



# THE INDEPENDENT

## FROM THE DESK OF THE PRESIDENT

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We're approaching the end of our 3<sup>rd</sup> fiscal quarter. The Way's & Means Committee had its mid-year teleconference. I saw many of you at the Loss Executives Association winter meeting in Tampa. In case you don't already know, the LEA is

attended by thousands of the most senior level insurer property claim execs in the U.S. And I've just returned from the Southeastern Region annual in Atlanta. There is nothing like breaking bread with peers from around the country who share our challenges and successes in operating an independent claim service.

No doubt we have different approaches and different capacities but the similarities we share make this association and its gathering events such a unique place to interact and grow. Why wouldn't any independent claims professional want to join and participate? We must make them know about it.

So in your day-to-day business life, remember the NAIIA and please join us by **committing to this action plan**:

**1.) Attend the meetings.**

There is a cost factor to attend. But how much does not attending cost you? I was challenged by someone in my office. "Has participating in the NAIIA been worth it?" I gave the question honest consideration. I started to think about all of the clients and assignments we received. Virtually all of my clients came by way of a referral or an introduction from another NAIIA member or being listed in the Blue Book. It was subtle. It didn't happen overnight. I needed to survive on my own. But over 30 years my business has materialized because of my association with the NAIIA. No doubt.

## 2.) Volunteer

Think about the first time you were assigned a specialty claim you knew nothing about. Nobody trained you so as to be prepared before you handled such a claim. You had to study up on the subject matter (and we did it this way before the internet) and jump into the claim with limited knowledge. And before you knew it, you'd acquired some experience and expertise. That's what made you the adjuster you are.

And so this is true in being an active participant in our association. You may have never chaired a committee, or taken meeting minutes, or served as RVP but if you'll risk a little exposure (i.e. embarrassment), you might end up being one of the best. We need new volunteers. By the way, if you are placed on a committee, insist that your committee have a teleconference at least once a quarter. Committees tend to be led by one or two who "decide" everything and it's all said and done before the other committee members could make any contribution. Insist on committee teleconferences quarterly.

## 3.) Spread the Word

We're building an association that any independent claims professional would want to be a member of, if only they knew about it. The executive committee has done their part by instituting a Marketing Committee that has effectively managed a budget of \$25,000.00 to get our NAIIA symbol regular exposure in Claims Magazine and on the internet via our website, the toll free call center and Google *ad-words* and *pay-per-click*. This marketing campaign has succeeded in increasing assignments and, just as important, a growing awareness of our NAIIA symbol of quality brands. The marketing committee report is impressive and substantial and, therefore, although not published here it will be reviewed and disseminated in detail at the June annual meeting in St. Thomas.

## Toll Free Call Center

We have a functioning Call Center: (877) 344-0624. It is answered by an automated voice service that filters the call to the point that if a caller wants to make an assignment, they are then instructed to press a number that rings through to a live professional adjuster to take their information and get them assigned to a member near the loss site. In this way we filter out 80% of the frivolous calls such as "I need a public adjuster, how do I become an adjuster, and do you provide adjuster training." This toll free Call Center is being promoted through advertising in the most widely read claims publication, Claims Magazine. It is also posted on our website. Although this is a 24/7 service, it is expected that the most useful application of this service will be for after hours calls.

## Semi-App for Smart Phones

We have now created an app-like logo icon that is downloadable to your cell phone, desktop or laptop. With a single touch, it will take the user to the assignment page on our website. We've demonstrated this at all the regional meetings. There are also instructions on our website on how to do this. Every member should have this on their computer or smart phone and be able to teach a client how to download it as well.

**Ride Along Program (RAP)**

The “ride along” program (RAP) is here. It allows client companies to place a trainee in one of our participating member offices in order to “shadow” an experienced field adjuster for a day or more. A few members are already on board ready to provide this level of interaction with insurer clients. Contact Joel Moore of Gulf Coast Claims in Houston, TX. He will guide you to become one of our “RAP” member providers. Email him at: [Joel.Moore@GulfCoastClaims.com](mailto:Joel.Moore@GulfCoastClaims.com).

**Dues Restructuring Vote/Discussion at St. Thomas**

You’ll recall that for various reasons we were led to review how much we charge for dues. Initially it was believed that restructuring dues based on firm revenues would bring about equity among members with differing business models. We sent out a survey and it became clear to us that this methodology was not agreeable to many members. Obviously, member revenues are sacred and while we promised anonymity, the Executive Committee could read in the survey results that this approach wasn’t going to fly.

