

NACA NEWS

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National Association of Catastrophe Adjusters, Inc.

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FROM THE PRESIDENT....

Well four years has gone by in a flash. This will be my last newsletter as president. I want to thank the membership for giving me the opportunity to serve. I joined NACA back in 96 or 97. In those days it took quite a while for the paperwork to go through and to be accepted at the next convention, so while I am certain I sent paperwork in in 1996, I don't think I was approved until the convention in 1997. I was working in LA doing wind claims in the early part of 1997. I flew into Las Vegas for my first convention, it was held at Treasure Island. That place was so big if there weren't signs everywhere, you could never find your way around. It was my first time to Vegas, what an experience; it was my first time to California, what an even bigger experience, people are different in LA. They say it never rains in California, well it rained most of the time I was there, about 5 weeks or so. I remember flying into California and seeing the vast suburban area once you go over a mountain range from the east. You seem to fly forever over towns and suburban areas until you get to LAX. The California metropolitan area was huge, way different than the concentrated area of the NY metro area. Flying into Vegas was also unbelievable, brown everywhere and then a city pops up in the middle of nowhere.

My first introduction into the catastrophe business was the winter of 1993 -1994. I was working for a small independent in NY that got hired by Pilot to do freeze and snow related claims. I thought this was the best business in the entire world. It was the American Way, you work hard, you make money, it was that simple. I asked my boss, Cliff Smith, at the independent firm if he would be upset if I tried to go with Pilot full time. He was a gentleman and our paths have crossed a few times over the years. I asked the Pilot supervisor, Mickey Hamilton how I could get into the business. The rest they say is history. I told / tell people it took me twenty years to find a real job. I had had three other careers already by that time and there was no

In This Issue

NACA...A SURE BET!

Convention Hotel Info

**2012 Convention
Education Report**

Attention Newbies!

Membership Committee

**2012 Sponsorship
Opportunities**

2012 Vendor Show

**Welcome New NACA
Members!**

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ATTENTION NACA MEMBERS:

KMC On Demand is offering NACA Members 10% off the purchase of the full PTC (Property Technical Certification) 1 package.

This discount does not apply to courses purchased ala carte. For more details, use your NACA member number at the [Member Login](#).

SPECIAL THANKS TO THE FOLLOWING COMPANIES FOR SPONSORING THE 2012 NACA CONVENTION

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question this was the best thing in my business life that had ever happened to me up until that point. I met great people, made lifelong friends, made plenty of money and traveled all over the country. I saw parts of the country over the next 5 years that I never would have gone to. It opened my eyes to a world outside of New York. It was not without sacrifice, my children grew up while I was on the road, but I was able to provide a life for them that I never could have done had I stayed local. There was a point where I was pretty much away for two straight years, that is a long time in the life of a kid. The CAT business also afforded me to move to Florida where business opportunities presented themselves and the insurance industry was quite different than the way it was done in New York. Independents were more the norm than the exception in Florida, the storm business was plentiful. I could tell stories for hours and I am sure all of you can do the same.

It is a certain type of person that becomes a "CAT" Adjuster. They are made from the same type of mold; my background is typical of a "CAT" Adjuster in my opinion. They have been around the block a few times, been knocked down a few times, have an entrepreneurial spirit, they are seasoned and usually on at least their second career.

My goal over the past four years has been to increase membership and to leave NACA in a sound financial position. I have tried all that I knew to increase membership; it has proven to be a real challenge. The financial task was an easier one. We have succeeded in leaving the organization in a much better position than where it was four years ago. We have implemented several innovations over the past years and the next board will be able to continue with those improvements. As always I encourage you, the membership to get involved and bring your thoughts and ideas forward. The organization needs new blood; this will be the challenge for future boards and you.

The convention is shaping up, registration is open. Please sign up early, it helps us in planning. Please, please, please, support the organization by staying at the host hotel. The organization has to guarantee a certain amount of room nights, food and beverage consumption, etc. in order to secure the meeting space that is needed for this type of function. We need your help in doing this. The "Main Event" is going to be a lot of fun; you will most certainly want to attend. What could be better, you get "The Main Event", our special guests "The Rat Pack" and Marilyn Monroe, a Gambling Instruction themed Vendor Show, multiple CE classes, NFIP certification, Earthquake certification; it is a convention not to be missed! See you in Vegas!

[Warren Aplin](#)
Your 2011 President

[\(back to the top\)](#)

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For more information: www.nacatadj.org or naca@nacatadj.org

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[\(back to the top\)](#)

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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. Our group rate is \$59 for a single/double deluxe room. The cut off date is **December 26th**. 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. [\(back to the top\)](#)



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December is here - which means the convention is less than sixty days!

Sign up NOW for your convention classes!

Worried about legal issues?

Check out the two classes presented by Jennifer Whiteaker, "Your Fiduciary Responsibility" or "What Happens When a Suit is Filed?" Don't want that? How about "The Main Event", led by Bob McRorie - you will hear from all sides -- the adjuster, PA, plaintiff and defense

attorney. Risk Management may not fall in the legal category but Mike Csom will definitely present ideas for consideration by the adjusting professional.

How about hearing from the folks who can provide professional support? We offer more winners:

Gail Bartlett will explain what ITEL can do and how they will help you settle those nasty flooring claims. Interested in water restoration?

Bruce Quinn from ServPro has the answers.

Need certifications?

Mark Buntyn is presenting the NFIP Certification for all flood adjusters or adjusters who want to be flood adjusters. Dan Dyce from the California Earthquake Authority and Mark Sokol of Rimkus will present the California Earthquake accreditation.

