

# NACA NEWS

VOLUME 15, ISSUE 3

SEPTEMBER 2011

National Association of Catastrophe Adjusters, Inc.  
 P O Box 821864  
 N. Richland Hills, TX 76182  
[www.nacatadj.org](http://www.nacatadj.org)  
 817-498-3466

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 Complete listing of NACA Officers and Committees

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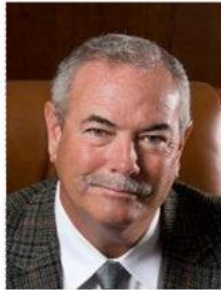
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## FROM THE PRESIDENT....

"Come on Cane"!!!!

Here comes Irene! As I write this message, The Weather Channel is on, phones are ringing, emails flying, people buzzing around, lots of hype on the news and weather channels, adrenaline starting to kick in, heart beats a little quicker with each Hurricane Hunter Update, all kinds of excitement! How many times have you been there before, only to say, "What a waste of a perfectly good hurricane"? By the time you read this you will either have gone through all of these thoughts and emotions, and back to your daily routine, or hopefully working your butts off in some place you have probably never seen before. As far as I am concerned, this is one of the best parts of working storms. I love seeing America and Americana from the inside out. Getting paid to do it to boot and paid well, I might add, "Thank you to all of those "CAT" companies who employed me" (the good headaches). The twelve to sixteen hour days, seven day weeks, months away from home were tough, not seeing my kids grow up, even tougher (the bad headaches). Traveling 2,000 or 3,000 miles and not getting enough claims (a nightmare).

I love this business! I tell people it took me twenty years to find a real job! Everyone should be so lucky. Good times and bad, it is still a great profession and for me, the only profession! I have worked in beautiful places, met wonderful people, developed lifelong relationships, worked for great companies and made good money doing it.

NACA is a SURE BET! The convention is shaping up. If you like boxing, you do not want to miss it. Like gambling, you don't want to miss it. Like the Rat Pack, you do not want to miss it. Don't know who the Rat Pack was, (poor souls) we have classes for you, or you must be a Newbie. We even have a special welcoming reception just for newcomers to the industry. We want new blood, we want to train and help you get started in one of the most exciting and rewarding professions in the world. More importantly, while nobody can guarantee your success, (that depends on you!) we can provide you with the tools that you need to be successful. Where better to do it than Las Vegas? How can you beat that deal? NACA, it is "A Sure Bet"

We are looking forward to seeing you in Las Vegas in 2012. Bring a newbie with you and get a discount! Bring a new NACA member with you and get a discount! What a deal! What A Sure Bet!

"Better than a football game on a Sunday afternoon! Come on Cane!" -- Joe Johns

Warren Aplin  
 Your 2011 president  
[waplin@aplinpeer.com](mailto:waplin@aplinpeer.com)

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**DONALD GROH**  
1931 - 2011

Founder, Past President and Life Member - Donald Groh - Passed away on April 30th at the age of 80. On behalf of the officers and members, a wreath was sent to Mrs. Groh to express our sympathy. The following note was received in response:

*Dear NACA Officers & Members, Thank you for expressing your sympathy to the Don Groh family. The flower arrangement is lovely and already on my front door. Don's association with NACA was one of his proudest achievements.  
With regard,  
Barbara Groh and Family*

**DON'T MISS THE 36<sup>TH</sup> ANNUAL NACA CONVENTION**  
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For more information: [www.nacatadj.org](http://www.nacatadj.org) or [naca@nacatadj.org](mailto:naca@nacatadj.org)

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A SURE BET!**

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## NACA....A SURE BET!