A new method was devised that is similar to how dues are computed now but with some twists, minimums and caps to balance equity. This is an extremely important initiative that will be discussed at length during our 2017 Annual conference in St. Thomas. If the sun and Caribbean Sea won’t get you there, maybe this dues discussion & vote will.

**Excellence by Association**

We have the unique advantage of inter-acting with other member firms that can give us insight we wouldn’t normally have access to. Larger firms send work to smaller firms and smaller firms help larger firms plug holes in their territorial coverage. While some of our territories overlap and some of us compete with “nearby” members, we really serve each other by helping each other serve our common client, the insurance industry. Why wouldn’t every independent adjuster in the country want to be a part of the NAIIA? Let’s continue to run with that mindset.

As you know, our theme this year is *Excellence by Association*. The overall objective is to continue building an association that is the standard bearer for the industry. We want to build an association that, if any non-member firm became aware of it, they’d be banging the door down to get in. We recognize that there must be recognizable value in order to motivate others to join as well as engaging current members to be more active. Your executive committee works hard to bring that to fruition.

The other part of that objective is that we do what is necessary to maintain a professional association that serves its members by helping them achieve best operational practices, top of mind brand exposure, and a sustainable business model. A rising tide lifts all boats; we raise the bar, we all get stronger; *Excellence by Association*.

Respectfully,

Peter J. Crosa, NAIIA 2016/2017 President

## Member Office Updates

In February we mailed out an Office Update packet. This packet shows you what is in the database regarding your company information. The employees listed are the ones we show to be full-time, W2 Employees and form a basis for a portion of your dues. You need to review these sheets and let us know if you have added any employees, or if some of the ones we show are no longer with your company. Also please review the proof sheets as they reflect what will be in the next blue book, as well as what shows on the website. While we can't update the blue book until next year, we can update the website based on any changes you send us. This form is not an invoice to be paid. Your dues invoices will be mailed in early May, and will reflect any changes you make on these sheets, plus the \$200 membership rebate you will receive IF you attended a National or Regional membership meeting over the past year.

The new website also now has the capability of providing your firm with a direct link to a claim assignment page on your website if you have one established. If you do, and you wish to have us activate the link to your site just send us the URL to the website page where your claim form is currently located. Send it to [brenda@naiia.com](mailto:brenda@naiia.com) and she will get it set up for you.

## NOMINATIONS FOR 2017/2018 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 2017/2018. Please click [HERE](#) for an application and return it to the 2016/2017 Nominating Committee Chair, Jim Hunt prior to May 15, 2017. 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, Jim Hunt, International Insurance Services; Michael Erhardt, Erhardt Adjustment Company; Barrett Leslie, Appalachian Claims Service, Inc.; Mark Nixon, Nixon and Company; Bill Schulenberg, Apple Adjusters; and Chris Koning, Koning & Associates.

## LEGISLATIVE UPDATE

On March 9<sup>th</sup>, Johnny Michalek, past President of the NAIIA, gave testimony in a hearing before the Texas Senate Committee on Business and Commerce regarding pending legislation that provides a consumer friendly solution to the rampant lawsuit abuse which exists in Texas. Johnny gave numerous examples of how lawsuit abuse has economically affected his business as well as the emotional toll it has taken on him and his staff. There are two pieces of legislation pending, Senate Bill (SB) 10 by Sen. Kelly Hancock and House Bill (HB) 1774 by Rep. Greg Bonnen that deal specifically with stopping hail-related lawsuit abuse while preserving some of the strongest protections in the nation for Texas property insurance consumers.

“Texans statewide are recognizing that lawsuit abuse is already hurting property owners by limiting the availability of affordable insurance options in areas of the state,” Texans for Lawsuit Reform Chairman and CEO Richard W. Weekley said. “By acting quickly on SB 10 and HB 1774, the Texas Legislature can protect consumers from storm-chasing lawyers who abuse the system, while continuing to protect them from insurance companies that don’t pay claims on time and in full.”

