

PSAA MONTHLY

HIGHLIGHTS

Bowling Tournament Flyer & Registration

(Pages 20-21)

Save the Dates!

Check out all of our upcoming events on page 4.

PSAA Board of Directors & Committe Liaisons

(Pages 2-3)

Claims Conversations

(beginning on page 6)

New PSAA Board Member

(Welcome Paul Rosner on page 18)

Golf Tournament Winners & Highlights

(page 19)

WHAT'S HAPPENING NOW...

September Welcome Back and Membership Drive Luncheon

Friday, September 16th, at 11:30am
Renaissance Seattle Hotel
515 Madison Street
Seattle, WA

Jennifer Dinning from Soha & Lang presents "Preferred Contractors Insurance Company and the Terrible, Horrible, No Good Very Bad Insurance Policy". See more about Jennifer and her presentation on page 4 of this issue.

Please register on our website:
www.pugetsoundadjusters.org

Special thanks to our meeting sponsors EDT Engineering & Consulting & Servpro of Puyallup as well as our dessert sponsor, Crawford & Company



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September Luncheon Guest Speaker: Jennifer Dinning

- **September 16th** - Welcome Back and membership drive luncheon. Jennifer Dinning from Soha & Lang will be speaking. Her bio is to the right -->
- **October 21st** - Bowling Tournament at Bowlero in Southcenter. Check out our flyer and get your registration form on pages 20-21
- **November 18th** - Monthly Lunch & Learn at Renaissance Hotel in Seattle sponsored by Degenkolb.

- **December 2nd** - Annual Holiday Party at Winemakers Reserve in Woodinville.

Jennifer's presentation will examine the Washington Supreme Court's recent decision on a certified question in *Preferred Contractors Insurance Company, Risk Retention Group, LLC v. Baker and Son Construction, Inc., et al.*, and the reasons why the Court found that the particular combination of claims made and occurrence based features included in an insurance policy rendered it unenforceable as a matter of public policy.

Jennifer is a shareholder with Soha & Lang. Her practice is devoted to insurance coverage for both personal and commercial lines, including coverage opinion and analysis, resolution of coverage disputes involving the duties of indemnification and defense, and insurance litigation, including first party coverage, third party coverage, insurance fraud, and bad faith defense. Jennifer has represented insurance companies in this regard for 13 years. In her spare time, Jennifer plays guitar and sings, and has performed in Washington and Oregon.

For more info on Jennifer head to <https://www.sohalang.com/jennifer-dinning/>



Interested in sponsoring a meeting for PSAA, but wondering what that entails?

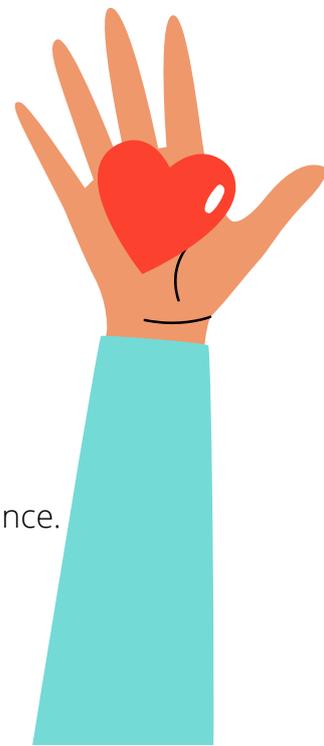
To become our next meeting or dessert sponsor, contact Lizzy Adkins at lizzy.adkins@us.crawco.com.

What is a MEETING SPONSOR?

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6. Cost is \$500.

What is a DESSERT SPONSOR?

1. Logo featured on PSAA's website and newsletter as a meeting sponsor.
2. One complimentary registration for the meeting.
3. An opportunity to speak to attendees about your company.
4. You may either choose to bring store bought desserts OR work with the Renaissance.
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6. Obtain a complete list of the attendee list to include email addresses.





