

# Reconnect. Promote. Grow.



September 2021

## The Independent NEWSLETTER

### FROM THE PRESIDENT

Dear Members,

Fall is upon us, summer 2021 is but a memory, we anticipate Halloween and as we cheer our favorite college or NFL teams on to victory, we anticipate the holiday season. It's a great time of year!! I am looking forward to serving as your 2021-2022 president and following in Joel Moore's footsteps as we **Reconnect** with each other, in person, after a long hiatus, **Promote** the NAIA and thus promote our member firms and **Grow** the association.

Our 84th NAIA Conference was held in Hilton Head, SC from September 13 through 16 and was a big hit-- thank you Sheri and Mike Csom! A great time was had by all, as you can tell from the photos included in the newsletter shared by members (and on our website). We had some very good costumes for the 70's Theme Night. Can you identify our members from the photos in the newsletter? The education committee did an excellent job in putting together the speakers and educational events. We resurrected our past round table discussions (thank you Beth Crosa), which proved to be a great success. The hour-long NAC Symposium was again a big hit with lively discussions of topics of interest to our members. We are exploring extending the time for this next year. **We are hard at work planning for Tucson May 16-19, 2022 at the**

SAVE THE DATE:



**Mid-States Regional Meeting  
October 13 - 15, 2021  
Embassy Suites Chicago -  
Downtown  
Chicago, IL**



**NAIA 2022 National  
Conference  
May 16 - 19, 2022  
JW Marriott Starr Pass  
Resort & Spa  
Tucson, AZ**

**JW Marriott Starr Pass Resort & Spa.** Be on the lookout for information, you will not want to miss this one!

Sheri Csom and I will be traveling to Chicago, IL on October 13 for the NAIA Mid States meeting. Nino Berardi Mid-States RVP has a great program planned for members, with National Advisory Council members and vendors in attendance also. Thank you, Nino!

If you haven't visited the [NAIA website](#) yet, please do so. It is very user friendly and easy to navigate! Watch for new additions to this site as the year progresses and let us have your thoughts and suggestions.

Growing NAIA is a group effort. Get involved, participate on a regional and national level, and reach out to the Executive Board or Sheri Csom to offer suggestions, contribute an article for the website or newsletter and suggest new members to the association and share with them why you belong to NAIA. This is your association! We need all members' contributions to help us grow. Being an NAIA member is so much more than a logo we put on our website or an ad we put in our Bluebook. It's a connection to other firms and individuals who have exhibited their willingness and ability to meet the strict standards of this association. I know when I meet an NAIA member that I am connecting with someone who also upholds the highest standards of claims excellence and professionalism. As a member of NAIA if someone asks you Why Belong, your experiences as a member should easily give you the answer to share with them. Be a mentor.

In closing, please support the vendors that sponsor events for NAIA both regionally and nationally. If you are not a [CPLIC member](#), consider becoming one. Visit the [NAIA website](#) often and explore the Membership tab to see what the NAIA has to offer you. Enjoy the fall weather and please reach out to me or the Executive Board Members at any time.

Sincerely,

## 84th National Conference a Success!



We're still on cloud 9 from our 84th National Conference in Hilton Head, South Carolina! It was great to see our members and friends after a long year and a half apart.

We would like to thank all vendors/sponsors at Hilton Head. Thank you to our NAC members that attended the conference. Together it was a great success!

We've uploaded some of the conference photos on the NAIIA site - view the [2021 Conference Photos here](#).

Do you have photos to share? Send them to us at [sheri@naiia.com](mailto:sheri@naiia.com)!

Check out just a snapshot of the photos from our conference - it was great seeing everyone and celebrating together once again!





## NAIA Member News

Scott Kidder from Colonial Adjustment Inc., named finalist for Maine Family Business Award



Congratulations to Scott Kidder from Colonial Adjustment Inc.! The Institute for Family-Owned Business has named 24 companies as finalists for the 22nd annual Maine Family Business Awards.

The awards recognize the state's top family businesses on the basis of criteria including the nature of family involvement, the success of the business, the work environment, and innovative business practices or strategies.

