

NACA[®] NEWS

NATIONAL ASSOCIATION OF CATASTROPHE ADJUSTERS, INC.

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FROM THE PRESIDENT...

The convention classes for 2011 have been scheduled. I personally want to thank Russ Jackson, Charles Norton, Charlie McDaniel, and Lori for their hard work in selecting the classes and securing the instructors. Great job everyone.

Economical hard times and limited catastrophe storms are affecting everyone, including our organization. Funds are low and the debts are high right now for the independent catastrophe adjuster. Our drop in membership this year is a direct reflection of hard times. Being an independent adjuster is like being on a seesaw, some years you are up, and some years you are down. The lack of major hurricanes the last five years have definitely kept the seesaw down for a lot of us.

Sometimes catastrophe adjusters find themselves confronted with seemingly impossible situations. There is no control over the weather and the number of storms to work. However, NACA can play an active role in helping you be prepared to work storms with professional contacts, education, CE credits, and fellowship with other independent catastrophe adjusters.

cont'd on page 2

EDUCATION COMMITTEE REPORT

by Russ Jackson

For those of us who “enjoyed the 60’s and 70’s, I am reminded of the line from “Pippen”. “We’ve got magic to do” when it comes to the training at the 2011 convention. The training plan would not have been possible without the hard work of Charles Norton, Charlie McDaniel and Lori Ringo, with strong oversight from Tressa Bullard. In this article I will discuss the events requiring the most time.

Monday – National Flood Inspection Program (NFIP). H2O partners will conduct this training as they did last year. For those of you who have not attended NFIP training in awhile, this is a must attend class. One, because you need the certification to work flood files and two because it is a great presentation; an eight hour class that feels like four.

Tuesday – USAA Certification. This is the first time a national carrier has agreed to conduct exclusive certification for NACA. An adjuster must have at least three years experience, be willing to take a drug test and have a background check. Once certified, the adjuster can work for any vendor representing USAA. Although the USAA presentation and testing is in the afternoon it is strongly recommended that those seeking certification attend the morning training. The USAA test is Xactimate intensive.

cont'd on page 2

INSIDE THIS ISSUE:

From the President cont'd	Page 2
Education Comm Report cont'd	Page 2
Mentoring Tip	Page 2
Did Ya' Know	Page 5
2011 Golf Tournament Info	Page 5

Being a member of NACA, and attending the convention, simply means you will be spending time with people who are forging forward towards the same objectives and experiences as you in life. If you are a new adjuster, come to the convention and converse with as many experienced adjusters as you can. You never know who you will meet that will change your life. I never would have made it if it were not for a few specific people, whom I met through NACA, who truly believed in me and urged me to stay on track to attain my goals.

During these economical hard times in the catastrophe adjusting business, when you feel like giving up, remember why you held on for so long in the first place.

I hope to see all of you in Daytona Beach in January.

[Tressa Bullard](#)
NACA President

Thursday – California Earthquake Authority (CEA) Adjuster Accreditation. As always, Dan Dyce conducts a fun and informative review of the California earthquake policy. An engineer will also provide training to complete the full certification.

For those interested in Software, Xactimate, MSB and Simsol have all agreed to conduct a full day of training. CE credit is being requested for this and all the training discussed except the three hour USAA certification.

It is the Education Committee's goal that everyone attending the 2011 convention will find one or more classes to meet their training needs.

MENTORING TIP

by Woody Britton

A couple of weeks ago I spoke with a person that is trying to get into the adjusting business. He had been discussing the pros and cons with me of different training aspects, certifications and such. He made a comment that he was not certain mentoring was right for him. He suggested that in the past he had been successful in diving into problems and solving them for himself. While I applaud that type of mindset and determination, I also explained to him that while beating our head against a wall is entertaining for those around us, it is not always the best way to learn and grow.

I also spoke with a person that I had mentored for the last 3-4 years. I mentioned the comment to him and he was amazed that anyone would choose to fight and struggle with learning this business from scratch, when the mentoring program could open the door to a successful adjusting career. He told me that if he had walked into his first storm and not had a clue what to do or how to even route claims, he felt he would have severely hurt himself in the eyes of the vendor and other adjusters. He told me his confidence level was very low until he had helped me with 100 claims. He still struggled when he struck out on his own, but he had the basic knowledge and tools from the mentor program and was able to work his way through the ups and downs of his first storm. I now count him as one of the success stories of the mentoring program.

As a newbie, the experience is invaluable. The opportunity to have an experienced adjuster show you the basics, show you what makes them successful and guide you through the initial claims process gives you a road map to follow in the future. The first 100 claims a new adjuster is exposed to is overwhelming. Having a calm and experienced person show you how to set them up, scope them and control the closing work flow is well worth the time and effort. That training in itself can be the difference between adjusting success and failure.

Being a part of a mentoring program is a growth experience, both for the newbie and the mentor. As a mentor, we are training someone and that in itself keeps us on our toes and reminds us that we need to be at our best while we are in the field. We are working with someone that has limited experience and is looking to us for guidance and a proper model to be successful. It is a lot of work, but it is also very rewarding.



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DID YA' KNOW

by Charles Norton

There is an iPhone app with a pitch gage -- It is GeoEstimator. I don't use their service but the pitch gage is handy and it is free, just download their app.

Having trouble opening Office 2007 files? This will help you to resolve the compatibility issues between the Office 2003 and Office 2007. All programs in Office 2003 used the old file extensions for its different programs. For example Word 2003 saved files with extension .doc, Excel 2003 with .xls and PowerPoint with .ppt. but on the other office 2007 used the new file extensions for its different programs. For example Word 2007 saved files with extension .docx, Excel 2007 with .xlsx and PowerPoint with .pptx. Now the problem is that when you will try to open Office 2007 files into Office 2003 and you will not open the file due to compatibility issues between both office versions. Microsoft provides a free compatibility pack to convert Office 2007 documents to the Office 2003 format. There are many third party free converter are available but here we are using Microsoft office compatibility pack.

Follow the given steps to download free Microsoft compatibility pack and install it. To use this feature, you will need to be logged into your computer with administrative rights. Copy and paste the following link into your browser to download the Microsoft compatibility pack:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=941b3470-3ae9-4aee-8f43-c6bb74cd1466&displaylang=en>

2011 GOLF TOURNAMENT

by Tony Slee

I would like to invite all NACA members, guests and vendors to the NACA golf tournament. We are playing the Legends Course @ LPGA International Daytona on Monday, January 10th at 9:00 am. Please join us for a fun filled day of golf, food, drinks and prizes. The format is a four person scramble. If you don't have a foursome, we can put you in a group. Prizes awarded for long drive and closets' to the pin. There will be drawings for door prizes as well. So get the cobwebs off the sticks and join us for the first round of the year. www.lpgainternational.com
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