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CLAIMS CONVERSATIONS



with Roger Howson

Claims Dispute Resolution
PSAA Newsletter Editor and
Education Chair

Judging by the volume of unsolicited job offers for claims adjusting (in-office, field, catastrophe, remote, management, and executive) I receive daily, sometimes hourly, there must be a dearth of qualified insurance claims professionals. I suspect that most of you are similarly inundated with invitations to apply for any number of open positions in the exciting world of insurance claims.

As a PSAA public service I offer you a boilerplate application essay that informs your prospective employer the value of your experience as an insurance claims professional.

Are there any significant experiences you have had, or accomplishments you have realized, that have helped to define you as a person?

I am a dynamic figure, often seen scaling walls and crushing ice. I have been known to remodel train stations on my lunch breaks, making them more efficient in the area of heat retention.

(continued on page 10)



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CLAIMS CONVERSATIONS

(continued from page 6)

I translate ethnic slurs for Cuban refugees, I write award-winning operas, I manage time efficiently. Occasionally, I tread water for three days in a row.

I woo women with my sensuous and god-like trombone playing. I can pilot bicycles up severe inclines with unflagging speed, and I cook Thirty-Minute Brownies in 20 minutes. I am an expert in stucco, a veteran in love and an outlaw in Peru.

Using only a hoe and a large glass of water, I once single-handedly defended a small village in the Amazon Basin from a horde of ferocious army ants. I play bluegrass cello...I am the subject of numerous documentaries. When I'm bored, I build large suspension bridges in my yard. I enjoy urban hang-gliding.

On Wednesdays, after work, I repair electrical appliances free of charge.

I am an abstract artist, a concrete analyst, and a ruthless bookie. Critics worldwide swoon over my original line of corduroy evening wear.

(continued on page 13)



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2022 Golf Tournament Winners & Highlights!

Enjoy just a few of the fun times had by all at our PSAA annual golf tournament!

To check out all of our photos and **download the ones you want to keep** head to our dropbox at:

<https://www.dropbox.com/scl/fo/bml1z97slo2m873seaxbw/h?dl=0&rlkey=63ovm36upp6a0lvi4z6gdywf4>



First Place: Team 1B – Team Maxcare

Connor Roesch – Maxcare
Steve Flint – Maxcare
Shane Ellis – State Farm
Mark Scott – Maxcare

Second Place: Team 9B – Team WA Water Damage

Pictured is Tim Berglund – USAA
Jeff Roach – WA Water Damage
Scott Russell – WA Water Damage
Mike Carlson – Lynnmac Commercial

Third Place – Team 6A

Nicole Porter – Alaska National
Crystal Ediger – Grange Insurance
Meghan Zech – ARCCA
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CLAIMS CONVERSATIONS

(continued from page 10)

I don't perspire, I am a private citizen, yet I receive fan mail...Last summer I toured New Jersey with a traveling centrifugal force demonstration...My deft floral arrangements have earned me fame in international botany circles. Children trust me.

I can hurl tennis rackets at small moving objects with deadly accuracy. I once read Paradise Lost, Moby Dick, and David Copperfield in one day and still had time to refurbish an entire dining room that evening. I have performed several covert operations for the CIA. I sleep once a week; when I do sleep, I sleep in a chair. While on vacation in Canada, I successfully negotiated with a group of terrorists who had seized a small bakery. The laws of physics do not apply to me.

I balance, I weave, I dodge, I frolic, and my bills are all paid. On weekends, to let off steam, I participate in full-contact origami. Years ago, I discovered the meaning of life but forgot to write it down. I have made extraordinary four-course meals using only a mouli and a toaster oven. I breed prize-winning clams. I have won bullfights in San Juan, cliff-diving competitions in Sri Lanka, and spelling bees at the Kremlin. I have played Hamlet, I have performed open heart surgery, and I have spoken with Elvis.

(continued on page 15)

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CLAIMS CONVERSATIONS

(continued from page 13)

All of this because I am a claims adjuster.

If you are looking for work or merely curious about other employment opportunities, please feel free to plagiarize this application essay, because I plagiarized and modified it from an essay written by Hugh Gallagher when applying to New York University.