The 2012 NACA Convention will be held January 15-19, 2012 at the South Point Hotel & Casino (9777 Las Vegas Blvd. S) in Las Vegas, NV. Your committee chairs are finalizing details. Here is the tentative schedule:

Sunday, 1/15 - Registration, Executive Meeting, Silent Auction,  
Newbie Orientation

Monday, 1/16 - Registration, Golf Tournament, Silent Auction, Classes

Tuesday, 1/17 - Registration, Silent Auction, Classes, Reception/Dinner

Wednesday, 1/18 - Past President's Breakfast, Vendor Show,

Business Mtg, Classes, Reception

Thursday, 1/19 - Classes

Our group rate is \$59 for a single/double deluxe room. We have a limited number of rooms in our block, so don't wait too long! This rate is in effect three days prior and three days post, until our room block is sold. NACA attendees also receive a 20% discount at Spa Costa Del Sur, complimentary parking, and free wireless internet in the guestrooms. Reservations may be made by calling 1-866-791-7626. Please identify yourself with the National Association of Catastrophe Adjusters Convention.



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## **2012 CONVENTION EDUCATION REPORT**

Coordination for NACA training is coming together nicely. We will soon be able to provide class details and the CE credits available for each.

The first cards dealt, Monday 16 January will be NFIP training by H2o Partners. ITEL will present a class on how they assist identifying building material like siding, carpets and roofing. Additionally, Eberls Claims Service will discuss Fiduciary Responsibilities and the Adjuster, followed that afternoon by "What Happens When a Suit is Filed?". All in all, a full house.

As the roulette wheel spins to Tuesday, we have a full day of Xactimate training taught by

Chris Hatcher. Presentations will also be made by SERVPRO and Rimkus Engineering. The "Prize Fight" by RJMW Claims Service will be a face-off between an adjuster and PA both having legal counsel in their corners. Rounding out the day will be Roof Safety conducted by Kevin Kramer.

Wednesday begins with a choice between Haag Engineer's presentation of "Sudden Damage vs. Maintenance Issues" or Andy McCallum's discussion of How to Interpret Body Language. Completing the morning is Risk Management Considerations presented by Mike Csom of CPLIC.

Thursday's finale is California Earthquake Certification presented by Dan Dyce of the California Earthquake Authority, USAA training and certification presented by Amcat Adjusting and a full day of software training presented by Integra Claims and Simsol.

Our intent is to provide a broad spectrum of classes so each attendee can earn CE credit in a subject of interest. More to follow in the next addition.

Russ Jackson  
CE Committee Chair



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**NETWORKING AS A TOOL**

As we conclude a very busy spring and summer storm season, I'm still receiving calls from newer adjusters looking for a lead or referral to a vendor. We have tried to line up new adjusters with vendors that are looking for new talent that are willing to learn and grow as an adjuster. We have had a couple of newbie's that were successful in getting dispatched and have done well in the field. As a whole, the busy season has been helpful to the newbie's that have had the opportunity to show their talents.

The upcoming NACA convention in Vegas will be another excellent opportunity for newer adjusters to meet the top vendors and network with seasoned adjusters. This year's education line up will be top notch. The Board has proposed a meet and greet for new adjusters on Sunday night. Tressa Bullard will host the group and several of the life members and past presidents will be on hand to meet with new adjusters and answer questions. This will be helpful over the course of the meetings for newer adjusters to have names and faces that will be willing to share their knowledge of the adjusting business.

I have always been a strong advocate of networking. It is a valuable tool in the catastrophe business. There are a lot of talented adjusters in this business and events like the NACA convention and vendor show are a chance to meet with the top vendors and adjusters in the business. We look forward to meeting you and we are confident you will find the networking experiences enlightening and valuable.

Woody Britton

Past President & NACA Life Member



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#### PROPERTY TECHNICAL CERTIFICATION

I just returned from a visit to Crawford and Company's world headquarters in Atlanta, Georgia. I was there for a meeting of the PTC Advisory Committee. "PTC" is the acronym for Property Technical Certification. The PTC is the property and casualty industry's first major initiative to develop a credible certification for property adjusters. Similar to the well-established A.I.C. (Associate in Claims) and C.P.C.U. (Chartered Property and Casualty Underwriter) accreditations, it is the goal of the companies and individuals behind the PTC to establish the PTC as the "gold standard" for property adjusters and other property claims professionals.

