

# SCAA

December 2010

Vol. 38 No. 4

## Seattle Claims Adjusters Association

**Celebrating over 75 years of service to the claims community — Founded in 1930**

*“A professional organization dedicated to the ongoing education of the claims community.*

*Providing an arena for member interaction and the sharing of resources.”*

## Stuff

By Jim Peterson, SCLA, SCAA President

Hello and welcome to the busy Holidays! I will keep my message brief for this issue.

I want to thank everyone for a fantastic and successful joint SCAA/TCAA Holiday Party. The committee members worked hard to put on one of the best parties so far! Good times and good company! Please let us know if you have any suggestions or comments to make next year's party even better!

In January our featured speaker is SCAA Past President (1998-99) **Keo Capestany** of *Bilingual Power*. Keo used to write regularly for this publication in a column titled “The Subluxated Adjuster.” As well as a writer, he is a wonderful and engaging speaker, and will be discussing “Negotiations I Have Witnessed”. He is truly a speaker not to be missed. See below or see page 2 for meeting details.

I hope you all have a wonderful Christmas and a Happy New Year! I look forward to seeing all of you on January 21, 2011. ❖

*“If you're afraid of Santa are you Claustrophobic?”*

### Next Meeting of the SCAA

**January 21, 2011**

The Swedish Club, 1920 Dexter Ave North, Seattle, WA

### Program

**Keo Capestany of Bilingual Power on  
“Negotiations I Have Witnessed”**

### Cost

**\$15 Members \$20 Non-Members**

### Time

**11:30am to 1:00pm**

It is important for you to RSVP if you are going to attend our luncheon meetings. Please do so through our website or contact Todd Clirehugh at [toddc@grange.com](mailto:toddc@grange.com). Thank you!

*Happy Holidays!*



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# ON THE DOCKET FOR 2010

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Date	Speaker/Topic
Jan 21	SCAA Meeting Keo Capestany of Bilingual Power "Negotiations I Have Witnessed"
Feb 18	SCAA Meeting
March 18	SCAA-TCAA Spring Symposium & Vendor Fair See centerfold for highlights!



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### Meeting Information

Please keep in mind that we'd like to start and end promptly during our monthly meetings. Here is the timeline for each meeting:

- 11:30 a.m. Registration
- 11:45 a.m. Buffet
- 12:00 p.m. Meeting Called to Order
- 1:00 p.m. End of Meeting

Please arrive on time and have your cash or check (payable to SCAA) ready. We appreciate your cooperation and assistance.




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## Holiday Eating Tips

1. Avoid carrot sticks. Anyone who puts carrots on a holiday buffet table knows nothing of the Holiday spirit. In fact, if you see carrots, leave immediately. Go next door, where they're serving rum balls.
2. Drink as much eggnog as you can. And quickly. It's rare.. You cannot find it any other time of year but now. So drink up! Who cares that it has 10,000 calories in every sip? It's not as if you're going to turn into an egg-nog-alcoholic or something. It's a treat. Enjoy it. Have one for me. Have two. It's later than you think. It's Christmas!
3. If something comes with gravy, use it. That's the whole point of gravy. Gravy does not stand alone. Pour it on. Make a volcano out of your mashed potatoes. Fill it with gravy. Eat the volcano. Repeat.
4. As for mashed potatoes, always ask if they're made with skim milk or whole milk. If it's skim, pass. Why bother? It's like buying a sports car with an automatic transmission.
5. Do not have a snack before going to a party in an effort to control your eating. The whole point of going to a Holiday party is to eat other people's food for free. Lots of it. Hello?
6. Under no circumstances should you exercise between now and New Year's. You can do that in January when you have nothing else to do.. This is the time for long naps, which you'll need after circling the buffet table while carrying a 10-pound plate of food and that vat of eggnog.
7. If you come across something really good at a buffet table, like frosted Christmas cookies in the shape and size of Santa, position yourself near them and don't budge. Have as many as you can before becoming the center of attention. They're like a beautiful pair of shoes. If you leave them behind, you're never going to see them again.
8. Same for pies. Apple, Pumpkin, Mincemeat. Have a slice of each. Or if you don't like mincemeat, have two apples and one pumpkin. Always have three. When else do you get to have more than one dessert? Labor Day?
9. Did someone mention fruitcake? Granted, it's loaded with the mandatory celebratory calories, but avoid it at all cost. I mean, have some standards.
10. One final tip: If you don't feel terrible when you leave the party or get up from the table, you haven't been paying attention. Re-read tips; start over, but hurry, January is just around the corner. 

### Winner's Circle

Winners at the November meeting were:

- Fred Biehl** — Gift Card to Anthony's donated by Paul Davis Restoration  
**Todd Clirehugh** — \$25 Adjuster Drawing  
**Angie Brown** — \$25 Vendor Drawing



No Blue Bucket Winner ~ Next drawing in January for \$200! Be present to win!



### President's Charity

Please support this charity!  
 To find out more about it go to:  
[www.streetbeanspresso.org](http://www.streetbeanspresso.org)

SCAA

Friday, March 18, 2011



2011  
**SPRING SYMPOSIUM  
 & VENDOR FAIR**

TCAA

Bell Harbor Int'l Conference Center  
 Pier 66 ~ 2211 Alaskan Way, Seattle, WA

~ See website for registration ~



### Tacoma Claims Adjusters Association

— Upcoming Meetings —

**January 14, 2011**

11:30 am - 2:00 pm

LaQuinta Inn

1425 East 27th Street, Tacoma, WA

For more information visit:

[www.tacomaadjusters.org](http://www.tacomaadjusters.org)

### Employment Opportunities

Allied Insurance and Allstate

have job openings.