A recent poll by Baselice and Associates found that an overwhelming 84 percent of Texans favor giving an insurance company a chance to resolve a disputed claim before a lawsuit is filed against it. Support was widespread among Republicans, Democrats and Independents, who favored the measure at 86, 80 and 86 percent, respectively. Additionally:

- 77 percent of Texans – including 80 percent of Republicans, 73 percent of Democrats and 78 percent of Independents – favor limiting the lawyer’s fee if they recover substantially less for their client than the amount they originally demanded from the insurance company.
- 71 percent of Texans favor protecting individual agents of insurance companies from lawsuits against them if the insurance company agrees to cover the liability for those individuals and to pay any damages owed by them. This includes 74 percent of Republicans, 71 percent of Democrats and 66 percent of Independents.

The Texas Department of Insurance (TDI) recently issued a report to the Legislature about the impact of widespread, lawyer-driven lawsuit abuse on Texas property insurance consumers. With the rate of weather-related lawsuits increasing 1,400 percent statewide after 2011, TDI’s report presents an urgent need to stop this lawyer-driven litigation abuse.

- 12 companies have increased rates for homeowner’s insurance as a direct result of litigation.
- 7 companies have reduced, limited or stopped writing policies in Texas as a direct result of litigation.

- On average, it takes 94 days – or about 3 months – to close an insurance claim when a lawyer or public adjuster is not involved. But when a lawsuit is filed, it takes an average of 697 days – nearly two years or seven times longer – to close an insurance claim.
- The average pre-suit demand in a hailstorm lawsuit—just over \$109,000—is more than four times the amount ultimately paid by the insurance company.

## NASP OFFERS NAIIA MEMBERS FREE MEMBERSHIP FOR 2017

In an ongoing effort to develop the partnership between NASP (National Association of Subrogation Professionals) and the NAIIA, NASP is once again offering new members a complimentary NASP membership for 2016. This offer is for any NAIIA member who is NOT currently a member of NASP, and who did not take advantage of this offer last year in 2015. NASP now has a member forum for discussion threads and there are more than 50 free educational webinars on the calendar!

- What does this mean for NAIIA members? NAIIA members will:
  - Have their (\$395) 2016 NASP membership fee waived;
  - Receive the eSubrogator (online version of the printed magazine that is produced 3x each year);
  - Be granted access to the NASP LISTSERV, an email forum that allows >2,300 members to share information and/or seek resources (such as an IA in a particular area);
  - Have access to NASP's online member directory;
- Be granted access to the NASP LISTSERV, an email forum that allows >2,300 members to share information and/or seek resources (such as an IA in a particular area);
- Have access to NASP's online member directory;
- Receive access to the NASP Recovery Specialist Guidebook, an online resource of insurance laws in all 50 states;
- Be invited to attend educational events at NASP's 30+ regional chapters;
- Participate in 50+ free educational webinars in 2016;
- Receive discounted member rates (and CE credits) to attend NASP's two national conferences;
- Be invited to write an article for the *Subrogator* magazine / receive priority to be published, and;
- Network with thousands of insurance professionals and have access to a \$35 billion market in subrogation.

To take advantage of this offer, please click [HERE](#), fill out the form and send it to Brenda Reisinger at [brenda@naiia.com](mailto:brenda@naiia.com). She will forward it to Leslie Wiernik, Executive Director of NASP. This is a great opportunity to learn more about the subrogation opportunities out there for your firm.

## WELCOME NEW NAIIA MEMBERS

### **2B Claim Services, Inc.**

Queen Creek, AZ  
Richard Blake, Kyle Richmond  
[jfblake@2bclaimservices.com](mailto:jfblake@2bclaimservices.com)

### **NWII, LLC DBA Northwest Adjuster**

Spokane Valley, WA  
Cass & Wendy Hania  
509-416-6625  
[nationaladjuster@mail.com](mailto:nationaladjuster@mail.com)

### **Property Loss Specialist, LLC**

Oregon, WI  
Jeff Nachreiner  
608-291-0424  
[jn@plsclaims.com](mailto:jn@plsclaims.com)

## 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".

**Richard (Dick) Watkins**, Past NAIIA Western States RVP and Honorary Member, Long Beach, CA, passed away February 17, 2017. Born in Long Beach, he later became a F-86 jet pilot before he joined Gaebel, Watkins and Taylor, a prominent insurance adjusting firm with offices in Los Angeles, London, Toronto and New York. During his career he was an active member of the NAIIA attending many annual conventions. He was well respected as an "Entertainment Adjuster", among other things.

