



National Association of Catastrophe Adjusters, Inc.  
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VOLUME 18, ISSUE 4 [www.natacadj.org](http://www.natacadj.org) DECEMBER  
2014

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## NACA OFFICERS

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[John Postava](#)

Vice President

[Shari Britton](#)

Secretary/Treasurer

[Chris Hatcher](#)

Sergeant at Arms

[Jon Joyce](#)

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### **FROM THE PRESIDENT....**

2014 has been a year of two catastrophic stories. If you were a NACA member who specialized in hail claims you probably had one of the best storm years in your career. If flooding or tropical activity was your main source of cat adjusting income, the well runneth dry and the winds did not blow. Those two scenarios pretty much encapsulate the true nature of our business - feast or famine.

**Thank you to  
these companies  
who are  
sponsors for the  
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Convention:**

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**OUR  
NEWSLETTER  
ADVERTISERS:**

We live and work in uncertain times and no one knows that better than a professional catastrophe adjuster!

It also draws attention to one of the main reasons for our annual convention - claims education. Your convention organizers have worked tirelessly to provide a schedule of classes (many with state continuing education credits) to help NACA members remain current and up-to-speed on both wind, hail and flood loss adjustment issues. Because, as most of us know, 2015 may be just the opposite of 2014. The best defense a professional NACA adjuster has against a slow year is to educate him or herself in the handling of all types of catastrophic claims! I hope all of you who are coming to our 39th annual convention and conference in Las Vegas take advantage of the educational classes during the event.

Another hedge fund NACA adjusters can invest in during the convention is getting to know the independent adjusting firm owners and management who will also be attending. Seek them out, talk to them and don't be shy about handing them a business card with a link to your professional resume. IA firms need adjusters and adjusters need IA firms! There will be more IA firms represented in Las Vegas than ever before. The more of them you get to know, the more you increase your options for getting claims during every event in 2015 and in years to come.

It was only two weeks after I took over the Presidency at the 2014 conference I picked up the phone only to hear Lori Ringo, our first and NACA's only Executive Administrator, inform me she was leaving NACA to care for her family member. As much as thought about the personal sacrifices Lori was making for her family, I thought about what losing her meant to NACA.

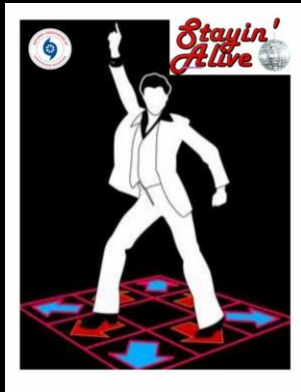
After taking months to find a suitable and acceptable replacement for Lori (they were mighty big shoes to fill!), and only a month on the job, our chosen replacement received a job offer she "could not refuse". Again, the Executive Committee and I had to go in search of another individual who could help bring order to NACA office.

As in many things in life, everything, I mean EVERYTHING happens for a reason. The departure of Lori, then of Toni, brought us to Debra Joyce. To say a "God Send" would not be enough. Although I have never met Debra (and so look forward to meeting in January at the convention), she and I have had numerous conversations on the behalf of NACA

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**January 11-15, 2015**

**39th Annual  
NACA Convention  
"Stayin' Alive!"**

and all of its members. Debra knows our industry, she know our members and will be a great asset in the years to come. I cannot thank her enough for accepting the position and have enjoyed watching her take the bull by the horns and turn a potentially very chaotic situation into a smooth running front office. It took most of 2014 but now I can say the front office is in good hands and "third time is the charm"!

In closing, some people say that if you want to make God laugh just tell him your plans! And, like many past presidents, I didn't get to tackle many of the issues I wanted to work on over 2014. As your outgoing President I remain humbled that I will still have a year to remain as a consultant to the 2015 Executive Committee and continue to help NACA grow and prosper. Thank you all for the opportunity to serve and I look forward to seeing all of you in Las Vegas!

