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June 2022

The Independent NEWSLETTER

FROM THE 2021-2022 PRESIDENT

Dear Members,

Summer is upon us and the high temperatures are a good indication we will have a scorcher of a summer. Better heat than cold, I always say!

What a great conference in Tucson! Enjoy the many photos on our blog. Thank you to all the members who attended, and we missed the members that were not able to attend. We hope to see you next year in beautiful Cape Coral, FL. Thank you to all the sponsors and vendors! Year after year you come through for the NAIIA and we recognize you and value our business relationship with you all. Thank you to our Education Committee who did another fantastic job with speakers, educational opportunities and lively round table discussions. And to our National Advisory Council - you guys rock!

Every successful association has an executive board and NAIIA is no exception. Your board survived through COVID with extended terms of office, giving valuable assistance to members through it all. During my year we did continue to reconnect with many, promoted our great association and through it all, made great strides to grow our association. Thank you Joel Moore, Peter Schifrin, John Henderson and Sheri and Mike Csom, for making my year so

SAVE THE DATE:



**NAIIA 2022 Mid-States
Regional Meeting
October 12 - 14, 2022**
Embassy Suites Indianapolis
- Downtown
Indianapolis, IL



**NAIIA 2023 National
Conference
May 8 - 11, 2023**
The Westin Cape Coral
Resort at Marina Village
Cape Coral, FL

enjoyable. It went by fast! To our RVPs, I thank you all for stepping up and representing your regions so well through difficult times. As I take my seat on the board as Immediate Past President we welcome to the board Bill Schulenberg, our new Secretary/Treasurer. Roll Tide, Mr. Schulenberg! I by no means will be sinking into the sunset but will continue to be available as needed, working with this board to represent all members and member firms of the NAlIA. Thank you for the opportunity to serve this great association. Peter Schifrin will serve this association well and I look forward to the 2022-2023 year!!

This newsletter is chock full of useful information so take a look and let us know if you have anything you would like to contribute, for the next newsletter. We love your fresh copy to share with all members. So, showcase your company in the next newsletter by sending us something to publish. In this issue you will hear from 4 Tucson first time conference attendees who loved their first-time experience.

Make plans early to attend the next conference in beautiful Cape Coral, FL and stay tuned for more information on the conference in future newsletters. In closing, thank you for the opportunity to serve you this past year. It has been my utmost pleasure to be the 2021 – 2022 NAlIA President!

Sincerely,

Cathy Hester, 2021-2022 NAlIA President
CJ Hester



**2023 Southwestern Region
Annual Meeting
February 22 - 23, 2023
Embassy Suites at Fort Worth
Fort Worth, TX**

FROM THE 2022-2023 PRESIDENT, PETER SCHIFRIN

It is with honor and excitement that I start my year as the 83rd President of the NAlIA.

I am a second-generation adjuster. My father, Leslie, did not see tremendous value in NAlIA. I believe he, like some others, thought it made no sense to spend time with one's competitors. My experience has been completely the opposite. Since I first dipped my toe into the NAlIA by attending a regional meeting I have been greeted with warmth and

comradery. I have developed business relationships and more importantly friendships. What is better than getting to spend time and learn and grow with others who understand the challenges of your daily business life?

The question comes up regularly as to the value of the NAIA for each member. While it is different depending on each member's circumstances, there is one thing I am sure of, and it is my theme for the year: "You Get Out of It What You Put into It". If you as a member sit on the sidelines, do not attend any meetings, do not get involved with any committees, and expect lots of good things to happen, you will probably be disappointed. But if you get involved, attend events, meet people, do things, I am certain good things will happen for you and your firm. Like any incoming President I hope to contribute to the ongoing success of the NAIA. I have some initial objectives that you will see come to fruition during my year:

1. The NAIA can do a better job interacting with exhibitors and sponsors for regional and annual meetings, as well as making choices to exhibit or sponsor at events. I have started a Sponsorship and Exhibits Committee. Past-President Peter Crosa has agreed to chair the Committee and he will be reaching out to add committee members. Do not hesitate to contact him with any ideas.
2. The process of nominating and electing the next national officer is a bit cumbersome and I have asked the Bylaws Committee to look at a proposed solution. Also, to update the Bylaws so we can vote electronically.
3. Any organization should be looking for its future leaders. I have started a Young Members Committee. Lauren Marsh has agreed to chair the Committee and she will be reaching out to add committee members. Look for the YMC to do something in Cape Coral next May. Contact Lauren if you want to be a part of this new committee.
4. We can make Regional and Annual Meetings must attend events. A big plus for 2023 is the roofing certification class that will be a part of the Regional meeting agendas. That roofing class is being prepared by Past-President Joel Moore and member John Killough.
5. Several of our members have been asking that we survey the membership to make sure we have current information. Mitch Whitman and Mark Davis have agreed to tackle this task and expect to see the first survey sent to you by your RVP sometime soon.

I want to recognize the accomplishments of Cathy Hester during her term as President, the years before she served on the Executive Board (including the COVID bonus year we all received) and her continued service as Immediate Past President and Chair of the Marketing Committee. Cathy is awesome.

I also want to recognize the gentlemen who will follow me as President, John Henderson, who is our President-Elect, and Bill Schulenberg, who just took the reins as Secretary-Treasurer. I know they both hope I do not set us back too far before they take over.

We have a great group of RVP's, including Chris Koning, Rock Phillips, Maggie Moss-Hufstedler, Mark Davis, and Todd Mahoney. Each is in the process of planning their next regional meeting, and I look forward to attending and seeing all of you (many of you) at those meetings.

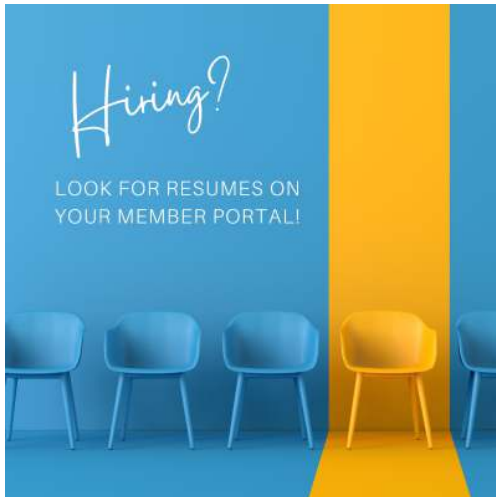


I am always available for any questions or comments or if you just want to say hello.

Sincerely,

Peter Schifrin
2022-2023 NAIIA President

Looking to hire? Check your member system!



Add motivated candidates to your team - straight from the NAIIA Member Management System!

Log in to your member portal to look for resumes today!



Thank You to Our Elite Conference Sponsors!



Thank You!

2022 CONFERENCE SPONSORS



Be On The Lookout For Your Dues Renewal Invoice!

IT'S TIME TO RENEW!



Dues renewal invoices are going out this week!
All invoices are due August 1, 2022



NAIIA Conference - Hear It From The Attendees!



What an amazing time we had at our 85th Annual Conference! Did you see some of the [photos](#) and the [recap on the blog](#)?

Hear below from some "first-timers" and what they thought!



"The NAIIA national conference in Tucson was my first, and it was a thoroughly rewarding experience from beginning to end. I found a real sense of fraternity among the members, and there's simply no substitute for opportunities to meet with high-level professionals to discuss

the issues facing our firms, the Association, and the industry as a whole. I learned a lot, had a fantastic time, and certainly plan to attend next year's national conference."

-Preston Stoeck, Primeco Claims Group



"I wanted to take this opportunity to thank you so much for an incredible conference experience. While I am not new to the insurance adjusting

business, I am new to the NAIIA conference. Little did I know that not only would I extend my stay by an additional day, I left the conference with a completely different attitude and what it was all about. I came in with no one knowing me and quickly felt welcomed and accepted. No one there wondered what I could do for them; people introduced themselves to me and asked how they could help ME! I made connections and even after I returned home, those that said they would reach out, did. Anyone that doesn't understand this group, what it stands for and the powerful impact it can have on you both professionally and personally should make it a point to attend... it's not at all what you think a 'conference' is. It's a family that I am so thankful to be a part of it."