## NAIIA HAPPENINGS

### A NEW USE FOR THE SCHOLARSHIP FUND ESTABLISHED

At their recent Executive Committee Meeting, the Officers of NAIIA Voted to change the direction of the NAIIA Scholarship Fund that has been established for a number of years now. It will now be available to help with the associated costs of members obtaining their AIC, SCLA or CPCU designation as well as supporting a \$250 discount for millennials attending the conference. What does this mean for your firm?

If your firm contributes to the education of your adjusters in their pursuit of these designations, NAIIA will reimburse your firm \$250 per individual who completes their studies. If the individual is paying for their own education, then NAIIA will reimburse them the \$250. This reimbursement will be done upon the successful completion of the course(s) and proof of certification.

In another move, the NAIIA will offer a \$250 discount for millennials attending the annual conference. This discounted registration fee is shown on the conference registration materials. The discounted amount will be moved over to the conference budget from the Scholarship Account so the conference budget does not suffer the loss.

These programs will continue as long as there are funds in the Scholarship Fund. If your firm is interested in helping to maintain this fund through a yearly contribution, please contact Brenda Reisinger at [brenda@naiia.com](mailto:brenda@naiia.com) for further information.

### WANT TO GET MORE INVOLVED IN THE NAIIA?

President-Elect, Susan Daniels, will be working on putting together her Committee for her upcoming year as President. We have a number of mandated committees per our Constitution and ByLaws. For the most part each of them has three members on the committee, serving for a term of three years. When your third year is up you move off the committee and a new person comes on at the bottom of the list. Here are the committees we will be looking to fill. Take a look and if you want to get a little more involved, let Brenda know at [brenda@naiia.com](mailto:brenda@naiia.com). The best way to get more out of your membership is to get involved with the members. You would be amazed at the benefits it can provide to you. Here are the committees: Constitution and By-Laws, Education, Grievance, Legislative, Membership Growth, Membership Credentials. Thank for thinking about this – be an active member!



## AN ADJUSTER IS WHAT AN ADJUST DOES

In researching information on Dick Watkins, I found the following short article written some years ago. I found it interesting and had never really thought about some of the more unique adjusting opportunities out there.

*“Ever noticed an insurance agency listed in the credits at the end of a movie. Usually it’s Aon/Albert G. Ruben Insurance Services. Over the, years their Los Angeles office has developed specialty markets for the film industry.*

*In the making of a Motion Picture every risk you can imagine is at stake and requires a full slate of insurance coverage. You may recall, a hurricane hit Hawaii and caused a loss to the production of Jurassic Park. On the set of Twilight Zone when actor Vic Morrow was decapitated, cast insurance, business interruption, GL, aircraft hull, inland marine, and other coverages came into play. Yes, even Hollywood stars have to deal with adjusters.*

*You can bet there was a “movie production” loss and subsequent claim filed upon the death of Natalie Wood, Bruce Lee, Brandon Lee, Chris Farley, River Phoenix, Tupac Shakur, and even Heath Ledger. All were in movies that were mid production at the time of their deaths.*

*There is a really cool adjuster in Hollywood who has specialized in movie claims for much of his career. Dick Watkins has met so many producers, directors, actors, and too many accountants in the adjustment of such losses that he could write a sexy book. And, they’d probably make a movie out of it! Ours can be a career where the fascination never ends. An adjuster is what an adjuster does.”*

## NAIIA WITH AN EYE TO THE FUTURE

At the November Executive Committee meeting, a sub-committee was tasked with looking at the current wording of our Mission Statement and the Goals and Objective of the association. The desire is to bring into focus the mission of the NAIIA in the environment in which we are now operating as opposed to what how it was viewed some 80 years ago.

As members of the NAIIA we value where we’ve come from and the work of our founding fathers and members who have sustained this great organization over time. The goal of our subcommittee is to bring forth a focused statement that honors our heritage and reflects the values and needs we represent. It will bring distinguished value to the association by focusing on our Mission.

The new Mission Statement will be presented at the June Membership meeting in St. Thomas and discussion will be encouraged about the path we are on as we move into the future.