The driving force behind the PTC is Crawford and Company, the gracious host of the meeting I had the honor to be a part of. In attendance were approximately 20-25 insurance industry representatives from independent adjusting firms, major and second-tier insurance carriers, catastrophe adjusting firms, software and website vendors and insurance media folks.

The meeting started early and went straight through a working lunch until late afternoon when it was time for many of the attendees to catch their flights home from Atlanta-Hartsfield Airport. Everyone at the



meeting actively participated and added to the event. It was a very positive experience for all.

When the PTC is fully in-place, it will comprise of three (3) levels of certification PTC 1, 2 and 3. PTC 1 went live in late January of this year and currently over one thousand property professionals are involved in taking the certification course with over 160 folks completing the course and receiving PTC certification.

In addition to developing the next two levels of PTC certification, a new property insurance group, the Young Professional Insurance Executives (YPIE or "Y-Pie" for short), gave a lunch-hour presentation on their thoughts on how "seasoned property professionals" can market insurance careers to new graduates and begin the process of replacing the dwindling number of adjusters with years of working knowledge and experience with new, younger claims professionals who wish to make claims their career of choice. I didn't know this but when college seniors were asked to rank claims as a career path, it was voted 97th out of a possible 100 choices! (I hesitate to ask what careers came in 98th, 99th and 100th!)

Although Crawford came up with the idea behind the PTC initiative, they are the first to insist it is their desire to make the PTC an industry-accepted educational career milestone for all company and independent adjusters working today and far into the future. They invite all insurance professionals from any company to get involved.

I, for one, welcome the PTC program. It is something that has been needed in the property claims industry for some time. I urge anyone with something to contribute contact the committee coordinator for more information ([Douglas F. Dell](#), SVP e-Learning Services, Crawford and Company, 404.300.1505).

John Postava  
NACA Sergeant at Arms

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**2012 NACA GOLF TOURNAMENT**

The NACA golf tournament will be held Monday January 16, 2012 at Angel Park's Mountain Course. The cost to play this beautiful course is \$120.00. Fee includes Golf,

Range Balls, Golf Cart, Buffet Lunch and transportation from/to the South Point Resort.

For those players who have never played in the NACA tournament, you have been missing out on a good time. We play a four person scramble, with mulligans, KP's & LD's \$\$\$ There will also be door prizes donated by our sponsors. \$\$\$

Sign up early -- you may be playing with your next employer!

**Tony Slee**  
2012 Golf Chairman



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The 2012 Vendor Show is going to be one of the best yet!

The one day show will be held on Wednesday, January 18th and will showcase up to 50 vendors with products and/or services specific to catastrophe adjusters and the industry. From 1pm - 4:30 pm, admission is open to all who want to attend. There is no charge to attend during this time block! This is a great opportunity for vendors to invite local clients to come meet with them. At 4:30 vendors will take a quick break. When the doors reopen at 5pm, only those with tickets will be allowed entry. The ballroom will be transformed with a casino atmosphere. We will have food and beverage stations, along with gaming tables with instructors there to help you master the games. Chips won and lost will have no monetary value! Many of our vendors will provide door prizes, and winners will be drawn during this time. More information will be posted on the website soon! You may also contact Shari Britton or NACA for more information.



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For more information on the many sponsorships still available (drink tickets, food stations, luncheon, morning and afternoon breaks, newbie reception, golf tournament, classes), contact **Lori Ringo**.



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**WELCOME NEW NACA MEMBERS!**

We would like to welcome the newest member of NACA, Business Associate Member **Insurance Network Services**. This membership was approved during the first

quarter of the year.

General Members will be receiving the second quarter ballot in the next few weeks. The recently approved bylaws revisions allow a quicker voting process which streamlines the timeline for NACA membership. Many of you are working Hurricane Irene or other storms throughout the United States. As you meet qualified adjusters, be sure to direct them to the [NACA website](#). On the site we have information regarding the association, membership, the 2012 convention, as well as many helpful links.



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