

FROM THE PRESIDENT...

What a great theme for the 2011 NACA Convention in Daytona Beach, "Pulling away from the competition." In the adjusting business, as well in the racing business, everyone needs to get a jump off the starting line. We are all vying for that pole position, hoping to get a head start on the others. But without our certifications, CE credits, and knowing how to write a claim on that computer program, the competition will surely pull away from us.

While so many independent catastrophe adjusters are simply sitting dormant waiting for things to get better, others will take action. It doesn't matter who you are, how old you are, where you live, who you've worked for, or how successful you've been in the past, you need to tune up your skills for this ever changing business.

It is my hope that all attendees enjoy and benefit from the journey to Daytona Beach in January. The convention has always been such an important investment, not an expense, for future success. Making face-to-face contacts will always be the most profitable thing you can do.

The NACA convention can help you position yourself to *pull away* from the *competition*.

Tressa Bullard
NACA President

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CONVENTION EDUCATION REPORT

by Russ Jackson

Happy Holidays! Since you are reading this, it means you survived "black Friday".

Now that you have all the gifts purchased for Aunt Nelly and Cousin Tom, it's time to do something for yourself... Like, registering for the great classes offered at the NACA convention. I told you in my initial article about the classes taking most of the day; NFIP, USAA Certification and California Earthquake. In this issue we will discuss the classes that are less time consuming and result in lots of CE credits. Some of you may say, "I've adjusted for so many years they can't teach me much", which may be true, but are you up on the latest technology used in the industry today?

If you are not on the golf course Monday, **Jay Crisp** has just the class you need to explore the technological advancements helping adjusters work faster, more efficiently and in some cases making claim closure more challenging. If technology is not your thing, then you may want to check out the latest materials and methods in the building industry taught by **Russ Jackson**. Both courses offer CE credits.

Beginning Tuesday, for those of you who spent Monday on the golf course you can catch the four hour course by **David Pettinato** about the proper preparation of a claim from beginning to end. And, if you are not attending the USAA classes check out **Doug Wallace's** two hour class on roofing systems or **Woody Britton's** review of the HO-3 Homeowner's policy. We can never review and discuss the nuances of a policy enough and all are good for CE credits.

LATE BREAKING NEWS - USAA drug testing will not be done at the certification. Therefore you will not be required to pay the additional \$35.00. (Those who have already paid the fee will receive a full refund of the \$35.) The instructors, **Chip Fairbank** and **Andy Medrano** will discuss the requirements for drug testing and background checks during the training.

continued on page 2

MENTORING TIP

by Woody Britton

After a non-existent hurricane season this year, we find ourselves scrambling to fill the lack of work void. Newbie's and seasoned adjusters alike are facing a slow down as we await the upcoming winter storm season.

As in past years, many adjusters use the down time to update their resume and the various software systems we use. The time should also be spent working on the marketing aspect of our business. We find ourselves facing a cash flow crunch, but we need to keep our name and faces in front of the folks that will eventually hire us back when the storms finally arrive and we are needed once more. Until then, we have to budget our training and marketing funds.

The upcoming NACA conference will again be an excellent marketing opportunity for new adjusters. The conference has a wide variety of classes and CE credits available. The addition of a carrier certification class this year is a money saving opportunity.

The conference is also a great time to meet and shake hands with the vendors and adjusters that are the back bone of our industry. The vendor show will be great fun and an excellent mixer for new adjusters.

I would encourage you to make your plans to be there. I will be teaching a class on the HO-03 policy and I look forward to meeting all of you that attend.

CONVENTION EDUCATION REPORT

(continued from page 1)

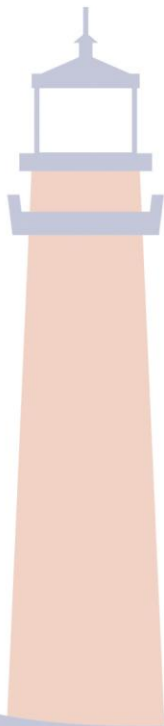
Wednesday, **HAAG Engineering** will teach two roofing classes each offering CE credit. Most of us are very familiar with composition roofing, but tile roofing is a different matter since it is regional and generally expensive. HAAG will discuss both in enough detail you can adjust either with no problem. Although roofing is important in our business, we cannot forget about the ethical pitfalls that may be encountered. **Todd Brant** will discuss those situations that cause the adjuster the most problems and throw in CE credit to boot.

Thursday rounds out our program with eight hours of software training. You choose the software and have all day to hone your skills. **Bill Loveland** is teaching Xactimate, **Shorty Fuessel** is representing Integriclaim and **Danny Sutliff** training Simsol.

As I said in my September notes – “We got magic to do” and it would not be possible without the great support of **Charlie McDaniel, Charles Norton, Lori Ringo** and **Tressa Bullard**. We hope each of you find these classes informative, interesting and worth your time.

Finally, I would like to thank the instructors for donating their time and helping adjusters attending this convention “pull away from the competition”.

See you in Daytona!



