

34<sup>th</sup> Annual

# NACA<sup>®</sup> CONVENTION



## “CATASTROPHE ADJUSTING FOR THE NEW GENERATION”

### EDUCATIONAL SCHEDULE



The National Association of  
Catastrophe Adjusters, Inc.  
P O Box 821864  
N. Richland Hills, TX 76182  
Phone (817) 498-3466 Fax (817) 498-0480  
[www.nacatadj.org](http://www.nacatadj.org)

January 11-14, 2010  
Renaissance Austin Hotel  
9721 Arboretum Blvd.  
Austin, TX 78759  
281-443-2310 or 800-228-9290

## EDUCATIONAL SESSIONS – MONDAY, JANUARY 11

State Approved Continuing Education Credits are listed on the last page of this document.

### **SIMSOL – THE BEGINNER COURSE**

**8:00 am – 10:00 am**

The beginner class is designed specifically for those who have just been introduced to the SIMSOL Software. We will guide you through the basic and fundamental features while answering any and all questions you might have. You are invited to bring your laptop to this interactive computer class for “hands on” use of the program.

### **SIMSOL – INTERMEDIATE / ADVANCED TIPS & TRICKS**

**10:15 am – 12:15 pm**

The Advanced class is for those who have mastered the basics, yet want to learn how to become as efficient as possible with their SIMSOL Software. This class will focus on the advanced features that will help customize your software for a more streamlined, time effective experience. You are invited to bring your laptop to this interactive computer class for “hands on” use of the program.

### **INTEGRICLAIM – BEGINNER**

**8:00 am – 10:00 am**

This class is designed for those who have just been introduced to IntegriClaim. We will guide you through the basic and fundamental features while answering any and all questions you might have. You are invited to bring your laptop to this interactive computer class for “hands on” use of the program.

### **INTEGRICLAIM – ADVANCED**

**10:15 am – 12:15 pm**

This class is for those who have mastered the basics, yet want to learn how to become as efficient as possible with IntegriClaim. This class will focus on the advanced features that will help customize your software for a more streamlined, time effective experience. You are invited to bring your laptop to this interactive computer class for “hands on” use of the program.

### **POWERCLAIM – BEGINNER**

**1:30 pm – 3:30 pm**

This class is designed for those new to PowerClaim estimating. You can bring your laptop for an interactive training session where you will be navigated through the basics of creating an estimate. Learn how to set up the defaults and preferences in the system to meet your individual needs. All questions and comments are welcome.

### **POWERCLAIM – ADVANCED**

**3:45 pm – 5:45 pm**

This class is for PowerClaim users who want to optimize their use of the system. You will be shown how to add photos and diagrams to your estimates as well as learn many hot keys to expedite your PowerClaim use. Feel free to bring your laptop to follow along for a “hands on” experience.

### **INSTRUCTOR – DANNY SUTLIFF**

Danny A. Sutliff has more than 14 years experience as director of training for Simsol Software. Mr. Sutliff is also a licensed Florida Adjuster (N.F.I.P. and Earthquake certified). Danny has been in the computer estimating field since 1986 working for Lee Saylor, Inc. located in Beverly Hills, CA. until being hired by Simsol. Mr. Sutliff brings to the class a unique combination of adjusting real world experience and computer estimating skills.

### **INSTRUCTOR – SHORTY FUESSEL**

Shorty Fuessel has served as MSB Field Service Account Manager and as MSB Training Manager. Shorty has more than 30 years of training experience and has trained hundreds of IntegriClaim classes all over the country

### **KENT CAMPBELL**

Kent has been part of the Hawkins Research team for 6 years starting as a programmer where he developed our web based Replacement Cost Calculator. He is currently an Account Manager where he is putting his technical skills to work selling the program he created. He brings a wealth of knowledge and industry experience to Hawkins Research, Inc. assisting to ensure continued success.

## EDUCATIONAL SESSIONS – MONDAY, JANUARY 11 (cont'd)

### **XACTIMATE BEGINNER**

**1:30 pm – 3:30 pm**

This class will cover Xactimate version 25 including the basics of estimating, using adjuster related forms and capabilities and the new features in Xactimate version 25. Because the instructor will be giving an overview of the product, it is not necessary to bring a computer to this class.

### **XACTIMATE ADVANCED**

**3:45 pm – 5:45 pm**

This class is for those who have mastered the basics, yet want to learn how to become as efficient as possible with Xactimate. This class will focus on the advanced features that will help customize your software for a more streamlined, time effective experience. Because the instructor will be giving an overview of the product, it is not necessary to bring a computer to this class.

