

The Independent

NEWSLETTER

PEAK PERSPECTIVES | TRUSTED ADVISORS



The NAIA mission is to promote the highest standards of claims excellence and professionalism of its members through education, training and leadership engagement.



From the Desk of the President

I'd like to share a few unexpected byproducts in my journey thus far.

Simply my favorite, YOU've inspired me.

I'd hoped to unite our membership around our 'Why', a belief in what we do, a sense of purpose and belonging. Let me just say - YOU did that for me! It's been like being a racecar at a pit stop for me in each region. I was energized, uplifted, and inspired to move ahead with

greater determination.

Region by region I witnessed your passionate expression of your why and your dedication to the clients you serve. As Simon Sinek put it in his book 'It Starts with Why', 'People don't buy what you do, they buy why you do it'; 'Price, quality, features and services are important, but are merely the cost of entry in business today'.

You understand our WHY.

I believed what I saw – that so many of you take pleasure in getting up daily and enjoying what you are doing, and delivering it at the highest standard of claims excellence and professionalism. In doing so, you impact many lives, business and communities around you.

Your actions prove our WHY.

I witnessed you getting tens of thousands of claims, where your heavy lifting was medal worthy. Through your actions you lived out and proved our 'why' and built real emotional values like respect, trust, and loyalty. You distinguished the service and quality of the NAIA in relationships which opened doors and brought opportunities as well as seats at the table around the country.

You exemplify solution oriented leaders with peak perspectives.

You humbly received the feedback and even 'pet peeves' of clients and customers who may have preferred a differently customized product or faster outcome. Your openness to feedback and genuine humility to serve the client's needs have created some of our greatest opportunities to become Trusted Advisers and sustain long term relationship and VALUE.

Thank you for so many ways YOU inspired me.



Southeast Region Meeting

The Southeast Region met February 21-23, 2018 at the Marriott Norcross, GA. This region is unique in their networking and CE offering and outreach to local carriers and adjusters, beyond their members.

New RVP David Anderson did an excellent job in putting together an afternoon of CE credits followed by a wonderful reception with table top exhibits for the attendees to visit.

Special thanks to their NAC participants
Lance Kendall...American Southern
Charles Kraemer...National Claims
Alan Mayfield...Worley
Craig Cantlin...American Southern
for a very enlightening panel discussion on how they view the role of our independent adjusters.



Southwest Region Meeting

The Southwest Region met February 28-March 1, 2018 at the Embassy Suites in Dallas. A two-day roofing class was held in conjunction with their regional meeting which offered CE credit to those attending. A full on display of different types of roofing materials and their pros and cons was presented one of the afternoons. This class is available for presentation to other regions if they are interested. Thanks to Paul Nilles, formerly with GC3, for putting this together.

New RVP Bill Schulenberg did an outstanding job with the education program and the evening networking opportunities were awesome! Sorry if you missed it, but mark your calendars for 2019 in Baton Rouge, LA!

Members had a chance to network with SW Region NAC members Todd Wright, Jon O'Neal and Richard Bapst - thanks for joining us.

Consistent Excellence • Distinguished Professionals • Community Engagement

Our Strategic Planning Committee is preparing to gather on April 30, 2018, to outline a three year vision and strategic plan to map out a course for the NAIIA. Click below to answer a simple question borrowed from Strategic Coach Dan Sullivan: 'If we were meeting here three years from today – and you were to look back over those three years to today – what has to have happened during that period, professionally, for you to feel satisfied with our progress?'

If you have time to expound on more, please share your: 1) three biggest dangers/fears to eliminate, 2) three biggest opportunities to focus on and capture and 3) three biggest strengths/confidence to be maximized.



