JonJoyce@gmail.com and I will do my very best to make sure they are invited to Vegas so you can have all the vendors at one convention for the start of your 2015 adjusting year.

Jon Joyce Vendor Show Chair Sergeant At Arms

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# WELCOME NEW NACA MEMBERS

Welcome to our newest NACA members, who have been approved since our last newsletter:

General Members:

Charles "Chip" Fairbank William H Hanna, III Larry "Boston" Laurano Timothy O'Neill Rick Zengler

Associate Members: **Mark Bruck** 

Business Associate Members: Community Adjusting Team Services, LLC



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### TECHNOLOGY COMMITTEE REPORT

The 2014 NACA Convention included the unveiling of the new website design and it was an instant success! Adjusters and IA Firms are thrilled about the investment NACA has made to improve the website experience. Even though the site was not live for the Convention the design presentation gave members the chance to add additional input into what would be helpful to stay informed and further promote our group of professional members to IA Firms with this unique opportunity.

We are continuously improving NACA's benefits and leveraging technology is another way we can service this group of tenured adjusters. Upcoming training schedules and other conventions are important to our members who constantly work on increasing their professional qualities. For this reason we are adding a calendar section of upcoming events across the nation. Social media is just a part of today's society and so it will also become a big part of the new website allowing members to stay in touch. Finally, the convention and members only login are the foundations of our networking. These sections will be greatly expanded since we see the value in placing more investment in these areas.

With deployments already underway for many of our members, 2014 is shaping up to be an exciting year and we believe that a new website will complement the busy adjuster as they travel away from their families for work. We expect the website to be available for public viewing shortly so stay tuned for more updates!

<u>Jennifer Joyce</u> Technology Committee Chair

### **NACA LOGO ITEMS NOW AVAILABLE 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!







### **IMPORTANT INFO FOR NACA MEMBERS:**

**NACA Membership** dues are payable by June 30, 2014. 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

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Check your contact information on the NACA Website. Let Lori Ringo know if you have any changes.

Results of the 2014 NACA Convention Survey can be viewed here.

Thank you to all
who helped
present classes at
the 2014
Convention:

**Vivian Chang Chris Dailey Dan Dyce Chris Hatcher Amanda Hignight Lecky King Bob McRorie Andrew Medrano John Postava John Rickauer Sam Sharpless Greg Sherlock Brian Schupbach Rav Sims Danny Sutliff Dave Teasdale Robert Uhler** Jennifer Whiteaker-Hevelone **Richard Wiant Phil Wilbourn** 

organization moving forward with new technologies and an invigorated membership. The future of NACA continues to look bright. Our President, John Postava brings enthusiasm, professionalism and leadership to the position which will make us successful in 2014!

We have a great mix of seasoned adjusters, new members and business partners which will move us forward with our goals. Membership growth remains our focus, as well as service to our existing members. Our newly designed NACA website will be online soon! New marketing and greater exposure will assist in the growth of our organization, but it takes each of us individually to expand our membership. I challenge each and every member and associate to reach out to your colleagues to encourage membership in NACA!

We are looking forward to a great 2014 and seeing everyone at the 39th Annual Convention in Vegas in 2015!

Past President Robert Uhler, RPA, AIC



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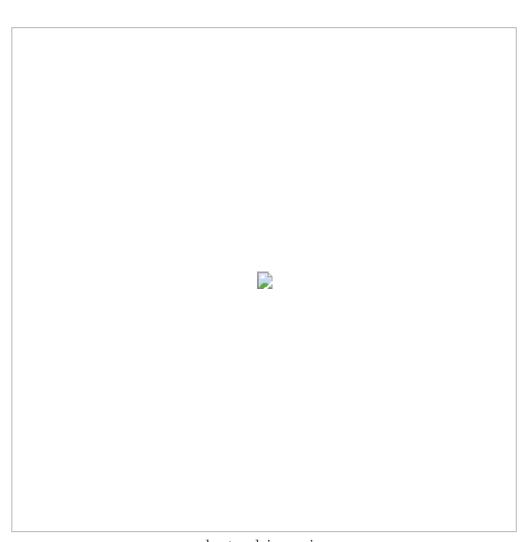
As we emerge from a very quiet 2013, we are looking forward to a prosperous 2014. The lack of work last year put a lot of new adjusters in a precarious position. When veteran adjusters are hard pressed to find claims, it makes it that much harder on new adjusters. We have seen a few new adjusters that have had to give up and take a "normal" job.

We have seen a slight uptick this year with the winter storms in the Northeast and

We have a great network on Facebook and I would encourage you to join the NACA page and get involved. It is a good connection point for adjusters traveling and at home. We also have a group on Linked In that has a large following of adjusters, vendors and management folks. As a new person in any field, it pays to stay in contact with experienced folks and make your network as large as possible.

We wish you a successful storm season and remind you to stay safe. If you have any questions about the mentoring program, please contact me and I will work with you to help you in any way possible.

Woody Britton, AIC NACA Past President



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