The winners will be announced Oct. 6 from among the finalists. [Read more.](#)

## NAIA President-Elect Speaks at PLRB Claims Conference Webinar Series

**PLRB**

**Claims Conference**  
WEBINAR SERIES  
JUNE-JULY-AUGUST  
2021

**High Exposure Commercial Liability Claims**  
Thursday, August 12, 2021 at 10:00 a.m. CST

**Richard Harer, CFE, CPE**  
VP-Investigations  
Specialized Investigations  
richardh@specialipi.com  
818-721-4730

**Peter Schiffrin, RPA**  
President  
SGD, Inc.  
pschiffrin@sgdinc.com  
818-721-4713

**Technical Trouble?**

If you can't hear during the webinar, click Audio Setup in the control panel and make sure the correct device is selected. Check your volume settings. Log out and rejoin if needed.

Slides will be emailed after the webinar.

1.0 hr Adjuster CE available in TX & FL - 1.0 hr of Attorney CLE credit available in IL

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NAIA's President-Elect Peter Schiffrin was a presenter for the PLRB Claims Conference Webinar Series that ran from June through August. Way to go Peter!

## 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 member news to [admin@naiia.com](mailto:admin@naiia.com).

## Member Discount for Claims Magazine Buyers Guide

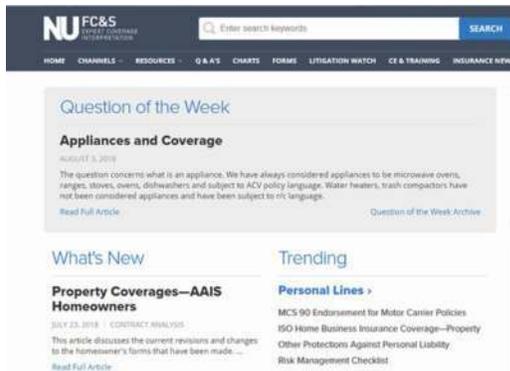
The November/December issue of Claims Magazine will include their Annual Buyers Guide. The Buyers Guide is also online through PropertyCasualty360 as a year-round resource to thousands of insurance carrier claims professionals. View the [2021 Buyers Guide](#).

Because of the great relationship with the NAIIA, ALM is selling these to NAIIA member firms at a special half-price rate: Enhanced Listing - \$475 (reg. \$950)

Let's PROMOTE & GROW THE BRAND of not only NAIIA but also member firms! Please complete the form linked here to get listed and indicate Enhanced Listing by October 12th.

[LEARN MORE & SIGN UP ONLINE](#)

## Subscription Discount for NAIIA Members



The NAIIA is proud to announce that we will continue to offer a discount on the FC&S Expert Coverage Interpretation.

The subscription is \$115 per user which is a significant savings for our members. The cost for the first subscriber is usually \$1,200, with each additional subscriber being \$200. □The FC&S Expert Coverage

Interpretation allows you to:

- Create custom alerts to notify you of changes in relevant policies and trends,
- Easily navigate through the site making it easier to get the information you need to resolve claims quickly,
- Filter by article, discussion, analysis, and more to find the exact information you're looking for,
- Search and navigate Q&A's to find answers to your specific questions

## NAIIA Catastrophe Claims Registry

The NAIA is developing a **Catastrophe Claims Registry** to assist members in time of need and to be a resource for the insurance industry.

The CAT Registry will list member firms who handle catastrophe claims, including the territory they service.

We ask that member firms only list territories for which they are licensed as needed and capable of providing excellent service.

We are hopeful that member firms who in time of CAT need assistance will utilize the registry and that insurers will also avail themselves of the registry.

If you wish your firm to be listed, please complete the information form via the link that follows.

[FILL OUT THE GOOGLE FORM](#)

## **NAIA Partners with KMG Services to Offer Health Insurance**

If you are self-employed or an independent contractor, you now have exclusive access to IHA Health powered by Conquer. IHA Health offers a variety of specifically designed Comprehensive ACA Compliant Major Medical plans. If you are in good or reasonably good health, IHA Health is the place for you. If you have a strong relationship with your benefits broker have them contact KMG and they willing to work with them.

