



THE INDEPENDENT

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From the Desk of the President



We've just returned from the 80th Annual (2017) NAIIA Annual Conference at Marriott's Frenchman's Reef in paradisiac St. Thomas, VI. We know that gathering with family, friends, business peers and local islanders was memorable and will generate good positive momentum for the coming year.

Ours is a special group of professionals with whom we have more in common than we may realize or appreciate. Insurance with its promise of indemnity is the backbone of society in that it allows people and companies to maintain continuity despite catastrophic loss. How lucky are we to have professions that allow us to be a part of that restorative process while enjoying income to support our families and staff and travel to places like St. Thomas as special guests of the Marriott Frenchman's Reef Resort.

During the conference, I observed an independent business owner from Terre Haute speaking with a non-competing peer from Baton Rouge. Their business models may have been different but nowhere else can you connect by sharing your challenges and successes with a peer from across the country. This is *Excellence by Association*.

I observed an independent from Kansas who is bringing his son into the family business speaking with another member from Alabama doing the same with his son, and another from Pittsburgh doing the same with his daughter. Do you think these members made a special connection with their peers from across the country? You bet! That's *Excellence by Association*. This is the gold you've mined by actively participating in our association. What independent adjuster wouldn't want to experience this?

This conference was the beginning of a new presidential term. We have elected our first woman president. There is much joy and pride in crossing that threshold. I've heard the accusation that, for years, we were a "good ole boys club." We shouldn't hear that anymore. Check out the inspirational cover of Claims Magazine June. That's her.

I'll be moving on to serve you as Immediate Past President. It has been such an honor to be your servant-leader. It was one of the highlights of my career. It has been such an honor to serve with the likes of Mark Nixon, Matt Ouellette, Jim Hunt, Susan Daniels and Dave Hausch as I rotated through the chairs. The caliber of regional VP servant-leaders who populated the Executive Committees was also very high. They were truly dedicated to making this association excellent. The future leadership comes from within and it could (and should) be you.

A special thanks goes to our Executive Director Brenda Reisinger and convention co-chairs Mike and Sherry Csom for their diligent efforts to serve us throughout the year and for making this year's gathering a lasting memorable experience. But the big payoff of this association is how we are able to interact with our peers when we attend the regional and annual conferences.

My theme this year was *Excellence By Association*. I can honestly say we've all been made more Excellent by being members of this Association.

Peter J. Crosa, AIC, RPA

NAIIA President, 2016-2017

MEMBER OFFICE UPDATES

Thanks to all of you who have returned your proof sheets with either changes or approvals. We need those sheets back so when we go to quality control the blue book we have a signed copy of what you have approved. Please get those sheets back in to us by emailing them to brenda@naiia.com, or faxing them to 209 832 6964. Thanks for your help with this important part of producing the Blue Book.

NEW OFFICERS FOR THE NAIIA SWORN IN

It was so encouraging to see three members toss their names into the nomination procedure this year. We had applications from Cathy Hester, of CJ Hester, Inc, in Mobile, AL; Doug Metz of Abercrombie, Simmons & Gillette in Houston, TX and Joel Moore of Gulf Coast Claims Service in Houston, TX. The Nominating Committee met and held very engaging discussions on the three applications. With all three members being very qualified for the position, as Chair Jim Hunt put it, " We had a lot of work to do". In the end, Joel Moore of Gulf Coast Claims Service received their recommendation to the members to become the 2017/2018 Secretary/Treasurer. Thanks to the applicants, and thanks to the Nominating Committee for their hard work.



Swearing in the new officers.

From left to right, Joel Moore, Gulf Coast Claims Service, Houston, TX, 2017-2018 Secretary/Treasurer; Bill Schulenberg, Apple Adjusters, Baton Rouge, LA, Southwest Region RVP and John Henderson, Wickizer & Clutter, Inc., Springfield, MO, Mid-States Region RVP

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. 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

Caliber Claims LLC

Palmer, MA
Charles Kiablick
(413) 213-3031
ckiablick@caliberclaim.com

Fidelity Claim Services of PA

Chalfont, PA
Adam Fuhs
(215) 997-9668
afuhs@fidelityclaimservices.com

Todd Claim Service, Inc.

William (Scott) Todd
Fort Walton Beach, FL
(850) 243-9195
forscott3@gmail.com

Integrity Adjusters

Mobile, AL
Willard B. Simmons, Jr.
(251) 432-2876
trussell@integrityadj.com

Norfield Associates, Inc.

Christopher Henrichon
Topsfield, MA
(978) 561-1878
CHenrichon@norfieldassociates.com

Premier Adjusting and Catastrophe Services, Inc.

Brian Auger
Oldsmar, FL
(813) 818-8418
bauger@pasadjust.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".

Joseph Matthew (Matt) Ouellette, Past President of the NAIIA 2015-2016, President of Ouellette & Associates in Indianapolis, IN, passed away unexpectedly on June 22, 2017. He also spent four years in the Air Force, and was a member of the Central Insurance Claims Association, NSPII Association, PLRB and ITLA Associations.

NAIIA HAPPENINGS

From the Western Region:

Sterrett Harper of Harper Claims Service, Inc., from Burbank, California completed four long distance runs in the six months from September, 2016 to March, 2017.

- Santa Monica Classic (10K)- September 2016
- Running the Foothills 5k, La Crescenta- October 2016
- Pasadena Half Marathon (13.1 miles)-January 2017
- The Los Angeles Marathon (26.2 miles)- March 2017

Having completed the LA Marathon one day before his 65th birthday, Sterrett joked, “Thank goodness I’m now Medicare eligible!”



John Mullen & Company was named “The Best of Small Business – State of Hawaii” SBA Awards and SmallBiz Editor’s Choice 2017. This family-owned business has at its helm J. Terry Mullen. Congratulations on the award!