[Click here for Survey](#)

Nominations Open for 2018/2019 Secretary/Treasurer

If you are interested in getting more involved in the Association, now is the time to consider submitting your name for consideration for the position of NAIIA Secretary/Treasurer for 2018/2019. Please click [HERE](#) for an application and return it to the 2018/2019 Nominating Committee Chair, Peter Crosa prior to April 30, 2018. Also include a current resume for the nominee. The Nominating Committee consists of a representative from each of the five regions and a Chair, who is the current sitting Past President of the Ways & Means Committee. The current representatives on the committee are: Chair, Peter J. Crosa, Peter J. Crosa & Co.; Chuck Witt, Roanoke Valley Claims Service; Beth Crosa, Peter J. Crosa & Company; Bryan Ambriz, R.A.M. Insurance Claim Services, Inc.; Joel Moore, Gulf Coast Claims Service and Bill McKenzie, Walsh Adjusting.

Education: NAIIA Discounts with Kaplan University

NAIIA is working on the completed agreement with Kaplan to finalize our discount agreement with with

Kaplan University for on line continuing education credits. Members will receive a 25% discount on their on line classes. Kaplan Financial Education offers a variety of continuing education options to help professionals in the industry maintain their state licensure. Kaplan features more than 80 courses*, live CE classes in select states

Important Website Information - Please Read Carefully

The NAIIA Website has had a recent additional searching field added to its Member Search area. If you are physically located in one city, but are listing under the heading of a more recognizable nearby city, the search engine will now allow for a search to be done on a listing zip code instead of a listing city. If this listing is one that you use please send Brenda an email with what you would like the Listing zip code to be on the website. This zip code will only be used for searching purposes - it will not show on the public side. There can only be ONE zip used per listing.

When Marijuana Collides With the Claims Industry

At the request of the Editor of Claims Magazine, we recently published an interesting article In Claims Magazine and Property/Casualty 360 that involved a liability investigation at a marijuana business. In case you missed reading it, you can click [HERE](#) for the entire article.

We would like to encourage your involvement in developing articles for submission to Claims Magazine for publication. It is another way to get the NAIIA brand out there to those in our industry. Submit any interest to our Publications Chair, Peter Crosa at peter@peterjcrossa.com.

Thanks for helping us keep NAIIA front and center!



In Memoriam

We consider the NAIIA to be one big family - all related in our adjusting careers. As such, when one member suffers the loss of someone close to them, we all feel their loss. Please let the office know of any deaths in your offices so we can share them with the rest of the "family".

The following retiree has departed from this world and our family. Please remember his contributions to our industry

Robert B. MacDonald, Former member of the NAIIA and owner of The MacDonald Companies, Hamden, CT, passed away on February 19, 2018

Adela Crosa, Mother of Immediate Past President Peter Crosa of Peter J Crosa & Company, St. Petersburg, FL, passed away on February 25, 2018.



Let's Share That Information!

Do you or does someone in your firm write a blog, or have you submitted an article for publication? If so, please consider sharing it with us and we will in turn post it on Facebook, Twitter or LinkedIn, with a Byline for your author and firm. Let's get more NAIIA exposure out there in the Social Media realm! Send any articles to Cathy Hester at chester@hesterinc.net

NAIIA Featured Benefits



NAIIA Supports Kids' Chance

Building Futures for Kids of Injured Workers

Kid's Chance was founded by Robert Clyatt who witnessed the life-shattering impact that a serious workplace injury has on the children of seriously or fatally injured workers, who were now faced with the difficulty of having to fund their own education. Since 1988, Kids Chance has helped thousands of kids fund their education. Today, Kid's Chance Corporate helps facilitate the founding of non-profit 501(c)(3)'s in over 40 individual states. For more information on Kid's Chance, click [HERE](#)

The NAIIA has a number of companies offering discounts to our members. Please click [HERE](#) for a listing of those companies and their products.

Thank you to the generous givers who have already contributed.

Please help us climb this mountain in Tahoe.

Sponsorship levels:

Sierra Nevada Mountains	\$10,000 and over
Monument Peak	\$5,000
Job's Sister	\$1,000
Granite Chief	\$500
Pyramid Peak	\$250
Twin Peaks	\$100
Mount Rose	Up to \$100

Important Change to Additional Service Area Listings - READ THIS!