### **WHAT DOES IHA HEALTH OFFER?**

- 12 Comprehensive Plans to Choose From
- ACA Compliant
- Affordable Pricing
- No Age Banded Rates
- Copays for Primary, Specialist and Urgent Care
- National PPO Network
- No Plan Lifetime Limits
- \$0 Copay Telemedicine
- and more!

This coverage is available for those in Arizona, Delaware, Georgia, Illinois, Indiana, Louisiana, Michigan, Ohio, Pennsylvania, Tennessee, and Virginia.

Learn more at the link below:

[LEARN MORE](#)

All other states except Washington can learn more at this link below:

## Become a CLM Fellow!

Joining NAIIA partner CLM as a Fellow is completely free, and one of the best things you can do to advance your career. Industry professionals — risk and litigation managers, insurance and claims resolution professionals, corporate/staff counsel, and service providers — are eligible to join as Fellows.

Learn more about the [CLM Fellow Benefits](#).

## Legislative News

### FLORIDA UPDATE: [FL SB 76](#) Makes several changes

To tackle what insurers claim has been an explosion of roofing claims and litigation, including making it illegal for roofing contractors or any person acting on their behalf to make a "prohibited advertisement," including an electronic communication, phone call, or document that solicits a claim. Offering anything of value for performing a roof inspection, an offer to interpret an insurance policy or file a claim or adjust the claim on the insured's behalf will also be prohibited. Additionally, contractors are prohibited from providing repairs for an insured without a contract that includes a detailed cost estimate of the labor and materials required to complete the repairs. Violations could result in fines of \$10,000. Read more about this [bill here](#).

### ILLINOIS UPDATE: [IL HB 0240](#) Amends the Illinois Insurance Code

Provides that a public adjuster shall ensure that a contract between a public adjuster and insured contains the email address of the public adjuster. Provides that a public adjuster shall provide the insurer with an exact copy of the contract with the insured by email within 2 business days after execution of the contract. Provides that a public adjuster shall not provide services until a written contract with the insured has been executed, and an exact copy of the contract has been provided to the insurer. Provides that, at the option of an insured, any contract between a public adjuster and the insured shall be voidable for 5 business days after the copy of the contract has been received by the insurer. Provides that the insured may void the contract by notifying the public adjuster in writing by sending an email to the email address shown on the contract. Repeals the Public Insurance Adjusters and Registered Firms Article of the Illinois Insurance Code. Effective immediately.

### LOUISIANA UPDATE: [LHB591](#) and [HB 547](#) 2021 Insurance Reform

These bills were passed due to the joint effort of Mike Lindhurst (AAA), Joel Moore (NAIIA), and state Rep Gabe Firment. All parties worked tirelessly to get legislation passed that would positively affect consumers after significant disasters.

Claims adjusters can now be held accountable for bad behavior instead of shifting responsibility back to the carrier.

The new law will stop carrier adjusters from directing policyholders towards specific third parties like salvage yards or construction firms they might hold a financial interest in. This will help prevent the conflict of interest that arises and help ensure fair claim payout.

[HB457](#) will add several new provisions regarding honesty and misrepresentation. This includes not allowing carriers or their adjusters to discourage claimants from seeking counsel.

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Please note the Legislative Committee's next zoom meeting is scheduled for October 22nd at 10:30 a.m CST. If anyone would like to participate, please contact Barry Parks at [barry@hauschco.com](mailto:barry@hauschco.com).

## Are you a member of NASP?



If you aren't a member of NASP, then maybe you should be! The NASP (National Association of Subrogation Professionals) memberships not only offer unique educational opportunities, but members also have a plethora of additional benefits, including lower conference registration rates, free webinars, access to the NASP Member Forum, a members'-only directory and an award-winning subrogation education magazine.

Learn more about [NASP](#) and the [NASP Member Benefits](#).

## 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.*

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[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.

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[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](#).

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[Staples Advantage](#) - 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. Our NAIIA contact person is Douglas Kellogg. You can reach him by email to [Douglas.Kellogg@Staples.com](mailto:Douglas.Kellogg@Staples.com) or by phone at 407-475-4219.

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**This is** *your*

**Need to add or update your email?  
Have industry news or tips to share?**



**Click to submit via email to [Sheri@NAIIA.com](mailto:Sheri@NAIIA.com)**

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