### **INSTRUCTOR – BILL LOVELAND**

Bill Loveland is the Events Manager for Xactware Solutions, Inc. (Xactware) of Orem Utah. Xactware's products include the Xactimate estimating system, XactContents contents estimating software, and 360Value, an insurance-to-value calculator. Bill has extensive experience in insurance repair. For many years he worked in the restoration business, estimating, supervising, and working on losses which ranged from small residential to large commercial. Bill has worked multiple hurricanes and other catastrophes and is familiar with the demands of catastrophe adjusting. Throughout his career at Xactware, Bill has been involved in training adjusters and service providers on the Xactimate estimating software as well other Xactware products.

## EDUCATIONAL SESSIONS – TUESDAY, JANUARY 12

### **NFIP ADJUSTER CERTIFICATION**

**8:30 am – 4:30 pm**

Targets all flood adjusters that meet the qualifications set forth in the FEMA Claims Adjuster Manual: [http://www.fema.gov/pdf/nfip/adj\\_man/3sec2adj.pdf](http://www.fema.gov/pdf/nfip/adj_man/3sec2adj.pdf)

This course fulfills FEMA's adjuster certification criteria. The content outline follows closely the Flood Insurance Claims Manual and will appeal to both flood insurance claims novices as well as more flood-savvy attendees. The seminar begins with a basic overview of the NFIP and its operations and then moves on to more detailed information on how to successfully write flood insurance claims.

### **BASIC ADJUSTING 101**

**8:00 AM – 10:00 AM**

This course will cover the basics of Catastrophe Adjusting from the preliminary call out to a storm site to the completion and presentation of the file to the vendor. The class will emphasize the importance of adjuster training, licensing, proper phone etiquette, appointment setting, meeting with the insured, handling public adjusters, proper scoping techniques, roof and ladder safety and estimating and reporting priorities. The newer adjuster will have the basic information at the class conclusion to submit a properly documented claim file.

### **INSTRUCTOR – MARK BUNTYN**

Mark D. Buntyn has been in the insurance industry for the past 30 years. The majority of his career was in the Catastrophe Adjusting business where he was a field adjuster and then a manager. Mark has specialized in Flood claims throughout his career and was involved with most of the significant flooding events in the past 20 years. He is a former General Adjuster with the National Flood Insurance Program, and for the last three years he has presented the National Flood Insurance Program to the Adjusting Community as one of the main NFIP Adjuster Trainers.

### **INSTRUCTOR – WOODY BRITTON**

Woody has been an independent adjuster handling all types of catastrophes since 1993. He currently resides in Gilbert, Arizona. With over 17 years experience in Cat Adjusting, Woody is also an approved instructor for insurance adjuster courses and a member of the National Association of Independent Insurance Adjusters. Previously, Woody has served NACA as Sergeant at Arms, Secretary/Treasurer, Vice President and President. He continues to serve NACA on the Past President's Advisory Board.

## EDUCATIONAL SESSIONS – TUESDAY, JANUARY 12 (cont'd)

### **ROOF TYPES, FAILURES & CAUSE OF LOSS 10:15 AM – 12:15 PM**

**INSTRUCTOR – BOB BRAUN, P.E.**

This workshop will cover the types of roofs, roof failures most often experienced, the perils that cause them, and if and how they can be repaired.

### **“HOMEOWNERS COVERAGE ANALYSIS: WIND POLICY VS HO POLICY” 1:15 PM – 2:15 PM**

**INSTRUCTOR – TBA**

There are important differences between the traditional Homeowners policy and the Wind policy issued by most residual market carriers. These differences are often subtle, and can easily be missed by even the most experienced adjuster, particularly when underwriters often make changes. This workshop will highlight the most common differences, and point out the areas that are most likely to change from storm to storm.

### **“INSPECTING & SCOPING THE CATASTROPHIC PROPERTY LOSS” 2:30 PM – 3:30 PM**

**INSTRUCTOR – MICHAEL RUSKIN**

Attendees will actively participate in developing a routing procedure when evaluating and scoping property damages. This workshop will identify key issues to look for in property damage and enable the adjuster to complete an accurate scope of repair. We will also look at common estimating mistakes and address ways to avoid them.

Michael Ruskin is currently the President of Disaster Pro Consulting, Inc. in Coconut Creek, FL. He is an Insurance Appraiser and Certified Umpire serving the entire state of Florida. Michael graduated from Walsh College of Business with a Master of Business Administration – Finance and Human Resources (1998) and from Michigan State University with a Bachelors in Business Administration (1988). His accreditations include Certified Mold Remediator (CMR), Member of the Ft. Lauderdale Claims Association and the South Florida Claims Association, and Certified Advanced Umpire through the Windstorm Insurance Network. Michael has been the presenter of estimating seminars to various claims associations and insurance companies.

