



January 2021, 1st Quarter

## The Independent NEWSLETTER

### FROM THE PRESIDENT

Dear Members,

Suffice to say that 2020 did not go how any of us intended. After a magnificent start with the 82nd annual meeting, the COVID-19 pandemic arrived in January of last year and turned the world upside down. The [NAIIA](#), like every other organization, experienced setbacks; however, we were able to convene both our regional and national annual meetings through virtual conference calls - an action I hope we will soon see no more. Nevertheless, we are all happy to have 2020 behind us. With vaccine distribution underway, the NAIIA looks forward to a year of hope, progress, and dare to hope a return to normalcy.

The turn of the calendar is always a time of transition, but this year is a bit different. Our 2020 outgoing executive officers and regional vice presidents agreed to remain in office another year due to the difficulty in collecting membership votes for both the regional and national meetings. 2021 appears to be following the same distancing protocol as last year, so we encourage you to communicate with your regional vice presidents and be proactive where you can.

Right now, we have several plates spinning. The Strategic Planning Committee, chaired by our Secretary/Treasurer Peter Schifrin, is slated to meet this month. The revitalized national website is almost completed and our Membership Committee will be reaching out to all of you for names to

### SAVE THE DATE:



**NAIIA National Conference**  
**September 13 - 16, 2021**  
**The Westin Hilton Head Island**  
**Resort and Spa**  
**Hilton Head, SC**  
*Details to follow*

contact. Recruiting is a never-ending exercise for any successful organization!

Following our highly successful Appraisal/Umpire Certification program in 2020, I alluded to the creation of another members-only certification for roofing. Thanks to volunteers, John Killough with [AFG Claims Service](#) and Jessica Hamilton with [U.S. Adjusting Services](#), we hope to have a comprehensive curriculum in place and ready for presentation at our annual meeting in Hilton Head in September. The Save the Date just went out, so be sure to put these new dates on your calendar. I know this will be another effective value-added program for our membership.

As always, this newsletter features a full slate of substantive content, so please be mindful of all that is available to you as members of this fine association.

*Joel Moore, 2019-2021 NAIIA President  
Certified Appraiser/Umpire at Kevin Hromas & Associates, Inc.*

## NAIIA Member News

### Tenco Services Announces New President



A NAIIA member firm has big news to share! [Tenco Services, Inc.](#), a Nashville, Tennessee company, recently announced that Mr. Brian Duncan, Senior Vice President, became President of the firm on December 1, 2020.

Tom Moss, current Chief Executive Officer says "Brian Duncan has been serving our clients, our employees and our company for 25 years with steadfast excellence. He will continue to lead us with Teams who know and address our claims service priorities and daily business challenges."

Congratulations Brian!

### Share Your Member News!

Do you have news you want to share? Let us know so we can include it in our quarterly newsletters! Please send your members news to [admin@naiia.com](mailto:admin@naiia.com).

## Member Spotlight: Intermountain Claims

[Intermountain Claims, Inc.](#) is a Northwest regional multi-line



third-party administrator and independent claims adjusting company that has been in business since 1981.

Intermountain has a regional presence with offices and claims services throughout the Northwest, with property/casualty offices throughout Idaho and Utah, and in Portland, Oregon, and Yakima, Washington. Their divisions also include workers' compensation, nurse case management, and a fire origin and cause division. Learn more at [www.intermountainclaims.com](http://www.intermountainclaims.com).

## Get Your Business in the Spotlight!

Would you like to be considered for the Member Spotlight? Please let us know by sending your logo and a short business description to [admin@naia.com](mailto:admin@naia.com).

## Staples Advantage Account

REMINDER: NAIIA has an account with Staples Advantage and NAIIA members fall under the NAIIA umbrella! The discount is based on how many products are ordered under the umbrella--so the more members who have an account under NAIIA, the bigger the discount for everyone.

Staples Advantage offers over 3,000,000 products including PPE equipment, all business essentials, furniture, technology products, print and promotional products, and cleaning supplies. The NAIIA contact person is:

**Lee Ann Sutton**  
**Senior Territory Account Manager**  
888-224-3784, Option 3, ext. 54494  
407-475-4494  
[leeann.sutton@staples.com](mailto:leeann.sutton@staples.com)

## Affiliate Member News and Updates



**BioSweep Suncoast** is an affiliate located in South East and South West Florida.

BioSweep specializes in permanent smoke and odor removal and decontamination. Their proprietary process is used in indoor spaces that have suffered fire, water, trauma, mold, mildew and all VOC's.

BioSweep has now announced new technology in the fight against COVID-19! This surface defense is an all-surface antimicrobial that lasts up to 12 months. Learn more online at [www.biosweepsuncoast.com](http://www.biosweepsuncoast.com).

# Welcome New Members!



Join us in welcoming new member [Solitude Services TLC, Inc.](#), based in Santa Clarita, California.

We're also happy to welcome back [J.F. Terry Associates, Inc.](#), based in Newtown Square, Pennsylvania.

## More Great NAIIA Member Benefits!

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

[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.

[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 [online here](#).

**Sheri Csom, NAIIA Executive Director**  
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