Sincerely,

John Postava  
2014 NACA President  
[johnp@simsol.com](mailto:johnp@simsol.com)

**Luxor Hotel & Casino**  
**Las Vegas, NV**

**2014-2015 NACA  
COMMITTEES**

Executive Committee:

John Postava  
Shari Britton  
Chris Hatcher  
Jon Joyce  
Robert Uhler

Past President's Advisory  
Board:

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Warren Aplin  
Woody Britton  
Tressa Bullard  
Wanda Hogan  
Charles Norton  
Pat Plover  
Ron Sanderson  
Walter Vance  
Tom Vaughan

Membership:

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Colleen Britton  
Brian Richey  
Greg Sherlock  
Kevin Smith

2015 Trade Show:

Chair - Jon Joyce  
Rebecca Wheeling

Continuing Education:

Chair - Jimmy Clark  
Chris Hatcher  
Christopher Vogt

Promotional Committee:

Chair - Amanda Williams  
Trent Cline



Technical Support  
Committee:

Chair - Jennifer Joyce  
Charles Norton  
John Postava  
Rebecca Wheeling

Membership Roster  
Committee:  
Chair - Monty Mathias

Welcome Committee:  
Chair - Wanda Hogan

Warren Aplin  
Harry Allison  
Woody Britton  
Tressa Bullard  
Ed Elliott  
Lloyd Gohn  
Charles Norton  
Pat Plover  
Ron Sanderson  
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John Postava, President

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CATASTROPHE  
SERVICES

NATIONAL  
ASSOCIATION OF  
CATASTROPHE  
ADJUSTERS (NACA)

**FIRST TIME ATTENDEE BULLETIN...**

Is this your first time to a NACA Convention and need some guidance?

We recommend coming to the Newcomers Reception on Sunday to make sure you are partnered with an experienced NACA Member and also attend the Monday night Mentor Program meeting to see if this is the program you have been looking for!

**EDUCATION BULLETIN...**

It is shaping up to be a fantastic conference this year with continuing education credits for most courses available. The education committee has worked hard to arrange for industry leaders to present relevant and interesting information to our conference attendees. I encourage everyone to take a look at our class schedule and get registered to attend.

[CE Credit Hours Available](#)

-Jimmy Clark, Education Committee Chair

**HOTEL BULLETIN...NEWS FLASH!!!**

**The NACA Room Block expires on Friday 12/12.  
DON'T WAIT!**

Book your Vegas room today.

Here is the [HOTEL Flyer](#) for your convenience.

Here is the [LINK](#) as well.

**We have a low rate of \$50 per night for Sunday-Thursday and \$80 per night for Friday and Saturday. Looking forward to seeing you there!**



[www.kmcondemand.com](http://www.kmcondemand.com)

**SPOTLIGHTING YOUR SUPPORT OF NACA...**

We have been actively working to make our convention in Las Vegas a huge success and bring more adjusters to your doorstep. We will be sending out a spotlight about NACA supporters to our NACA list of adjusters and companies. Here are a few things that we need from you:

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1. Email a Jpeg logo for your company
2. Can you finish the following sentence for me to include with the email blast? The best thing about NACA is ...!
3. Would you like people to email you to meet with you while you are in Vegas? If so, what email address would you like us to put in the email blast?

Thank you for your support of NACA and we are looking forward to seeing you and your team in Las Vegas! We look forward to seeing each of you at the Luxor Las Vegas on January 11-15, 2015. Come show our industry that NACA adjusters are 'Stayin' Alive'!

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### NEW GENERATION OF NETWORKING

The generations before us didn't see much change in communication styles or delivery methods. There was 40+ years between radio and TV and another 40+ years to the cell phone. Everyone had plenty of time to learn and adapt.

Today, we barely have time to adapt before something else new is being used. To stay up to date on changes you need to be constantly networking.

The NACA Convention is the top networking opportunity each year, providing face to face communication opportunities. Social

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Simsol Software



## Top Adjuster

### NACA



media groups are another piece of the networking communication pie.

I suggest starting your online networking by "liking" the NACA Facebook page and by "joining" the NACA LinkedIn group! We look forward to having you in the group! These venues provide immediate and instant online communication that wasn't available even 10 years ago.

The adjuster groups on social media are very active. The groups discuss a variety of issues that cover technology, job opportunities, policy questions, identifying different materials and much more. Adjusters with all different levels of experience are members of these groups.

See ya on the Storm...Rebecca Wheeling-Purcell

## **WELCOME NEW NACA MEMBERS**

Welcome to our newest NACA members, who have been approved this year.