### **QUALITY CAT REPORTING FOR INCREASED PRODUCTIVITY & PROFITABILITY - THE TOP 10 MISTAKES CAT ADJUSTERS MAKE 3:45 PM – 4:45 PM**

**INSTRUCTOR – CHUCK EAGLE**

By pointing out the most glaring mistakes catastrophe adjusters make before, during and after a deployment, this highly relevant and effective workshop will provide guidance to the inexperienced CAT Adjuster for improving the quality of work product provided to their clients, and offer suggestions for improving productivity and profitability that ensures a continued flow of business and revenue.

Chuck Eagle started in the catastrophe side of adjusting in 1994 under the superb supervision of Mr. Warren Aplin, who at that time was working for "Pilot Catastrophe Services". Chuck worked for Pilot traveling the country until Warren started his own company in the state of Florida. Chuck then decided that he would like to stay closer to home and adjust claims as often as possible in his new home state of Florida. In 2004 Chuck was named the assistant storm manager for what turned out to be the mother of all storm years. After those storms, Chuck was asked to remain available for future storms as the storm manager for Aplin Peer & Associates in the state of Florida. Chuck accepted, and between storms has taken on the duties of doing appraisals, DFS and litigated mediation work throughout the state of Florida for the many insurance clients of Aplin Peer & Associates. Chuck is a registered instructor with the state of Florida and has taught several courses of study allowing hundreds of adjusters to obtain continuing education credits.

## EDUCATIONAL SESSIONS – TUESDAY, JANUARY 12 (cont'd)

### **WIND VS FLOOD 5 PM – 6 PM**

This workshop will focus on how wind and storm surge affect buildings during a hurricane. Topics covered include how hurricane winds and water are generated from a meteorologist point of view and examples will be presented on what wind damage and water damage to a building would look like point of view of an engineer. Finally, the workshop will include discussion of proof issues should a case go to trial. A question and answer session will conclude the presentation.

### **INSTRUCTOR – KELLY HUFF**

Kelly Huff is a Civil/Structural Project Engineer at SEA, Ltd., where she conducts investigations to determine cause and extent of damage to commercial, residential and transportation structures, provide analyses of structural collapses, foundation failures and roofing system failures due to fire damage, improper construction practices, vehicular accidents, or whether-related events such as high winds, lightning, hail and water intrusion. She obtained her Bachelor of Science, Civil & Environmental Engineering at North Carolina State University and is a certified Structural Masonry Inspector. Kelly is a member of the American Society of Civil Engineers (ASCE) and the American Society of Highway Engineers (ASHE).

## EDUCATIONAL SESSIONS – WEDNESDAY, JANUARY 13

### **WHEN ETHICAL ADJUSTING GIVES WAY TO BAD FAITH 8:30 AM – 10:15 AM**

Adjusting requires expertise, discipline and empathy. Yet all too often, the pressures of adjusting in the aftermath of a catastrophe bring out the worst behaviors in everyone, even adjusters, and staying focused on doing what's right takes a tremendous amount of discipline and restraint. When one loses this focus, bad things can happen...first to the insured claimant, and then, in the end, to the adjuster and the carrier. This workshop will address the ethics of adjusting and some of the most common areas that challenge an adjuster's moral center

### **INSTRUCTOR – TODD BRANT**

Todd Brant is a shareholder in the law firm of Keller Landsberg, P.A. in Fort Lauderdale, FL, focusing his practice on the representation of insurers throughout the State of Florida in coverage disputes and bad-faith claims. Mr. Brant has litigated hundreds of claims resulting from the Florida hurricanes of 2004 and 2005, enabling him to represent insurers on claims arising in virtually every county in Florida. Mr. Brant has been a member of the Florida Bar since 1999 and is a member of the Broward County Bar Association and Florida Defense Lawyer's Association. He is admitted to practice in the United States District Court for the Southern, Middle and Northern Districts of Florida. He attended John B. Stetson University where he received his Bachelor of Arts degree in Political Science and later earned his J.D. from the Stetson University College of Law where he graduated *cum laude* in 1999. In addition to being very active in the Stetson law community, he interned with the Honorable Tom McCoun of the United States District Court for the Middle District of Florida. He was a member of the *Stetson Law Review* and served as the *Digest Editor* from 1998-1999. Mr. Brant has remained involved at his alma mater, recently completing a two-year appointment to the Stetson University College of Law Alumni Advisory Council.

