



NACA NEWS

National Association of Catastrophe Adjusters, Inc.
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MARCH 2014

NACA OFFICERS

President
John Postava
Vice President
Shari Britton
Secretary/Treasurer
Chris Hatcher
Sergeant at Arms
Jon Joyce

FROM THE PRESIDENT....

Dear Fellow NACA Members,

It certainly has been a long, three-year journey I embarked on back in 2011 when you elected me to the Executive Committee of NACA as Sergeant-at-Arms. From that position, to Secretary, to Vice President and now your President, I now understand why becoming President of this great fellowship of catastrophe adjusters is a multi-year process and not just a simple annual election. There is A LOT TO LEARN!



All throughout my three-year "mentoring" period I was introduced to things such as the Roberts Rules of Order (Lori, I promise to someday return the book!), the NACA By-laws and all the ins-and-outs and small details it takes to run a world-class organization like NACA. Many of these details I never even knew existed before I began my trek to the Presidency. I am sure glad I had time to absorb it all!

Now, as your President, my two chief goals are expanding our association and getting the word out to our industry that it is better to hire a NACA ADJUSTER than an adjuster who does not meet our standards of professionalism.

Over the next twelve months I plan to personally visit many of the top insurance companies and independent adjusting firms and carry the message of NACA. That is, NACA members are all the most professional catastrophe adjusters in our business. They have each taken the time to educate themselves, obtain all of the certifications, licenses and degrees necessary to perform their jobs as professionally as possible and are willing to help other adjusters learn our business. Carriers and IA firms need to understand that it is "good" to inform and allow their adjusters to learn about NACA and join our organization. Some companies believe that "sharing" their adjuster assets may not be good for their companies. This cannot be farther from the truth - when we share, we all grow.

In addition to personal visits and phone calls, I am making plans to work with a professional publicist (on my own "dime") and use the national media to highlight

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Thank you to these companies who were sponsors for the 2014 NACA Convention:

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the storm has passed or the waters have receded and then get down to the business of settling their claims. So you may see my face on local newscasts after national or regional storm sites! I do this in the hope of raising public awareness of the professional catastrophe adjuster and, as a by-product, get more non-NACA adjusters interested in joining our ranks and get more insurance carriers to ask for NACA ADJUSTERS when hiring IA firms.

As with many national associations of professionals in all types of industries, NACA membership is in need of new members. One of the greatest benefits of our organization is our annual convention. Social networks such as Facebook®, Twitter®, LinkedIn®, direct emails and even the catastrophe adjuster site, CADO, give us all the (wrong) impression we are somehow "connected". Although this may be true to some extent (like watching a blockbuster movie on a 12 inch black and white TV!) nothing, in my opinion beats seeing and greeting colleagues face-to-face, shaking a hand or getting a bear hug (or kiss on the cheek)! Our 2014 annual convention gave all of us a chance to see each other, catch up on our professional and personal lives and have a downright good time. That's something social media just can't do! Next year's convention is in VEGAS, BABY, and I look forward to seeing every NACA member there.

Over the next coming months all of the NACA committees will be working hard to make the 2015 convention in Las Vegas a great success as well as find new ways NACA membership can benefit all our full-time members. And you know Lori will be hard at work in Texas keeping us all organized and looking better than we really are!

I am proud to be NACA's 2014 President and I hope to continue down the path forged by the past presidents before me in representing the role of the catastrophe adjuster in the best possible way and representing you, the NACA member, to the best of my abilities.

I wish every member of NACA a healthy and successful storm year and to remain NACA STRONG until I see all of you again at a storm site or our convention next January!

Sincerely,

John Postava
2014 NACA President
johnp@simsol.com

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NACA Convention
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2014-2015 NACA **COMMITTEES**

Executive Committee:

[John Postava](#)
[Shari Britton](#)
[Chris Hatcher](#)
[Jon Joyce](#)
[Robert Uhler](#)

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Board:

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[Warren Aplin](#)
[Woody Britton](#)
[Tressa Bullard](#)
[Wanda Hogan](#)
[Charles Norton](#)
[Pat Plover](#)
[Ron Sanderson](#)
[Walter Vance](#)
[Tom Vaughan](#)

Membership:

Chair- [Chris Hatcher](#)
Committee TBD

We are in a very competitive industry and you are judged by the company you keep and the product you produce.

Our conference allows us to network while developing and nurturing those professional and personal relationships.

By aligning yourself with other well trained professional adjusters as well as adjusting firms you have a greater possibility of receiving that call for deployment.

NACA members need to strive for the best training possible so that we are recognized as the premier adjusters in the industry. We depend on our valued vendors and business partners to assist in providing that training.

We also need to embrace new technology that can help increase adjuster productivity. Several of our vendors have developed or are developing helpful apps. Companies like Xactimate, Symbility, Donan Engineering and ITEL to name a few, have created apps for our phones and tablets that help us make claim status updates and product identifications in the field. I intend to work with our presenters at this year's conference to highlight those new technologies.

Remember that a well-educated NACA membership provides our IA Firm partners a rich source of adjusters to recruit from.

In our industry your prosperity isn't necessarily dependent on the severity of the disaster you are called out to assist with but the product you produce and the professional service you provide. Let's face it, we can either choose to be top ramen or top sirloin in this industry...make mine rare.