Thank you to all our NACA members, who have renewed this year.

Please review the new website to confirm your information was successfully migrated over.

# **GALE** CLAIMS SERVICE, INC. INSURANCE ADJUSTERS & APPRAISERS

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[www.galeclaimsservice.com](http://www.galeclaimsservice.com)

Who's ready to get there Vegas on?! January 11-15 2015

We already have more than 100 attendees signed up and we continue to receive new registrations daily. It appears we will have a great turnout at the Luxor in Las Vegas. Be sure to invite your friends and share with them the great savings and benefits that come with belonging to our association. (if they become members, you will receive \$25 off your dues for the following year. Just sign your name on the first referral space of their application)

Vendor booths are filling up quickly for the trade show and looks to be a great variety that will benefit all that will be in attendance. Our 70's theme for decorating the booths will be, Stayin' Alive. There will be a prize to the best decorated booth, so please feel free to come in costume and join the

**NACA LOGO  
ITEMS NOW  
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LAND'S END**

You may now purchase NACA logo items directly from Land's End! Click [here](#), to go directly to the NACA Logo Store and begin shopping. There is also a link on the [NACA homepage](#) for your convenience!



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**Member Discounts**

**\$100 off Convention  
Free and access to  
Mentor Program**

**Altoserv (UPP reports  
for a flat rate)**

thrill of the 70's. A big thank you to the vendor show committee for their hard work.

The education committee continues to work tirelessly on bringing us new and exciting classes that will help us all to be the best adjusters in the industry. Many of these classes offer CE credits. In addition to the new classes, we continue to offer the software classes that help us to be more proficient in claim handling.

We will for the first time, have a class set up just for the mentoring program which is being reformatted to benefit both the trainer and the new adjuster. As the history of NACA states, "The association is dedicated to improving professional standards, insuring working relations with one another and promoting the general welfare of the individual members".

As we turn over another year, please be thinking about possibly running for the position of Sargent at Arms and serving on the executive board. It is members like you that keep this great organization going. If serving on the board is not for you just yet, we have many other ways you can participate, perhaps being on a committee is a place to wet your feet.

Thank you to all the board members and committees that have worked so hard to make our convention a great success. I look forward to seeing you all in Vegas.

Shari. Britton  
NACA Vice President

**Distagage.com (15% off website purchases)**

**EagleView Technologies (special affiliate pricing for measurement reports \$10-\$15 savings per report)**

**HAAG (\$75 off in person scheduled classes and/or 10% off the purchase of online seminars)**

**Hertz (free gold membership and 5-20% discounts off car/truck rentals)**

**Hotel Huddle (discount extended stay hotel rooms for deployments)**

**KLJ Computer Solutions (\$1-\$3 off regular price per claim using Venue)**

**National Insurance Housing (\$100/per month rent discount)**

**Online Reporting Inc. (10% savings during first year of FileTrac Claims Management System)**

**RidgeTopSketch (\$5 off each roof sketch order)**



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**TopAdjuster.com (\$100 off a 6 month subscription to their entire training library)**

**Vale Training Solutions(15% off tuition prices for all classroom instruction locations)**

**Virtual Claims Adjuster(30 days free use + 15% discount)**

**Log on [HERE](#) to your members only page for details to claim these discounts.**

## **Family Matters!**

**This area is dedicated to the true spirit of NACA and the caring we have for each member and their family.**

**Please keep our Past President [Wanda Hogan](#) and [Zania Rice](#) in your thoughts and prayers as they both fight cancer!**

[www.asugroup.com](http://www.asugroup.com)

## ***MENTORING TIP***

As 2014 draws to a close, we reflect back on a successful Cat season for most adjusters. We saw a cold, snowy winter in the Northern Midwest. The resulting deployments for freeze claims, ice dams and weight of ice and snow claims were numerous. We also had several large hail events; overall it was a good year for catastrophe adjusters.

The NACA board had asked that the Mentoring committee revamp the mentoring program. The program in past years had been filled with non NACA members looking for assistance in training. The program was changed a couple of years ago. The board required the folks on the mentoring list to be NACA members. Since that time, we have pared the list down to a manageable number of new adjusters looking for assistance.