## WHAT ARE THE SIGNS OF IDENTITY THEFT?

Here are six signs that could indicate that you may be a victim of tax-related identity theft:

1. Your attempt to file your tax return electronically is rejected. You get a message saying a return with a duplicate Social Security number has been filed. First, check to make sure you did not transpose any numbers. Also, make sure one of your dependents, for example, your college-age child, did not file a tax return and claim themselves. If your information is accurate, and you still can't successfully e-file because of a duplicate SSN, you may be a victim of identity theft. You should complete Form 14039, *Identity Theft Affidavit*. Attach it to the top of a paper tax return and mail to the IRS.
2. You receive a letter from the IRS asking you to verify whether you sent a tax return bearing your name and SSN. The IRS holds suspicious tax returns and sends taxpayers letters to verify them. If you did not file the tax return, follow the instructions in the IRS letter immediately.
3. You receive income information at tax time from an employer unknown to you. Employment-related identity theft involves the use of your SSN by someone, generally an undocumented worker, for employment purposes only.
4. You receive a tax refund that you did not request. You may receive a paper refund check by mail that the thief intended to have sent elsewhere. If you receive a tax refund you did not request, return it to the IRS. Write "VOID" in the endorsement section, and include a note on why you are returning it. If it is a direct deposit refund that you did not request, contact your bank and ask them to return it to the IRS.
5. You receive a tax transcript by mail that you did not request. Identity thieves sometimes try to test the validity of the personal data they have chosen, or they attempt to use your data to steal even more information. If you receive a tax transcript in the mail and you did not request it, be alert to the possibility of identity theft.
6. You receive a reloadable, prepaid debit card in the mail that you did not request. Identity thieves sometimes use your name and address to create an account for a reloadable prepaid debit card that they use for various schemes, including tax-related identity theft.

## FUEL SPILLS AND THE ENSUING BLITZ

The following article was written by Peter Crosa and Catina Lemke, of Peter J. Crosa & Co. and recently published in Property/Casualty 360 and then Tweeted on the NAIIA Twitter account. In case you missed it, it makes good reading.

"You've been assigned an accident involving a truck that rolled over. Serious injuries have resulted. The vehicles involved were totaled and you begin your investigation.

After only a few days but before you've even established liability, you receive a call from a self-proclaimed expert at hazardous materials (Haz-Mat) cleanup and they tell you that they've been notified of your fuel spill by authorities. "If

you act now,” they “can clean it up for you at a cost of \$20,000.” But if you delay and the state assigns a Haz-Mat vendor, “it may cost you double that.”

The pressure is on and they’ll remind you that the more time passes, the costlier it will be. You’ve received no other notice from the state or the policyholder.

### What Haz-Mat rule are they referring to?

The [Hazardous Materials Transportation Act](#) (HMTA), enacted in 1975, is the principal federal law in the United States regulating the transportation of hazardous materials. Its purpose is to “protect against the risks to life, property and the environment that are inherent in the transportation of hazardous material in intrastate, interstate and foreign commerce” under the authority of the [United States Secretary of Transportation](#). Most if not all states have adopted this language that includes mitigation methodology and, in some cases, stricter protocols.

In the state of Florida, there is a very active [Department of Environmental Protection](#) (DEP) and its subdivision [Office of Emergency Response](#) (OER). Once they’re activated they remain very closely connected to an incident all the way through mitigation and closure, and provide final written approval upon review of all the mitigation data. This means a mitigation contractor should be vetted and approved by your state. Find your state authority and use them as a major resource for the code of your state as well as a list of vetted competent vendors.

Click [HERE](#) to continue reading this article

## UPCOMING MEETING DATES

Everyone mark your calendars for the following dates for regional and affiliated association meetings. You are welcome to attend ANY regional meetings – not just the one in your area.

### **NAIIA 80th Annual Conference**

June 14-18, 2017

Marriott Frenchman’s Reef  
St. Thomas, U.S. Virgin Islands

### **2017 PCS Catastrophe Conference**

April 30 – May 2, 2017  
The Brown Palace Hotel and Spa  
Denver, CO

### **Mid-States Region Annual Meeting**

September 20-22, 2017  
Embassy Suites – Old Market  
Omaha, NE

**Southwest Region Annual Meeting**

September 27-29, 2017  
Embassy Suites Near The Galleria  
Dallas, TX

**Eastern Region Annual Meeting**

October 4-6, 2017  
Equinox Resort  
Manchester Village, VT

**Western States Annual Meeting**

October 11-13, 2017  
Embassy Suites  
Scottsdale, AZ

## FC&S SUBSCRIPTIONS AVAILABLE

NAIIA is partnering with FC&S Online to provide our members with discounted access to the information they provide. The NAIIA will host the main office fee of \$745 which will allow for our members to piggy back on our subscription for \$85 per user license they wish to enroll.

