

NACA[®] NEWS

NATIONAL ASSOCIATION OF CATASTROPHE ADJUSTERS, INC.

www.nacatadj.org

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SEPTEMBER 2009

FROM THE PRESIDENT. . .

This year is almost over. Boy how time flies!

Your Board has worked very hard to see that NACA is moving forward and keeping up with the changes of the industry. This year there have been a lot of changes. We have a new website and it is great. Go to it - use it - it belongs to you. The newsletter is better. Use it to advertise, sell anything you do not need, maybe find something you need from other cat adjusters.

Warren Aplin, Chairman of CE Committee, is doing a great job. Everyone is working very hard to make this convention the best we have ever had. The convention site is great and is in your back yard. I understand the Renaissance Hotel in Austin, Texas is fantastic and can't wait for you to be there. All details will be on the website soon. We will have a keynote speaker this year that you will not want to miss. Make your plans now to be in Austin. You do not want to miss this convention!

I must thank the general membership and business members for taking the raise in dues so gracefully.

Until next time,
Tom Vaughan
2009 NACA President

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“Catastrophe Adjusting for a New Generation”

This is the theme for the 2010 NACA Convention. I hope by now you have heard some of the news about the Convention. It is shaping up to be the best one ever. More CE credits for more states than ever before, with 44 CE credits over the 4 days. Each person could qualify for up to 28 CE credits, if they attend as many classes as possible during the convention.

This convention is a **MUST ATTEND** for you, if.....

- You are looking for a career change and want to find an exciting and lucrative career as a “Catastrophe Adjuster”
- You are new to this industry, and need training in the exciting world of catastrophe adjusting
- You are already working in the insurance industry and want to learn what CAT adjusting is all about
- You are a self starter, have an entrepreneurial spirit, like being your own boss, and think you have what it takes
- You want to see this country from the inside, not from the interstate, to see nature at its best and worst and people at their best, and to help others in a time of need
- You are a veteran and need CE credits and/or NFIP certification

If you are a veteran adjuster for the first time we are having advanced classes for the estimating software. NFIP will return again this year with new and exciting speakers.

The 2010 convention will feature:

- Dr. Dale Henry, a well known author, educator, trainer and speaker will be our Keynote Speaker. You will not find a more enjoyable speaker who will enlighten and educate your audience
- A private room for one on one sessions with the estimating software companies
- CE credits will be coordinated for the first time by a professional company (PCCP) to assure a fast and accurate accounting of your CE Credits

Rather than having to make a choice of NFIP or estimating sessions, they will be held on separate days. Since you have to be a 4 year adjuster to qualify for the NFIP certification,

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2010 CONVENTION SPONSORS

Special thanks to the following companies for sponsoring a portion of the convention:

Aplin Peer & Associates, Inc.
Burton Claim Service, Inc.
IMS Catastrophe Services, Inc.
Mathias and Company, Inc.
Simsol Insurance Services, Inc.

There are still many sponsorship opportunities. Don't miss this chance to showcase your company.

For more information, contact Lori Ringo
 naca@nacatadj.org or 817-498-3466

"Catastrophe Adjusting for a New Generation"

.....cont'd from page 1

the classes for the new adjusters will be held opposite the NFIP Certification class, so there won't be any competition of that time slot.

New adjusters can take the beginner estimating classes on one day, beginner adjusting classes the next day, general sessions the third day, attend the NACA Business meeting/lunch and vendor show in the afternoon.

Veteran adjusters can play golf or take advanced estimating sessions on Monday, NFIP on Tuesday, general sessions on Wednesday morning, NACA Business Meeting/lunch and Vendor show in the afternoon.

This is going to be a great convention. Plan to attend! Make sure to stop by the NACA booth and join the organization if you have not already done so.

Looking forward to seeing you in Austin!