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- State Approved CE's
- Networking
- Vendor Show
- Golf Tournament

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DIDYA' KNOW

by Charles Norton


Ever want to save a screen that is on your computer, such as a website or a recipe or whatever. You can do it in Windows 7 -- just snip it.

To Capture a Snip

1. Open Snipping Tool by clicking the Start button . In the search box, type Snipping Tool, and then, in the list of results, click Snipping Tool.
2. Click the arrow next to the New button, select Free-form Snip, Rectangular Snip, Window Snip, or Full-screen Snip from the list, and then select the area of your screen that you want to capture.

To Capture a Snip of a Menu

If you want to capture a snip of a menu, such as the Start menu, follow these steps:

1. Open Snipping Tool by clicking the Start button . In the search box, type Snipping Tool, and then, in the list of results, click Snipping Tool.
2. After you open Snipping Tool, press Esc, and then open the menu that you want to capture.
3. Press Ctrl+PrtScn.
4. Click the arrow next to the New button, select Free-form Snip, Rectangular Snip, Window Snip, or Full-screen Snip from the list, and then select the area of your screen that you want to capture.

To Annotate a Snip

1. After you capture a snip, you can write and draw on or around the snip in the mark-up window.

To save a Snip

1. After you capture a snip, click the Save Snip button in the mark-up window.
2. In the Save As dialog box, enter a name for the snip, choose a location where to save the snip, and then click Save.

To Share a Snip

1. After you capture a snip, click the arrow on the Send Snip button and then select an option from the list.

2011 CONVENTION SPONSORS

- ✓ State Approved CE Credits
- ✓ Name Tags & Registration Bags
- ✓ Morning and Afternoon Breaks
- ✓ Adjuster Certification classes
- ✓ Golf Tournament
- ✓ Monday Night Hospitality
- ✓ Keynote Speakers
- ✓ Tuesday Night reception/dinner
- ✓ Wednesday Vendor Show w/reception
- ✓ Business Lunch

All of these things are made possible by the following who have sponsored portions of our annual convention:

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HSA Engineers & Scientists

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Simsol

Xactware, Inc.

There are still sponsorships available! If you have a company that you do business with, invite them to showcase their product or service as a sponsor of the convention.

For more information, go to http://www.nacatadj.info/naca/html/pdf_forms.aspx and click on "Sponsor Flyer".

Questions? Contact Lori Ringo at naca@nacatadj.org or 817-498-3466

From each of us

To each of you.....

Happy Holidays 



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2011 GOLF TOURNAMENT

The 2011 Golf Tournament is another great opportunity to network while attending the convention in January. The Arthur Hills Legends Course at the LPGA International course in Daytona Beach has been the course of the LPGA Tour since 1994. The tournament will begin at 9:00 am on Monday, January 10th, and cost is \$100 per player. Players are responsible for their own transportation to and from the course. Tournament fee covers green fee with cart, range balls, lunch, and tournament prizes. Register now! Include names of those you would like to be in your foursome or, let the Golf Committee put together a foursome for you.

BOOTHS ARE SELLING QUICKLY
FOR THE 2011 VENDOR SHOW
JANUARY 12TH IN DAYTONA BEACH, FLORIDA

The following vendors will be at the Vendor Show in January, in Daytona Beach, Florida:

Amcat
CatCREW
CPLIC – Claim Professionals Liability Insurance Co., RRG
Crawford & Company
Donan Engineering Co., Inc.
EagleView Technologies
Eberl Claims Service, Inc.
GAB Robins NA
Haag Engineering Co.
ITEL Laboratories, Inc.
Madsen, Kneppers and Associates, Inc.
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MSB
NACA
Online Reporting, Inc. / File Trac
RJMW Claims Service
Simsol Software
S&S Claims Service
Temporary Accommodations
Vale Training Solutions
Xactware, Inc.

VENDORS - don't miss this chance to showcase your product or service to those who would find it most useful!

ADJUSTERS - take advantage of this opportunity to see how these vendors can make your job easier!

The show is free to all who want to attend from 1pm – 5pm. At 5pm the room will be cleared and then, after a brief intermission for the vendors, the doors will reopen for those who paid the fee to attend. There will be food and drink stations and chances to win prizes donated by many of the vendors. The attendees will also have the opportunity to help one vendor win a prize. Vendors will be using our convention theme ***"PULLING AWAY FROM THE COMPETITION"*** in their booth in some way. Those attending the evening vendor show will have the opportunity to vote for the one booth they feel best incorporated our theme into their booth. The winning vendor will receive one year of full page ads in the NACA NEWS – a \$1,600 value!

Contact us for more information: naca@nacatadj.org



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Don't Let it Sneak Up On You! The deadline to book your room at the Hilton Daytona Beach Oceanfront Resort for the contracted single/double rate of \$112 is December 20th! There may be lower rates on the Hilton website. However, be sure to figure in the cost for the in-room internet and self-parking. Both of these are offered free when you book using the NACA code. Room reservations may be made directly with

Hilton reservations at 866-536-8477 or 1-800-HILTONS. If our block sells out before the cutoff date, rooms and rates are at the discretion of the hotel.