This is a yearly membership with the fees added to your NAIIA Dues invoice each year. The access for members will run from July 1 to June 30 of each year. You can choose to renew or not on a yearly basis.

If you are interested in taking advantage of this offer, please contact our office at [admin@naiia.com](mailto:admin@naiia.com). We will send you a form to fill in and invoice you for the \$85. You will then get instructions on how to set up your account on-line. Members have told us this is an invaluable tool for them and the price is great. Just remember, it is only one log in per \$85 subscription.

## NAIIA COMMUNITY

OK – we are ready for all members to go and begin to explore the NAIIA Community. Some of you have gone in and updated your profiles which is great, but for this to be truly successful we need to get all our members to participate. It's hard to hear someone say, "I just don't get anything out of my membership" and realize I've never met them, or seen them involved in any part of the association. It is a true fact that you will only get out of an investment in direct proportion to the involvement you put into it. Business is tough enough – why not learn from your fellow members how to make it a little easier.

So, promise yourself that you will log in at [www.naiia.com](http://www.naiia.com). Click on Membership and then My Transactions. Log in with your email address and password – if you have never logged in before the default passcode is Password1. If you have any trouble at all in logging in send Brenda an email and she will help you reset your password. . Once you have logged in click on Social Community on the left side of the screen. You will see which groups you are in – most of you will be in the Main Office Group and then your Regional Group. Update your profile – add your photo so we will recognize you at the next meeting.

If you come across a resource that you think is beneficial to the community send it to Brenda and she'll upload it to the community. If you want to read the minutes of your region meeting or the national meeting, they will be posted in the Community. If you need help when a winter storm takes up all your resources, you can connect with your fellow members and ask for help through the Community. But you have to log in to get started.

## NAIIA DIGITAL DIRECTORY

The 2017 version of the digital directory has now been uploaded onto the website for clients to view. The only difference is the advertising in this updated version. If you have a list of clients you would like to receive this digital version as well, please forward their emails to Brenda so they can be added to the distribution list. Remember the only person who sees these lists is our Executive Director and the publishing company that is doing the directory. You can help with the success of this directory in another way as well. The money collected on the sales of ads goes into the marketing budget which helps promote the NAIIA to all our clients.

**Please help – recommend advertising in the digital book to the vendors that you use. You can give them this contact if they want to place an ad: Brenda Reisinger, [brenda@naiia.com](mailto:brenda@naiia.com)**

## NAIIA AND THE NATIONAL ADVISORY COUNCIL

Each region has company representatives that sit on their regional National Advisory Council. If you have an industry professional that you think would be a good addition to your region's NAC Committee, please share their contact information with your regional vice president or send an email to us at [brenda@naiia.com](mailto:brenda@naiia.com). We will forward your information on to the RVP of your region. It is a huge benefit to the NAIIA to have these

good folks attend our meetings and participate in our programs. We can never have too much input from our clients as to what they would like to see our association do.

## NAIIA 2017 CONFERENCE UPDATE – AHOY MATIES!

The planning for the 2017 conference in St. Thomas is moving forward at warp speed right now. Hotel registration forms are coming in so fast we are sending in a preliminary list to the hotel this week. We are hoping to get everyone's room preference reserved, but it will be first come, first served on room type at this point. If you have not already registered and sent in your hotel form, please at least get us the hotel form as quickly as possible. Once all the rooms in our block are taken we cannot be guaranteed to get any additional. Even if we can get additional rooms once we are sold out, odds are not good that we can get them at the same good rate we have in the group block. Click [HERE](#) to download a hotel reservation form and send it to Brenda at [brenda@naiia.com](mailto:brenda@naiia.com) right away.

We have had a good response to our exhibitor and sponsorship sales to date. The following NAIIA supporters have signed up to join us so far. If you have a vendor you work with, or if you are a supplier to Independent Adjusters, you can click [HERE](#) to get the forms for exhibiting or sponsoring at the St. Thomas conference. This is going to be a great conference for networking with each other and our NAIIA supporters!