Warren Aplin
 CE Chairman

2010 CONVENTION SCHEDULE

Sunday, 1/10	Exec Meeting	6pm – 8pm
Monday, 1/11	Golf Outing – Balcones Country Club	9am
	Simsol Beginner	8am – 10am
	IntegriClaim Beginner	8am – 10am
	Simsol Advanced	10:15am - 12:15pm
	IntegriClaim Advanced	10:15am - 12:15pm
	PowerClaim Beginner	1:30pm - 3:30pm
	Xactimate Beginner	1:30pm - 3:30pm
	PowerClaim Advanced	3:45pm - 5:45pm
	Xactimate Advanced	3:45pm - 5:45pm
	Reception	6:30pm
Tuesday, 1/12	NFIP Adjuster Certification	8am – 5pm
	Basic 101	8am – 10am
	Roofs: Types, Failures, Cause of Loss	10:15am - 12:15pm
	Homeowners Coverage Analysis: Wind Policy vs HO Policy	1:30pm - 2:30pm
	Inspecting & Scoping the Catastrophic Property Loss	2:30 - 3:30
	Quality CAT Reporting for Increased Productivity & Profitability – Top 10 Mistakes Cat Adjusters Make	3:45pm - 4:45 pm
	Wind vs Flood	4:45pm - 5:45pm
	Software Networking Room	8am – 6pm
	Reception	6:30pm – 7pm
	Dinner/Dancing	7 – 11:00pm
Wednesday, 1/13	When Ethical Adjusting Gives Way to Bad faith	8:30am – 10:15am
	Conference Keynote Speaker – Dr. Dale Henry, PhD	10:45am - 12:30pm
	Business Lunch & Meeting	1:00pm – 4:00pm
	Vendor Show	1pm – 8pm
	Reception/Buffer	6:00pm – 8pm
Thursday, 1/14	Class - TBD	8am – 5pm
	Executive Meeting	5:30 pm – 7:30 pm

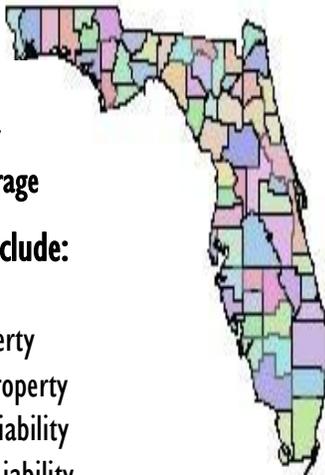


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MENTORING TIP

by Woody Britton

One of the many challenges for adjusters, especially new adjusters is compiling an estimate and report that meets the guidelines of the vendor and ultimately the carrier. The vendor and carrier will normally provide a "guideline" to use for report and estimate compilation, but to get a completed report past the dreaded vendor examiner, that can be a challenge.

The examiners at most vendors have a particular "style" that they like to see. If you can work with an individual examiner, the process of learning what they want to see is much easier and within 15-20 claims, you can have your system down and the examiner will become comfortable with your individual estimating style and report writing. I can assure you that no two adjusters compile an estimate and write a report exactly the same.

By the same token, no two examiners look at a report the same. No matter what you may have heard, examiners are not kept in dark rooms and fed slog for 12 hours a day; they usually have a light bulb, ok, ok I'm kidding.

Examiners have a challenging job of trying to keep the flow of reports to the carrier and at the same time, provide much needed quality control over the adjuster files. Long hours of adjusting can open the door for a poor quality work product. Examiners are charged with reviewing the photos, scanning the estimate for accuracy and determining that the estimated items are covered within the policy coverage. They then read the report to be certain that the file is tied together. After that, the file is forwarded for billing and processing by the carrier. The examining portion can be both tedious and frustrating.

The adjusting and examining processes are both important aspects in the chain of work flow. The adjuster AND examiners have to work together to reach common ground and provide a properly prepared file. Learn to review and comprehend what the examiner is trying to say if a file is rejected. There is usually a reason that is beyond the adjuster's knowledge of why an item has to be presented in a particular way. All carriers do not handle claims the same way and the vendor examiner has to maintain the carrier's standards and work with the adjusters to achieve maximum customer service.

Strive to understand what the examiner wants to see and provide a consistent work product. Going to battle with an examiner over a simple change in a file is a waste of time and effort. Keep in mind that the ultimate goal is to get the file closed, that will not happen until the examiner is satisfied with the file. Arguing a point with an examiner is a bit like dressing a pig, it only feels good to you and it annoys the pig.

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2010 Convention "Catastrophe Adjusting for a New Generation"

Mark your calendar NOW to attend the 2010 convention, January 11-14, at the Renaissance Austin Hotel in Austin, Texas.

Keynote Speaker – Dr. Dale Henry, PhD is a well known author, educator, trainer and speaker.

Education – Experienced adjusters can earn state CE's as well as their NFIP certification. Those who are new to the industry can take advantage of the "newbie" classes.

Vendor Show – Visit face to face with premier vendors of our industry in a relaxed atmosphere with food, drink and door prizes!

Networking – The golf tournament, breaks, receptions and meals offer many opportunities to network with your peers.

Technology – Four of the leading software companies will be presenting Beginner and Advanced courses.

The Renaissance Austin Hotel has offered our group a room rate of \$129 per night. Our room block is limited! Make your reservations by calling 1-800-228-9290 or 281-443-2310 and tell them you are with NACA.

As soon as final details are confirmed, you may register your schedule on the NACA website. Forms will be posted on the site as soon as possible.

If you have any questions, please call Lori Ringo at 817-498-3466 or email naca@nacatadj.org