## EDUCATIONAL SESSIONS – WEDNESDAY, JANUARY 13 (cont'd)

### KEYNOTE ADDRESS

**ETHICS: "GOOD ENOUGH" NEVER IS**  
**10:45 AM – 12:30 PM**

### SPEAKER – DR. DALE HENRY, PHD

Dale Henry is the founder and president of Your Best Unlimited, Inc., a Tennessee based training company. He speaks to and trains over 100,000 professionals and executives each year, for clients such as Levi Strauss, AT&T, First Union Bank, Maytag, Cellular One, GTE, FedEx, MCI, Xerox, Sun Trust, The Disney Company, as well as, Federal and International Agencies. In 1999 alone, he presented to over 40 of the Fortune 50. Dale Henry has been featured on numerous television and radio talk shows around the world and has developed several bestselling video and audio training programs.

After earning his B.S. and M.S. in Secondary Education, Dale Henry completed his Ph.D. in 1991 with a concentration in the area of Adult and Continuing Education. He has served as an educator, administrator, author, speaker, trainer, consultant and entrepreneur. In 1994, he was appointed Associate Dean of Professional and Graduate Studies for Tennessee's oldest College, Tusculum College in Greeneville, Tennessee. Years of consulting and speaking in seminars and in-service trainings throughout the country, facilitated another transition into public speaking and professional development. Dale has been honored with numerous business and educational awards and prides himself in being a master teacher.

## EDUCATIONAL SESSIONS – THURSDAY, JANUARY 14

**PARTNER ADJUSTING**  
**8:00 AM – 10:00 AM**

This class will bring together the tips and tricks used by seasoned adjusting teams to assist single adjusters that either want to branch out with a spouse or to simply hire an extra hand to assist in the claims completion process. The class will take a guided look at the proper training and job definitions for helpers. We will look at the preparation needed to work together from the beginning of the storm to the submission of the file. The class will work through adjusters that have partners on site and additionally, partners that might be home based. We will use examples of internet usage for single adjusters, mapping programs and GPS units to route and map files. The class will also review proven success ideas for multiple computers and printers. The class will touch on licensing of partner adjusters and the pitfalls of improperly trained helpers. The class will offer proven ideas and adjusting techniques for partner adjuster teams. The class will also touch on current topics such as liability coverage for hired partners, mold and roof related safety issues. We will cover currently used ideas to make the catastrophe adjusters time more wisely spent on adjusting issues and not so much time spent on "office" related issues.

### INSTRUCTOR – WOODY BRITTON

Woody has been an independent adjuster handling all types of catastrophes since 1993. He currently resides in Gilbert, Arizona. With over 17 years experience in Cat Adjusting, Woody is also an approved instructor for insurance adjuster courses and a member of the National Association of Independent Insurance Adjusters. Previously, Woody has served NACA as Sergeant at Arms, Secretary/Treasurer, Vice President and President. He continues to serve NACA on the Past President's Advisory Board.

## EDUCATIONAL SESSIONS – THURSDAY, JANUARY 14 (cont'd)

### **BUILDING & PERSONAL PROPERTY COVERAGE FORM CP 00 10 10:15 AM – 12:15 PM**

**INSTRUCTOR – CHARLES NORTON**

The Building and Personal Property Coverage Form CP 00 10 is generally known as the commercial property policy. The course will review and analyze the CP 00 10, the insuring agreement, covered and not covered property, additional coverages, coverage extensions and optional coverages, along with its three causes of loss forms CP 10 10, CP 10 20, and CP 10 30. The course objective is to give the seasoned residential adjuster a general knowledge of the commercial policy. The major objective will be to teach the adjuster how to gather the information needed in order to determine what the insured's coverage is, and to instill in the adjuster how important it is to be thoroughly trained before attempting to handle a commercial loss.

Charles Norton has been an independent adjuster handling all types of catastrophes since 1992. He is NFIP certified for Residential, Commercial (Large), Mobile Homes & Condo; North Carolina (NCJUA) certified; State Farm certified in wind/hail, flood, earthquake, commercial & large loss; Farmers certified; THIG certified; and Hazmat certified at Technician Level. Charles is a Past President of the National Association of Catastrophe Adjusters, Inc. and continues to serve the association on several committees.

### **MATERIAL IDENTIFICATION 1:30 PM – 3:30 PM**

**INSTRUCTOR – RUSS JACKSON**

This course is designed to acquaint adjusters with different building materials and techniques that may be encountered throughout the United States. It will also help the adjuster better understand different building materials and how they should be properly estimated for repair or replacement. The course will include open discussion time for attendees to discuss unusual building techniques they have seen.