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**NATIONAL ASSOCIATION OF CATASTROPHE ADJUSTERS, INC.
STATE APPROVED CONTINUING EDUCATION CREDITS**

The following continuing education credits have been approved by the states indicated.

This page will be updated as state approvals are received.

Last Update – December 3, 2010

| CLASS TITLE | TX CEU'S | FL CEU'S | LA CEU'S | CA CEU'S | GA CEU'S | MS CEU'S | OK CEU'S | NC CEU'S |
|---|-----------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| MONDAY – JANUARY 10: | | | | | | | | |
| NFIP Adjuster Certification* | 7 Gen | 7 Law | 7 Adj | N/A | 7 P&C | 7 Adj | 7 P&C Adj | 7 Gen |
| Technology & The Adjuster | 1 Gen | 1 Opt | 1 Adj | N/A | 1 P&C | 1 Adj | 1 P&C Adj | 1 Gen |
| Effective Property Claim Inspecting & Scoping | 1 Gen | 1 Opt | 1 Adj | N/A | 1 P&C | 1 Adj | 1 P&C Adj | 1 Gen |
| Material Identification | 2 Gen | 2 Opt | 2 Adj | N/A | 2 P&C | 2 Adj | 2 P&C Adj | 2 Gen |
| Daily Total | **4 | ***** | **4 | N/A | **4 | **4 | **4 | **4 |
| TUESDAY – JANUARY 11: | | | | | | | | |
| The Proper Preparation & Presentation of An Insurance Claim | 4 Gen | 4 Law | 4 Adj | N/A | 4 P&C | 4 Adj | 4 P&C Adj | 4 Gen |
| USAA Certification Review | 4 Gen | 4 Opt | 4 Adj | N/A | 4 P&C | 4 Adj | 4 P&C Adj | 4 Gen |
| Roofing Systems & Installation Parameters | 2 Gen | 2 Opt | 2 Adj | N/A | 2 P&C | 2 Adj | 2 P&C Adj | 2 Gen |
| USAA Certification | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| HO3 Homeowner's Policy HO3-10-00 | 2 Gen | 2 Opt | 2 Adj | N/A | 2 P&C | 2 Adj | 2 P&C Adj | 2 Gen |
| Daily Total | **8 | ***** | **8 | N/A | **8 | **8 | **8 | ***6 |
| WEDNESDAY – JANUARY 12: | | | | | | | | |
| Tile Roof Damage Assessment | ^ | ^ | ^ | N/A | ^ | ^ | ^ | ^ |
| Composition Roofs Damage Assessment | ^ | ^ | ^ | N/A | ^ | ^ | ^ | ^ |
| Claims Adjusting and Bad Faith | 2 Eth/ 2 Gen | 4 Law | 4 Adj | N/A | 4 P&C | 4 Eth | 4 Eth | 4 Gen |
| Daily Total | **4 | ***** | **4 | N/A | **4 | **4 | **4 | **4 |
| How Public Adjusters Get Clients | N/C | 1 Eth | N/C | N/A | N/C | N/C | N/C | N/C |
| THURSDAY – JANUARY 13: | | | | | | | | |
| California Earthquake Adjuster Accreditation | 4 Gen | 6 Opt | 6 Adj | 3 # | 6 P&C | 6 Adj | 6 P&C Adj | 6 Gen |
| Xactimate Overview (AM) | 2 Gen | 2 Opt | 3 Adj | N/A | 3 P&C | 3 Adj | 3 P&C Adj | 2 Gen |
| Xactimate Overview (PM) | 2 Gen | 2 Opt | 3 Adj | N/A | 3 P&C | 3 Adj | 3 P&C Adj | 2 Gen |
| IntegriClaim (AM) | 2 Gen | 2 Opt | 3 Adj | N/A | 3 P&C | 3 Adj | 3 P&C Adj | 2 Gen |
| IntegriClaim (PM) | 2 Gen | 2 Opt | 3 Adj | N/A | 3 P&C | 3 Adj | 3 P&C Adj | 2 Gen |
| Simsol (AM) | 2 Gen | 2 Opt | 3 Adj | N/A | 3 P&C | 3 Adj | 3 P&C Adj | 2 Gen |
| Simsol (PM) | 2 Gen | 2 Opt | 3 Adj | N/A | 3 P&C | 3 Adj | 3 PC& Adj | 2 Gen |
| Daily Total | ***4 | ***** | **6 | 3 # | **6 | **6 | **6 | **6 |

Unless otherwise noted, PCCP Association is the provider for state approved CE's.

*NFIP Adjuster Certification is a stand-alone program

**No partial credit. Adjusters must attend all workshop sessions to get any credit.

***Reduced certification in TX and NC

****Attendees can only receive a maximum of 4 hours for TX-certified software programs. They are expected to only be in one of the 3 possible "brands" of software classes.

*****Florida adjusters can secure up to 15 Law, 16 Optional, and 1 Ethics, in any combination up to a maximum of 23 CE hours if they attend all classes except NFIP. With NFIP, the maximum Florida CE is 26.

- California Earthquake Authority is the provider for the California CE's for this course.

^ - Haag Engineering Company is the provider for these two classes.



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