We have had a number of success stories this year in the program. Several folks were able to work with veteran NACA members and are now on their own and doing well. As a committee, we have talked to successful mentees and asked what they felt was the key to their new success. Overall, we have determined that the successful mentees had sought out help and assistance. They came forward, contacted veteran members and were able to find members that were able to work with them and help them get on their feet.

We had a couple of new adjusters that called us and asked for help. They offered to come up to Michigan, at their own expense, if they could work with us. We agreed to work with them. We also contacted several NACA members that were staying in the same area and we worked out a short training program for them. We had 4 different veteran adjusters that allowed the folks to work with them for a couple of days. They worked with us in the field and spent long nights on dummy claims we put together. The new adjusters were grateful and we are proud to say, they were able to get dispatched with a vendor and have had a very successful year. They told us they

**Please pray that Jimmy Clark and Lori Ringo's family is in good health for the holidays.**

**And, pray for those who have experienced loss this year. Loved ones are especially missed around Christmas.**

## **THANK YOU!**

We just wanted to take a moment to sponsor all of you who advertised in the NACA News this year. Thank you for supporting NACA and marketing with us!

Allcat Claims Service

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owe that success to the veteran adjusters that took time of their busy schedule and gave them a hand.

Overall, the success the new adjusters is directly related to their ambition to come forward and make themselves known. Not all storms and situations will allow time to help new adjusters, but I guarantee you that if you don't put yourself out there and ask for help, it will not happen. We have compiled the mentoring list, but you still need to promote yourself.

This year's NACA convention is fast approaching. The dates are 1-11-15 to 1-15-15 in beautiful Vegas. We have put together 2 arenas for new adjusters to meet with veteran adjusters and seek out help. The first is the Newcomer's reception on Sunday night. That reception is set up to introduce new attendees and veterans alike. It is an opportunity to meet the board and have time to socialize prior to the start of classes. The reception is open to all attendees. The second item is a round table on Monday the 12th. The time is 4:00 to 5:00. We have a panel of veterans that will discuss the mentoring program and help the new adjusters lay out a game plan for their success. We also have additional time set aside, if there is interest, for new adjusters to meet one on one with veteran adjusters.

The mentoring committee is working on compiling an e-mail list of adjuster looking for help. We not only are interested in talking to new adjusters, but adjusters that maybe newer to the business and need additional assistance. We know that getting a stack of claims is only one part of the equation. We are attempting to help and promote all NACA members. Please let us know if the mentoring committee can help you. Please contact us at [brittons4uva@hotmail.com](mailto:brittons4uva@hotmail.com) or [rebeccawheeling@gmail.com](mailto:rebeccawheeling@gmail.com)

I would encourage you to sign up and attend the convention. Networking is a key to any adjuster's success. You may feel comfortable today, but as we all know, this business changes continually and you have to promote yourself to stay ahead of the pack. Set yourself apart and join us as we work together to promote professionalism within the catastrophe adjusting business.



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NACA Hotel Room  
Block is only good  
through 12/12 -  
Book early and stay  
late!

Hotel Registration  
[Link](#)

Vendor Signage is  
due by December  
22nd to guarantee  
printing.

Contact  
[naca@necatadj.org](mailto:naca@necatadj.org)  
with questions.

## DID YOU KNOW?

NACA has many features that are brand new and some traditional favorites:

1. Website Feature: Read or Submit NACA testimonials in writing or video format

2. Website Feature: Member Search allows you to look up adjusters by where they live or where they are licensed

3. Website Feature: Lookup Debra Joyce to see a sample head shot and resume available for download (All members have been granted the ability to edit and improve their information for deployments.)

4. Convention Feature: There is a special meeting to give information on the benefits of the Mentor Program

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5. Convention

Feature: Over 20 CE Credits available

6. Convention

Feature: This Convention offers NFIP certification to qualified adjusters

7. Convention

Feature: Access to owners and deployment managers from multiple IA Firms in one location all week long

8. Website

Feature: Read or Submit any event location on the NEWS tab

9. Website

Feature: Read or Submit companies related to our industry on the LINK tab

10. Website

Feature: Members Only section has library of NACA Minutes, Financials, Discounts, and Mentor List. More to Come!