-Shannen Wyatt, JT Parker Claims



"Intermountain Claims, Inc. is not new to the NAIIA, but this was my first

window into the NAIIA world in my role as ICI's Marketing Director. I do believe that collaborating and sharing our experiences collectively brings a product to the industry that benefits all involved. The NAIIA seems to meet this platform exceptionally well. From inspirational and educational speakers, thought provoking conversations with members of the advisory council, solid vendor representation and welcoming conversations with colleagues from all regions of the US and Canada, this was a definite "do again!"

-Jeanette Breshears, Intermountain Claims

NAIIA Member Spotlight - Taylor Greene



"I read something recently that made me think back on the NAIIA conference. It stated, 'Work on your business, not just in your business.' When attending the NAIIA, I spoke with various business owners about how they approached common problems and discussed solutions. The conference gave me space and time from daily operations to engage with others, renew friendships, and generate new networking opportunities. After the age of COVID, attending a conference in-person meant a lot to me. There are some dynamics that can't be replicated over a webcam!"

-Taylor Greene, Assistant Vice President, J.C. Greene Company, Raleigh, NC

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.

Legislative News

The latest summary of legislative updates in our industry!



From the desk of Tristan d'Adesky, the NAIIA Southeast Region Legislation Chair:

"Having been recorded during a large loss, this is an issue that adjusters need to continue to monitor through the remainder of the year. In this article, they discuss the ongoing issue of field adjusters being recorded

and/or video taped during their inspections. It is now in the Florida Courts' hands whether this will be allowed or not."

Read: [Homeowners Can Record Insurance Company Adjusters: Inspections, Florida Court Says](#)

From the NAIA Legislation Committee:

Read: [Cyber Legislation Update: As We Wait for the Strengthening American Cybersecurity Act to Pass, Here's Where States Stand](#)

If anyone would like to participate in the Legislative Committee meetings, please contact National Chairman Barry Parks at barry@hauschco.com.



YOUR E&O IS OUR PRIORITY

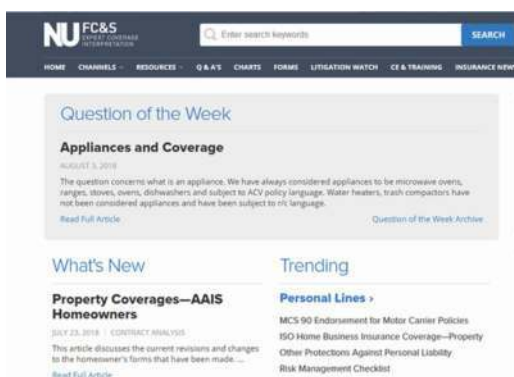
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Subscription Discount for NAIA Members



FC&S
Expert Coverage Interpretation

Question of the Week
Appliances and Coverage
August 3, 2018
The question concerns what is an appliance. We have always considered appliances to be microwave ovens, ranges, stoves, ovens, dishwashers and subject to ACV policy language. Water heaters, trash compactors have not been considered appliances and have been subject to r/c language.
[Read Full Article](#)

What's New
Property Coverages—AAIS Homeowners
July 23, 2018 | CONTRACT ANALYSIS
This article discusses the current revisions and changes to the Homeowner's forms that have been made ...
[Read Full Article](#)

Trending
Personal Lines
MCS 90 Endorsement for Motor Carrier Policies
ISO Home Business Insurance Coverage—Property
Other Protections Against Personal Liability
Risk Management Checklist

The NAIA 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

NAIA 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 need assistance in time of CAT events 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:

LEARN MORE

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](#).

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.

[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](#).

[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 or by phone at 407-475-4219.

Welcome New Members!

Alliance Appraisal, Los Lunas, NM

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

Sheri Csom, NAIIA Executive Director
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877-344-0624 | admin@naiia.com | www.naiia.com

Connect with us