What are the engineers offering?

Scott Eddy and Erik Moore of HSA Engineers are here to talk catastrophe both flood and structural. HAAG Engineering is represented by Tim Marshall who will be demonstrating how to determine new and old damages. Jack Dolan from Rimkus Engineering will be discussing non hurricane issues like hail, snow and ice.

Want to hear from Adjusters?

Russ Jackson from Amcat will discuss techniques to get all the information needed during a site inspection saving time, energy and money. Kevin Kramer of Catastrophe Career Specialties will discuss how to inspect a roof safely! Something we can all use. Want to know what the insured really hears while the adjuster explains the claims process? Andy McCallum of RAC will explain what body language actually communicates to people.

How about technology? You have all day.

Chris Hatcher will discuss Xactimate sketch and preparing claims in Xactimate for all level of user. Danny Sutliff will discuss new and existing features of Simsol 4.0. Robert Zimmermann, Peter Hertzberg and Athena Muller repreting IntegriClaim will present specific classes for the beginner and advanced user.

We feel that you have a "SURE BET" attending NACA classes. We look forward to seeing you in January!

Russ Jackson

CE Committee Chair

(complete Education Schedule can be read [HERE](#))

[\(back to the top\)](#)

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VEGAS BABY!!!!

I am excited this year about the NACA convention. I have worked with the NACA newbie program for several years. This year, the Executive Committee has decided to have a new adjuster Welcome Committee. The idea is to meet with the newer adjusters at the beginning of the convention. We will have a short presentation by Tressa Bullard and myself. After that, the Life Members and several very experienced adjusters will make themselves available to the newer adjusters to answer questions, provide vendor references and give the new adjusters an insight into the adjusting business. The newer adjusters will then have several people that they can reference during the convention to make the conference a more personal experience.

We invite all of the new adjusters that are attending the convention to sign up for the event. We will have light snacks and provide a relaxed atmosphere to meet and greet the Life Members, Past Presidents and many of the adjusters that have been successful in the industry.

The NACA convention has provided Shari and I many positive experiences and the networking opportunities are unlimited if you put yourself out there, step out of your comfort zone. We also ask that you make a concerted effort to meet the adjusters and vendors that have years of experience and are the tops in the industry.

We have compiled a great list of friends directly related to NACA and we also work, almost exclusively, for NACA vendors and contacts we have made at the convention over the last 16 years.

I cordially invite you to sign up today and attend the convention. I can guarantee you that you can move your career forward and meet tremendous people. Please come and join us, we look forward to meeting you.

Woody Britton, AIC

Past President & NACA Life Member

[\(back to the top\)](#)



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MEMBERSHIP COMMITTEE

NACA is still accepting membership applications year round! Take advantage of the member discount for our annual convention. Once the application and payment for membership is received, you can take the member discount off the convention registration fee!

NACA members should encourage their colleagues and associates in the insurance industry to join NACA. Members should encourage vendors to participate in the 36th Annual NACA Convention, as well as becoming Business Associate Members.

If you have potential NACA members, please advise the Membership Committee or Lori Ringo. We would like to have all applications submitted before the end of the year!

Robert Uhler, RPA, AIC
NACA Secretary/Treasurer
Membership Committee Chair

[\(back to the top\)](#)



2012 PCS CATASTROPHE CONFERENCE
April 29 - May 1, 2012 • Hyatt Regency Baltimore on the Inner Harbor • Baltimore, Maryland

Special Offer for NACA Members
Get an additional 10% off the discounted early registration fee

Please join us for the 2012 PCS Catastrophe Conference. You'll explore pressing industry issues, innovative approaches for effectively managing catastrophe planning and response, and timely subjects, such as:

- catastrophe claims management
- building damage issues
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- independent adjuster perspectives
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For conference details, go to www.iso.com/pcscatconference

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Gold - \$1,000 - \$5,000

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

[\(back to the top\)](#)



APLIN PEER & ASSOCIATES, INC.

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2012 NACA VENDOR SHOW UPDATE

It won't be long till we will be meeting up again for our annual convention. This year's show in Las Vegas is at the South Point Hotel, Casino & Spa. This location usually sells out fast, but as of right now, we still have a few booths available, so please sign up early to insure your vendor spot for Wednesday, January 18, 2012 • 1pm - 9pm.

The booths are 10 X 10 with pipe and drape as usual. We are going with a gambling theme, "NACA... A Sure Bet!" and are encouraging all the vendors to jazz their booths up to compete for the prize. The winning vendor will receive ad space in each of the quarterly 2012 NACA NEWS newsletters.

Evening attendees will have the chance to hone their gambling skills and techniques with instructors at tables for roulette, black jack or craps while you also enjoy a variety of food and beverages. Each attendee will have a NACA® generated card listing each vendor. Only those who visit every vendor will be eligible for any door prize drawings!

As always, I enjoy visiting each booth to learn about new technology or to make new contacts that will enhance our adjusting profession. I look forward to seeing you all there

You may also contact [Shari Britton](#) or [NACA](#) for more information.

WELCOME NEW NACA MEMBERS!

We would like to welcome the newest members of NACA: General Members Darin Kite and Fred Walch, and Business Associate Members ConnectPoint Resolution Systems, LLC, Mid America Adjusting Services, LLC and National Forensic Consultants, Inc. These memberships were approved during the second quarter of the year. Applications received through December will be included on a Ballot which General Members will be voting on at the business meeting in January. [\(back to the top\)](#)