[Jimmy Clark](#)
2014 CE Chairman

Chair - [Jon Joyce](#)
[Rebecca Wheeling-Purcell](#)

Continuing Education:
Chair - [Jimmy Clark](#)
[Chris Hatcher](#)
[Christopher Vogt](#)

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Chair - [Amanda Williams](#)
[Trent Cline](#)

Technical Support Committee:
Chair - [Jennifer Joyce](#)
[Charles Norton](#)
[John Postava](#)
[Rebecca Wheeling-Purcell](#)

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Committee:
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Welcome Committee:
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[Warren Aplin](#)
Harry Allison
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A WORD FROM YOUR SERGEANT AT ARMS AND 2015 VENDOR SHOW CHAIRMAN.....

First of all, I want to tell everyone that I am honored to be elected as your 2014 Sergeant at Arms and to be invited back to Chair the Vendor Show Committee again this year. I will continue to work very hard to benefit the Association in a positive way. I would like to give a special thanks to the 2014 Vendors that came and made the Panama City Beach FL Vendor Show such a big success. We wouldn't be able to do this without your support! I would also like to thank all the attendees that came to the Vendor Show and ask that you join us at the Luxor next year in Las Vegas, NV. It's going to be a great time and a lot of fun. I am also very interested in your feedback on who you would like to see at the Vendor Show in Vegas around products, services, and firms. My email address is Adj.JonJoyce@gmail.com and I will do my very best to make sure they are invited to Vegas so you can have all the vendors at one convention for the start of your 2015 adjusting year.

[Jon Joyce](#)
Vendor Show Chair
Sergeant At Arms

**THESE
VENDORS HAVE
PLEGGED TO
PARTICIPATE IN
THE 2015 NACA
VENDOR SHOW IN
LAS VEGAS, NV**

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WELCOME NEW NACA MEMBERS

Welcome to our newest NACA members, who have been approved since our last newsletter:

General Members:

Charles "Chip" Fairbank
William H Hanna, III
Larry "Boston" Laurano
Timothy O'Neill
Rick Zengler

Associate Members:

Mark Bruck

Business Associate Members:

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TECHNOLOGY COMMITTEE REPORT

The 2014 NACA Convention included the unveiling of the new website design and it was an instant success! Adjusters and IA Firms are thrilled about the investment NACA has made to improve the website experience. Even though the site was not live for the Convention the design presentation gave members the chance to add additional input into what would be helpful to stay informed and further promote our group of professional members to IA Firms with this unique opportunity.

We are continuously improving NACA's benefits and leveraging technology is another way we can service this group of tenured adjusters. Upcoming training schedules and other conventions are important to our members who constantly work on increasing their professional qualities. For this reason we are adding a calendar section of upcoming events across the nation. Social media is just a part of today's society and so it will also become a big part of the new website allowing members to stay in touch. Finally, the convention and members only login are the foundations of our networking. These sections will be greatly expanded since we see the value in placing more investment in these areas.

With deployments already underway for many of our members, 2014 is shaping up to be an exciting year and we believe that a new website will complement the busy adjuster as they travel away from their families for work. We expect the website to be available for public viewing shortly so stay tuned for more updates!

Jennifer Joyce

Technology Committee Chair

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also a link on the
NACA [homepage](#) for
your convenience!



**IMPORTANT INFO
FOR NACA
MEMBERS:**

**NACA Membership
dues are payable by
June 30, 2014. Pay
your dues now.**

**Payment and
invoice options are
available [here](#).**

**If you are
attending claims
conferences, you
can encourage
other adjusters to
join NACA. We can**

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you have any
changes.**

Reflecting on 2013 and our 38th Annual Convention in Panama City, we see our organization moving forward with new technologies and an invigorated membership. The future of NACA continues to look bright. Our President, John Postava brings enthusiasm, professionalism and leadership to the position which will make us successful in 2014!

We have a great mix of seasoned adjusters, new members and business partners which will move us forward with our goals. Membership growth remains our focus, as well as service to our existing members. Our newly designed NACA website will be online soon! New marketing and greater exposure will assist in the growth of our organization, but it takes each of us individually to expand our membership. I challenge each and every member and associate to reach out to your colleagues to encourage membership in NACA!

We are looking forward to a great 2014 and seeing everyone at the 39th Annual Convention in Vegas in 2015!

Past President
Robert Uhler, RPA, AIC

**Results of the 2014
NACA Convention
Survey can be
viewed [here](#).**

**Thank you to all
who helped
present classes at
the 2014
Convention:**

**Vivian Chang
Chris Dailey
Dan Dyce
Chris Hatcher
Amanda Hignight
Lecky King
Bob McRorie
Andrew Medrano
John Postava
John Rickauer
Sam Sharpless
Greg Sherlock
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MENTORING TIP...

As we emerge from a very quiet 2013, we are looking forward to a prosperous 2014. The lack of work last year put a lot of new adjusters in a precarious position. When veteran adjusters are hard pressed to find claims, it makes it that much harder on new adjusters. We have seen a few new adjusters that have had to give up and take a "normal" job.

We have seen a slight uptick this year with the winter storms in the Northeast and we are looking forward to a busy spring storm season. I would encourage new

We have a great network on Facebook and I would encourage you to join the NACA page and get involved. It is a good connection point for adjusters traveling and at home. We also have a group on Linked In that has a large following of adjusters, vendors and management folks. As a new person in any field, it pays to stay in contact with experienced folks and make your network as large as possible.

We wish you a successful storm season and remind you to stay safe. If you have any questions about the mentoring program, please contact me and I will work with you to help you in any way possible.

Woody Britton, AIC
NACA Past President



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The advertisement features a photograph of a two-story white house with a dark roof, partially submerged in floodwater. The text is overlaid on the image in various colors and fonts. At the bottom of the image, there is a stylized logo for the website, consisting of a row of green hills above the text 'floodinsuranceedu.com' in a blue and green font.

www.floodinsuranceedu.com