Russ Jackson is Vice President of Operations for Amcat Adjusting Services. He holds a Masters of Public Administration degree, a Bachelors of Science degree, and is a graduate of the US Army Command and General Staff College. He has over 30 years experience in senior management, training and P&C Insurance both in the military and business. His responsibilities have included managing insurance programs, DOT and OSHA compliance for national fleet and manufacturing operations and overseeing workers compensation administration in nine states. As an independent adjuster, he has handled both residential and commercial claims as well as managed small and large catastrophe storm offices. Russ is a member of the National Association of Catastrophe Adjusters, Inc. (NACA), an associate member of PLRB/LIRB, Texas Claims Association and the National Association of Independent Insurance Adjusters (NAIIA).

### **CONTINUING EDUCATION CREDITS**

A lot of work by the instructors goes into getting a class approved for continuing education credits. Please let these instructors know you appreciate their effort.

Association of Property & Casualty Claims Professionals (PCCP) is the approved provider for state continuing education credits. PCCP Association will have sign in sheets at each class. It is your responsibility to make sure you sign each sheet for the classes you attend. Some states will require you to provide your license number. North Carolina requires your NPN number to receive any CE credits. Questions may be directed to:

James W. Greer, CPCU  
President  
Association of Property & Casualty Claims Professionals (PCCP)  
(800) 820-4550

The convention page of the NACA® website will be updated regularly, as classes receive state approvals.

Approvals are listed on the following page.

**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 1, 2009**

CLASS TITLE	TX CEU'S	FL (Note 1) CEU'S	MS CEU'S	OK CEU'S	NC (Note 2) CEU'S
<b>MONDAY:</b>					
Simsol – The Beginner Course	2 General*	2 Optional *	2 Adjuster*	2 Adjuster, P&C Credit*	2 General*
Simsol – Intermediate / Advanced	2 General*	2 Optional *	2 Adjuster*	2 Adjuster, P&C Credit*	2 General*
IntegriClaim – Beginner	2 General*	2 Optional *	2 Adjuster*	2 Adjuster, P&C Credit*	2 General*
IntegriClaim – Advanced	2 General*	2 Optional *	2 Adjuster*	2 Adjuster, P&C Credit*	2 General*
PowerClaim – Beginner	2 General*	2 Optional *	2 Adjuster*	2 Adjuster, P&C Credit*	2 General*
PowerClaim – Advanced	2 General*	2 Optional *	2 Adjuster*	2 Adjuster, P&C Credit*	2 General*
Activate – Beginner	2 General*	2 Optional *	2 Adjuster*	2 Adjuster, P&C Credit*	2 General*
Activate – Advanced	2 General*	2 Optional *	2 Adjuster*	2 Adjuster, P&C Credit*	2 General*
<b>TUESDAY:</b>					
Basic Adjusting 101	2 General	2 Optional	2 Adjuster	2 Adj P&C	2 General
Roof Types, Failures & Cause Of Loss	2 General	2 Optional	2 Adjuster	2 Adj P&C	2 General
Homeowners Coverage Analysis: Wind Policy Vs Ho Policy	1 General	1 Optional	1 Adjuster	1 Adj P&C	1 General
Inspecting & Scoping The Catastrophic Property Loss	1 General	1 Optional	1 Adjuster	1 Adj P&C	1 General
Quality Cat Reporting For Increased Productivity & Profitability – The Top 10 Mistakes Cat Adjusters Make	1 General	1 Optional	1 Adjuster	1 Adj P&C	1 General
Wind Vs Flood	1 General	1 Optional	1 Adjuster	1 Adj P&C	1 General
<b>WEDNESDAY:</b>					
When Ethical Adjusting Gives Way To Bad Faith	2 (Ethics/ Consumer Protection)	2 Ethics	2 Adjuster	2 Ethics	2 Ethics
Keynote Address – Ethics: “Good Enough” Level Is	2 (Ethics/ Consumer Protection)	2 Ethics	2 Adjuster	2 Ethics	2 Ethics
<b>THURSDAY:</b>					
Partner Adjusting	2 General	2 Optional			
Building & Personal Property Coverage	2 General	2 Optional			
Material Identification	2 General	2 Optional			

**Attendees can only receive a maximum of 4 hours for these programs. They are expected to only be in one of the 4 possible “brands” of software class.**

**1) Florida has approved up to a total of 12 hours of Adjuster Optional CE credit for Monday & Tuesday as well as 6 hours of Adjuster Optional CE credit for Thursday. Attendees may also receive up to 4 hours of Ethics credits for Wednesday.**

**2) North Carolina is approved for up 6 hours maximum credits on Tuesday, even if you attend all 8 hours of classes. You must have your NPN number to receive NC credits.**