National News

Outgoing Officers recognized at the 2017 NAIIA Business Meeting were David Hausch, Hausch & Company, Outgoing Secretary/Treasurer, Michael Csom, ASU Group, Mid-States Outgoing RVP and Joel Moore, Gulf Coast Claims Service, Southwest Region Outgoing RVP.



Your 2017-2018 NAIIA Officers – from left to right – Thank you all for your service!

Michael Marsh, Western States RVP; Bill Schulenberg, Southwest Region RVP; Paul Graf, Eastern Region RVP; Joel Moore, Secretary/Treasurer; Susan Daniels, President; Peter Crosa, Immediate Past President; David Hausch, President Elect; John Henderson, Mid-States Region RVP; David Anderson, Southeast Region RVP.



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. 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.

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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. 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.

MEET YOUR NEW PRESIDENT – CLAIMS MAGAZINE SPECIAL RECOGNITION

If you haven't had an opportunity to read the June edition of Claims Magazine, please go find it and read all about our new President, Susan Daniels, of Northern Adjusters, Inc. The magazine did a wonderful spread on her and her goals for the coming year. We are so proud of our first female President, not because she is a woman, but because of all that she stands for and all that she will bring to the table this coming year to promote the NAIIA. The article can be read by clicking [HERE](#)

NAIIA 2017 CONFERENCE RECAP – AHOY MATIES!

As they say, “If you weren’t there, you really missed it!”. Never has a truer statement been made in regards to our 2017 Annual Conference in St. Thomas. From the first event, the day trip to Virgin Gorda and the Baths, to the closing banquet and newly elected Susan Daniels’ inspiring acceptance speech, there was no moment that wasn’t just beyond words. Many, many thanks to the exhibitors and sponsors who traveled so far to join us. Our meeting would not have been complete without you all there to share it with us. Please members, remember these good folks when you need assistance in your daily work.

NAIIA SPONSORS

PLATINUM

[A.M. Best](#)

[Cat 5 Restoration](#)

[FileTrac](#)

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SILVER

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

[PuroClean](#)

[RTH Nationwide Housing](#)

BRONZE

[Big Wave Systems](#)

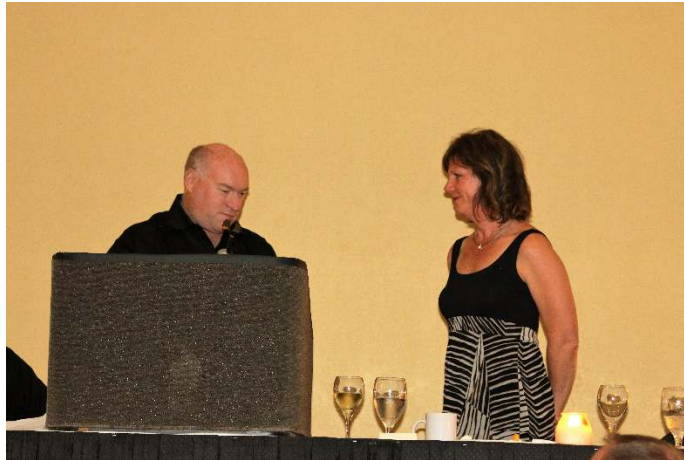
[Forcon International](#)

[R.P.A.](#)

But then came the rest – the education sessions, the networking, the exhibitors and sponsors gathered to share their expertise, and then there was the Theme Night. Whisked away to a private beach party, the attendees boarded their vans and found themselves on Pirate Island. And yes, there were pirates



And the crowning glory of the event was the installation of the first woman president of the NAIIA. With her husband, JD Daniels administering the Oath of Office, there were few in the audience who were not touched by the moment. It was an event never to be forgotten from start to finish! So the moral of the story is **DON'T MISS OUT NEXT YEAR!** Join us in beautiful Lake Tahoe, June 10-14, 2018!



Here is a link to all the conference photos that were shown at the banquet on Saturday night. Find your favorite and save it for that “Memory of a Lifetime” photo album

<http://www.naiia.com/2017-National-Photos>

Also, during the conference A.M. Best did taping for their A.M. Best TV Studio. A number of folks were interviewed and film was taken of attendees throughout the conference. If you would like to view the broadcast, hosted by John Czuba, you can see it by clicking on this link:

<http://www.ambest.com/video/video.aspx?rc=naiia1617>

DISCOUNTED FC&S ONLINE SUBSCRIPTIONS

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.

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If you are interested in taking advantage of this offer, please contact our office at 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/IACP JOINT AWARD FOR EXCELLENCE IN RISK MANAGEMENT

This Spring the NAIIA, in partnership with the IACP, presented awards to three deserving students involved in majors pertaining to insurance adjusting and risk management. The colleges that participate in this program are the Manhattan Campus of St. Johns University School of Risk Management, Illinois State University, and Virginia Commonwealth University. The RPA is also involved in a similar program in partnership with IACP with CalState Fullerton in California.



We have acknowledgement here from the presentation to Daniel Ripley from VCU by Fred Thistle, Chief Claim Officer and Senior Vice-President of James River Insurance and our own Paul Graf, Vice President of Claims Service Corporation of America.

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.

Mid-States Region Annual Meeting

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

Western States Annual Meeting

October 11-13, 2017
Embassy Suites
Scottsdale, AZ

Southwest Region Annual Meeting

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

Southeast Region Annual Meeting

February 21-23, 2018
Marriott Atlanta Peachtree Corners
Atlanta, GA

Eastern Region Annual Meeting

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

2018 NAIIA Annual Conference

June 10-14, 2018
Hyatt Lake Tahoe
Incline Village, NV

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/naiaa> 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

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

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.

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