11. Website Feature:

We are just getting started and want your

[www.mathiasinc.com](http://www.mathiasinc.com)

**NACA Sergeant at Arms**

Around this time of year we are compelled to stop and be thankful for the many blessings that have come our way. One of the things I am thankful for is the many friendships I have because of NACA. Though I was home for thanksgiving this year there have been years I was not able to be with my family. While lounging around in the fog of turkey and dressing I recalled a few years back when working in New York a large group of NACA adjusters were working in the same area and several staying in the same hotel. Someone had the wonderful idea of having a thanksgiving dinner. Some of us made our favorite dishes from home and everyone pitched in some money and we catered in a fabulous spread. So there we were far away from our homes and family on a holiday that is special to many. The hotel was gracious enough to allow us to use one of their large meeting rooms, we all put aside our claims for the afternoon and evening gathered around the table shared a meal and swapped lies about the biggest claims we had written and all the PA's we had made beg for mercy. It was wonderful the food was not as good as grandma's but we made due. At the end of the evening left overs were divided up and we went back to work.

That was not my first holiday away from home and I am sure it won't be my last, it was however the best thanksgiving I have ever spent away from my family. On second thought I was with part of my family that's what NACA is to me part of my family. If you are reading this and you remember that gathering I would like to say thank you for being a part of my life, imparting your knowledge and experience to me but most of all thank you for being my family away from home.

Help us grow our family tell your friends about NACA and how it has helped you and encourage them to join. Make sure you come to Las Vegas, reconnect with old friends and make new ones. I can't wait to see you there!

I hope you had a happy thanksgiving where ever you were and Merry Christmas!

Stay safe,  
Jon Joyce  
NACA Sergeant at Arms

**WEBSITE NEWS...**

great ideas! Do you have a suggestion? Email the NACA office at [naca@nacatadj.org](mailto:naca@nacatadj.org)

12. Convention Feature: Costume Contest will take place at the Tuesday night dinner -Entertainment Sponsor will judge the best dressed

13. Convention Feature: Vendor Booth decoration contest on Wednesday

14. Convention Feature: Tons of prizes to be given away on Wednesday

15. BULLETIN: NACA Hotel Room Block is only good through 12/12 - Book early and stay late!

16. BULLETIN: Vendor Signage and Logos are due by December 22nd to guarantee printing

## Convention Forms

After a long wait and even more volunteer hours the new website has been launched! First and foremost please take note that we are far from done with improvements. This new interactive and customizable website will allow us to do great things for NACA going forward. We have pulled back on the Members Only section to make sure that the Convention section is improved on week after week based on your suggestions. We are migrating registrations from the old site, adding more information all the time, and making sure our Vendors and Sponsors are added to the website. Please contact the office if you see any bugs or typos and please also keep in mind that all of this is handled by Volunteers. We are moving away from paper registrations to online registrations. We always appreciate your patience and understanding. We have several new features as well that will be mentioned here and in future newsletters. Hours are being invested into adding multiple videos and ad banners to our website that will change as we do. Our home page has an interactive map that lets you search for adjusters near a loss location as needed. Our News section is where anyone can post an adjuster convention so that all of us can go to one website to see opportunities across the country. The Members Only section will retake our focus after we come back from Vegas in January. However, if NACA members would like to log in and upload your head shot, update your resume, or see what sections are coming next year please contact the NACA office for your new username and password. Thank you to all the volunteers who have and are working diligently to take NACA to a new level of service in the industry.

Jennifer Joyce  
Technology Committee Chair

**Are you ready for the Convention?  
Are your Texas CE hours in compliance?**

**TO CHECK YOUR STATUS:**

1. Go to [www.sircon.com](http://www.sircon.com)
2. Look at the upper left hand side
3. Click on Lookup Education Courses or Credits
4. At top - click on Continuing Education Transcript Inquiry
5. Enter Texas
6. Put in your license number and last name
7. If it is showing up as not-compliant - then you will be subject to a fine

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8. Any future credits will not be counted until the licensing cycle that is not compliant is taken care of
9. Once a licensing cycle is "closed" you cannot make up any credits
10. Go to <http://www.tdi.texas.gov/> and print form FIN519.
11. Pay the fine and release the credits you have taken for the current license cycle.