Visit our website for details and how to apply.

[www.seattleadjuster.org](http://www.seattleadjuster.org)

SCAA

Friday, March 18, 2011



TCAA

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 SPRING SYMPOSIUM  
 & VENDOR FAIR

Bell Harbor Int'l Conference Center  
 Pier 66 ~ 2211 Alaskan Way, Seattle, WA

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## What You Can Expect Out of the 2011 Spring Symposium

### UFF DA, Whadda about IFCA?

**Dan Thenell**

*Smith Freed & Eberhard*  
 and

**Spencer Freeman**  
*Freeman Law Firm*

Dan Thenell and Spencer Freeman have squared off before (most notably in a 6 ½ week Superior Court Bad Faith trial in a Tacoma court room), and now they're going at it again in a no holds barred brawl over IFCA – the Insurance Fair Conduct Act. Dan and Spencer will debate the pros, the cons, the consequences, the defenses, and the accusations that will come up if (or when) an IFCA suit is filed on one of your claims. You will learn some preventative processes and procedures that might help spare you a front row seat at the next Thenell v. Freeman bout in a court room near you. See them here at the SCAA/TCAA Spring Symposium where the blood, sweat, and tears will be theirs... not yours.

### The 411 on Construction Defect

**Rory Leid & Rick Wathen**

*Cole, Lether, Wathen, Leid, & Hall*

You might have heard that construction defect claims have gone away. Not true! Not only is CD not DOA, but plaintiff attorneys are innovating new legal strategies to open wide the spigots of cash gushing from contractors' liability policies. Rory Leid and Rick Wathen, partners of Cole, Lether, Wathen, Leid, & Hall will break down the 411 for when you're calling 911 to save you from a ravenous plaintiff attorney (or two or twenty) who sees you as the exit

### Arson – When the Chips Are Down

**Don Easton**

*Unified Investigation*

We're going to show you how to set your car on fire with nothing more than a bag of potato chips. In a depressed economy insurance fraud becomes the business model of choice for the morally and ethically challenged. The worse the economy, the more enterprising the criminals. Don Easton of Unified Investigation draws upon his 30+ years experience in fire fighting and law enforcement to educate, inform, and entertain us with examples of the newest innovations (as well as some of the more traditional "best practices") in insurance fraud. While he's at it, Don might even provide some pointers on prevention, detection, and apprehension of these criminal conspiracies.

### Perception is Reality

**Anne Bremner**

*Stafford Frey Cooper*

Anne Bremner hates to lose - so she doesn't. Her success as a litigator is based on her uncanny ability to create a meaningful connection with the judge and jury in a way that influences how they perceive her client, her witnesses, and the merits of her case. Anne's innate charisma is enhanced by her talent for creating a compelling and positive image, and she will demonstrate how we can better establish credibility, connection, and influence whenever we're negotiating a settlement, investigating a claim, or testifying at trial. In addition to covering the Michael Jackson trial and defending the Mary Kay Letourneau case Anne has spent most of her career in the white hot glare of media,

public, and professional attention, so she knows a thing or two about the disconnect between perception and reality.

### How to Sell Your Suspicions

**Mitch Barker**

*Special Investigations Unit*

*WA State Office of the Insurance Commissioner*

"I'm from the government, and I'm here to help." President Ronald Reagan called this the most feared phrase in the English language; but he never met Mitch Barker, head of the Special Investigations Unit for the Office of the Insurance Commissioner. In an era of evermore limited government resources, Mitch and his SIU team are doing everything they can to combat insurance fraud. But when they're doing more with less (sound familiar?) they're often forced to make hard choices about which fraud cases to investigate. Mitch will explain what they're looking for, how they're looking for it, and how we can help them so that they can help us. Bottom line – we'll learn which fraudulent claims to pass on to them and how best to package those fraud claims to ensure that the OIC SIU can successfully prosecute those cases.

### Personal Injury and Vehicle Damage Fraud Indicators

**Scott Wagner**

*National Insurance Crime Bureau*

How does a 6 foot 4 inch white Texan police officer infiltrate an Asian criminal gang? Scott Wagner of the National Insurance Crime Bureau (NICB) might share those secrets after he's schooled us on how to recognize the early indicators of a potentially fraudulent claim. We can't fight fraud if we can't find it, and we can't find it if we don't know how to look for it. Scott's career has taken him from law enforcement to special investigations for Allstate Insurance to serving all insurers as an NICB investigator, so he knows how challenging it can be to maintain our vigilance while processing a huge volume of claims. He promises to provide useful real world tips for identifying potential fraud without slowing down our production or offending our policyholders.



Join us for a day of workshops & networking

## **SCAA-TCAA Spring Symposium & Vendor Fair**

**March 18, 2011**

### **Bell Harbor Int'l Conference Center**

Pier 66 ~ 2211 Alaskan Way, Seattle, WA

Hotel accommodations available at:  
Seattle Marriott Waterfront  
\$179 per room, Thursday, March 17 only  
Must reserve your room prior to February 24  
Call 800/228-9290 or 206/443-5000

This year there will be two Xactimate trainers offering classes for basic, advanced, and roofing. Open to adjusters AND vendors this year!

#### **Cost to attend:**

\$50 per Adjuster

Includes all workshops & Xactimate

Xactimate for Vendors

\$100 per Vendor

Registration form and additional information will be available in January. Watch your newsletter and our websites!

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

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

You won't want to miss this exceptional day of training and networking!