### NAIIA SPONSORS

#### PLATINUM

[A.M. Best](#)

[Cat 5 Restoration](#)

[FileTrac](#)

#### SILVER

[Belfor](#)

[GC3, LLC](#)

[National Association of Subrogation Professionals \(NASP\)](#)

### NAIIA 2017 EXHIBITORS TO DATE

[A.M. Best](#)

[Belfor](#)

[CAT 5 Restoration](#)

[Claim Ruler](#)

[FileTrac](#)

[GC3](#)

[NASP](#)

[Root Cause Consulting](#)

[R.P.A.](#)

Theme night this year will be off site on the beach at a made-to-order location for our Pirate themed evening. Be prepared to imbibe in some grog, sample local foods and enjoy an evening on the beach. We even have some regional competition planned, so stay tuned for information from your RVP on how to participate. Which region will “bring home the gold”?

### 2017 CONFERENCE INFORMATION – SOMETHING EXTRA TO DO



We have a lot going on for the 2017 conference in St. Thomas, but one thing we’ve never done before is schedule a pre-conference side trip. We are going to try it this year, so here is a chance to do something in addition to the conference. We have the ability to charter a motor boat and go over to the British Virgin Islands for a day. This day trip will take place on Monday, June 12, so it would require you to arrive no later than Sunday, June 11. We will leave from the hotel at 7:30 am and return around 4:30. A charter boat for 24 is available to us for just the NAIIA

Group. A flyer on this trip can be view by clicking [HERE](#). A very



important point is that you will need a passport since you will be leaving the US, and it must have at least six months left on its valid to date. If you have minors with you who are not your children, you would need to have a notarized statement from their parents that you have permission to take them out of the country. The same applies to a parent traveling with a minor without the other parent in attendance. All the details are on the flyer. If we don’t get 24 people this trip will probably still be a “go”, but we will share the boat with other visitors to the islands. If you think you might be interested in participating with this NAIIA adventure, please send Brenda an email to [brenda@naiia.com](mailto:brenda@naiia.com) and let her know so she can save you a spot.

## NAIIA FEATURED BENEFITS

Members are reminded that your membership offers more advantages than just great networking, a listing in the Blue Book, and the ability to have your company listed in the on-line membership directory.

**Lands' End.** We have established a NAIIA store for any apparel or promotional item you might like to have with the NAIIA logo on it. Just click on this line <http://business.landsend.com/store/naia> to go to the NAIIA store for any purchases you might like to make with the NAIIA logo. You will have two options for logos – the official NAIIA logo, or the updated, more modern version of the logo. You are not restricted to any specific color on clothing and there are two color options depending on the color you might be ordering. Take a look and let's show up with logo wear at our NAIIA meetings once again!

**CEU.com** is a continuing education provider offering professional license holders convenient, engaging and superior quality compliance training that both enhances their career development and increases productivity. They offer NAIIA members a 15% discount off the listed rate. CEU.com is approved in all 50 states and the District of Columbia. The CFP Board of Standards, the CPCU Society, and the American College have also approved many of our courses for CE credit.

**Enterprise Rent A Car** offers members of the NAIIA a discount of 10% from any airport location and 5% from any other (in-town) location. Members need only mention account number 15A9796 when booking through 1-800-rent-a-car or through the web at [www.enterprise.com](http://www.enterprise.com)

**Flippin Cards** Offers NAIIA members competitive rates on business cards. Members may wish to contact Josh Turner, Design Team Lead, [jturner@flippincards.net](mailto:jturner@flippincards.net) Telephone: [\(858\) 4493583](tel:(858)4493583); Fax: [\(858\) 408-3000](tel:(858)408-3000), Website [www.flippincards.net](http://www.flippincards.net) for more information.



**Dell** is a vendor specialists are also available from all Dell partners to customize solutions for every environment. Discounts are extended off of retail/list pricing. Please contact the NAIIA | DELL account manager for assistance: David Frazier, phone: [512-946-1368](tel:512-946-1368), fax: [512-283-7875](tel:512-283-7875), Email: [david\\_frazier@dell.com](mailto:david_frazier@dell.com)

**CDW** A leading provider of technology driven products and solutions allows members to take advantage of a discounted contract pricing structure that could increase based on volume purchases from our organization. **Also, please retain our organizations corporation account number (3725880) which all purchasing should include.** To begin using your purchasing power with CDW, please retain this number [877.840.8164](tel:877.840.8164) for direct contact with Calis Jones, our CDW Account Manager, [calijon@cdw.com](mailto:calijon@cdw.com).