A change in the dues application was recently approved by W&M Committee for Additional Service Area listings (ASA's). ASA's will now be automatically listed on both the website and in the printed Blue Book for the one price of \$150 per listing. If you advertise in both places, your dues invoice will reflect a single charge of \$150 for both (Blue book and website) listings. Please be patient while we make these changes to the website. If previously you were only listing in the blue book you will now also have a website listing for an ASA). The next edition of the blue book to be released in January 2019 will now have a printed listing for your ASA if previously you only listed it on the website.

To donate direct to Kid's Chance, please click [HERE](#) and go to the bottom of the page. Please put NAIIA in the "referral box" so they recognize it is coming from our association. Thank you for supporting this wonderful cause for education for our children!

MARK YOUR CALENDARS

NAIIA Eastern Region Meeting (Rescheduled from October, 2017)

April 25-27, 2018

Equinox Resort

3567 Main Street

Manchester, VT 05254

For Information contact Brenda at brenda@naiia.com

NAIIA 81st Annual Conference

June 11-15, 2018

Hyatt Lake Tahoe, Incline Village, NV

For all details, click [HERE](#)

NAIIA Western States Region Meeting

September 5-7, 2018

Sheraton Airport Portland

8235 Northeast Airport Way

Portland, OR 97220

For Information contact Incoming Dave LeNorman at dave@alaskaadjusters.com

NAIIA Eastern Region Meeting

September 19-21, 2018

Hyatt Regency Chesapeake

Cambridge, MD

For Information contact Incoming RVP Alan Young at ayoung@focusadjusters.com

NAIIA Mid-States Meeting

October 3-4, 2018

Embassy Suites, Chicago, IL

For all details, contact RVP John Henderson at johnhenderson@w-claims.com

NAIIA Southwest Region Meeting

February 27-March 1, 2019



NAIIA 81st Annual Conference Update

In case you haven't had an opportunity to look at the upcoming registration brochure for the conference, your Education Committee is proud to announce that the Keynote speaker for the conference is well known NFL Referee, Ed Hochuli. Ed sums up the secret to his success in being an attorney in an 85 lawyer law firm along with being a referee in over 550 NFL games including two Super Bowls and eight Championship Games, in what he calls "The Average Joe Principle". His presentation includes anecdotes and a variety of video clips from his long career in the NFL. It provides his tips and beliefs on the secrets to being successful at whatever job or avocation one takes on.

IF YOU ARE ATTENDING THE CONFERENCE, BE SURE TO GET US YOUR HOTEL REGISTRATION FORMS SOON. WE ARE SENDING IN ROOMING LIST NAMES AS WE GET THEM TO ENSURE OUR PEOPLE GET THEIR ROOMS AND THE DATES THEY WANT. REMEMBER THE HOTEL WILL BE SOLD OUT WHILE WE ARE THERE. [CLICK HERE FOR A HOTEL FORM!](#)

For all our Industry Partners, we have a good start on selling out our exhibit hall. A big thank you to those of you who have already submitted your booth contracts and your sponsorships. For those who still need to send in their contracts, we only have 13 booths left to sell, so please don't wait too long!

[A.M. Best](#)
[Assured Relocation](#)
[Bar List](#)
[CAT 5](#)
[CIAA](#)

[Claim Ruler](#)
[EDT Engineers](#)
[FileTrac](#)
[G.C3](#)
[Help On Demand](#)

[NASP](#)
[Society of Registered Professional Adjusters](#)
[Weller Salvage](#)
[WHECO](#)

WELCOME OUR NEW MEMBERS

Please take the time to extend a welcome to these new NAIIA Members:

McLarens, Inc
Michael Nardulli,
michael.nardulli@mcclarens.com

PrimeCo Claims Group
Mitch Whitman, President
mitch@primecoclaims.com

NAIIA Members: E & O Insurance?

Claim Professionals Liability Insurance Company, RRG - CPLIC

Get your E&O and General Liability for better Risk Management between both coverages!

Email: memberservices@cplc.net
Phone: 877-572-7542
Visit: www.cplc.net

Members Take Note - Phone # Update

One number for NAIIA from now forward — **877.344.0624**.
Please make note of this number and update your phone directories.



NAIA | 877-344-0624 | admin@naiia.com | www.naiia.com

STAY CONNECTED