#### ***PAST PRESIDENTS CORNER...***

As Past President, I reflect on my time on the Board and I realize my time assisting in the guidance of NACA is coming to a close. 34 years in the insurance industry, 16 years as staff for a major carrier and 18 years as an independent has provided me with a unique perspective of our industry, as well as NACA's role in creating a haven for independent adjusters.

NACA is changing to meet the challenges of modern adjusting. NACA has updated our website and our outreach to new members, current members and recruitment of prospective members. Many are curious and a little reflective on the need for change, but as with any vibrant organization NACA has to remain current and up to date with technology and innovations in order to be relevant.

We as an organization, as well as individually, have to embrace these challenges. We need to create an inviting atmosphere of camaraderie and support for our fellow independent adjusters. Each of us needs to reach out to all of our members and all of the attendees at our Convention.

Robert Uhler  
Past President Chair



**WINDSTORM**  
**INSURANCE NETWORK**



***FROM THE HOME OFFICE...***

'Twas the month before Convention, when all through the office  
No weather was stirring to bring in claim losses;  
The gift bags were stuffed by the chimney with care,  
In hopes that the UPS man would soon would be there;  
The Executive Committee was nestled all snug in their places  
While visions of decorated vendor booths filled their head spaces,

And Debra in her Christmas cap,  
Had just settled in for a quick nap,  
When out on the road there arose such a clatter,  
She sprang from the recliner to see what was the matter.  
Away to the window she ran in a flash,  
Tore open the curtains and pushed up the sash.

She could see nothing through the dust but the low sun's glow,  
As it gave way to the cluster of objects below;  
When what to her wondering eyes should appear,  
But a miniature truck, with eight tiny trailers in the rear.  
Carrying a little UPS driver, so lively and quick,  
She knew in a moment this had be a trick!  
The driver sprang from the truck, she knew why he came,  
He shouted for help, and called us by name:  
"Now! Debra, now! Bob, now! Shari and John,  
"On! Jimmy, on! Rebah, on! Chris and Jon!

"Around the corner to the packages, stacked on each wall,  
"He ran this way! Ran that way! Calling to all!"  
Driving away the UPS truck flew,  
With a load full of convention books - and nametags too:  
And then in a twinkling, I heard on the road  
a rattling, a roar, that truck must be in flight mode!  
As I drew in my head, and was turning around,  
Down the driveway came another without a sound:  
A man stepped out and was dressed all in white,  
Like a 70's disco star with not a lick of stage fright!

His eyes - how they twinkled! His bell bottoms: how merry,  
His charm was like roses, his dance moves like a cherry;  
He had broad shoulders, and a tiny waist,  
That shook when he shimmied with nothing but grace:  
He was polished and dashing, a right jolly young man,  
And Debra laughed with joy at our entertainment plan;

A wink of his eye and a twist of his head  
Soon let her know she had nothing to dread.

He spoke not a word, but went straight to his sports car,  
Down the driveway he raced, leaving like a rock star!  
But they heard him exclaim, as he drove out of sight -  
Merry Christmas to all; see you on a Las Vegas Tuesday  
night!

May your day be full of Joy!

Debra Joyce  
Executive Administrator



**The NACA Mentoring program is designed to assist both experienced adjusters and new adjusters. The benefit for experienced adjusters is to provide a pool of adjuster trainees that have demonstrated an interest in the adjusting business. The experienced adjuster can chose a "newbie" to work with them, provide clerical support, computer input support or field assistance in the claims process. The "newbie" benefits from the advice and training an experienced adjuster can provide.**

**The Mentor resume is a posting for experienced members to submit a listing to agree to mentor a Newbie into the adjusting business. The Newbie listing will show a brief bio of the person interested in working in the adjusting business. The idea is to assist both sides in coming together and providing key support for the needs of both the adjuster and "newbie". NACA would encourage all "newbies" to apply for an apprentice membership in NACA.**

**The apprentice membership allows a person with little or no experience to join NACA and participate in the convention, with the exception of voting on items.**

**JOIN TODAY, COME TO THE MEETING, AND WORK  
WITH THE BEST!**

**[www.nacatadj.org](http://www.nacatadj.org)**



**Merry Christmas and Happy New Year!**

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