Speaking of employment opportunities, plagiarism, modifications, and exciting new beginnings, you do NOT want to miss the inauguration of PSAA's 2022-2023 season on this coming Friday, September 16th at 11:30am at the Seattle Renaissance Hotel. Think of this as the first day of school (without the teachers' strike) where we all catch up with our cohorts, contacts, and community at large to learn what's new, who's where, and how things have changed since we last congregated. You don't want to be left behind.

PSAA will explain the expansion of our PSAA Board of Directors, modernization of our mission, inclusion of insurance professionals not previously active through PSAA, and the introduction of continuing education credits. Our world has changed significantly since early 2020, so PSAA decided to transform our organization into a more dynamic, relevant, and responsive force in the industry. On Page in this issue you will find the biography of our newest PSAA Board Member, attorney Paul Rosner of Soha and Lang. Unfortunately, Paul will be in court during our September 16th meeting, so one of his Soha and Lang partners, Jennifer Dinning, will be presenting a legal update in his stead. You will find Jennifer's biography on page 4 in this newsletter. I would tell you the topic of her presentation, but Jennifer hasn't thought of it yet... in fact, the first she will know she is presenting to PSAA on Friday, September 16th will be when (if?) she reads this newsletter. (Jennifer, call me...)

We are looking forward to seeing every one of you at the meeting (especially you, Slaed).

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GET STARTED NOW ▶

When fire or water damage puts the things that matter most on the line, you need the very best help on the line, as well. That's why knowing the easiest ways to contact SERVPRO® is so important. Just go to servpro.com on your mobile phone or call 1-800-SERVPRO to get the team that's faster to any-size disaster. We're a leader in giving control back to homeowners, property managers and even entire communities after the ravaging effects of water or fire. So whether you're responsible for 1,000 square feet or 100,000 – be ready for the worst, with the very best. Your trusted, local SERVPRO® Professional.

WELCOME

Paul Rosner

NEW PSAA BOARD MEMBER

contact: rosner@sohalang.com ~ 206.654.6601



Paul is a managing shareholder with Soha & Lang. Paul Rosner, J.D., CPCU, has worked in the property and casualty field since 1989. He is a former casualty adjuster, large loss property adjuster, claims supervisor, and claims manager. As an attorney, he focuses his practice on property and casualty insurance coverage and bad faith litigation. He has also served as an expert witness on insurance bad faith and claims handling.

Paul is a frequent author and lecturer on insurance coverage and bad faith issues. He is a regular contributor to the Around the Nation column of Claims Management Magazine. His lectures include presentations to attorneys and insurance professionals. When not practicing law Paul enjoys spending time with his family, running, hiking, camping, and mountain biking.

For more details and information about Paul, please go to <https://www.sohalang.com/paul-rosner/>



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WHAT HAPPENED?

Fire Origin and Cause	Electrical Failure Analysis
Property Damage Assessment	Foundation Failure Evaluation
Water Intrusion Analysis	Product Liability Evaluation
Vehicle Accident Reconstruction	Premises Liability Assessment
Mechanical Evaluation	Building Code Compliance
Construction Defect Analysis	HVAC Evaluation

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PUGET SOUND ADJUSTERS
ASSOCIATION PRESENTS

BOWLING TOURNAMENT

FRIDAY, OCTOBER 21ST

Lunch @ Noon - Bowling 1pm to 3pm



Bowlero South Seattle

100 Andover Park West, Tukwila, WA 98188

Event or Sponsorship Questions? Contact Bianca Mollo at
bianca.mollo@atirestoration.com or 206-620-4281

Send your registration form and payment to Lizzy Adkins, 2409 78th AVE W,
University Place, WA 98466

Pay ONLINE: www.pugetsoundadjusters.org/online-payment-center

PSAA BOWLING TOURNAMENT & LUNCH REGISTRATION



Bowlero South Seattle - Friday, October 21st
100 Andover Park West, Tukwila, WA 98188
Lunch @ 12pm - Bowling 1pm to 3pm

Note: You must be pre-registered for bowling and lunch to attend, so fill this out and submit ASAP!

- _____ \$0 PSAA Claims Member not bowling on a sponsored lane may bowl and have lunch at no charge.
- _____ \$300 Lane Sponsorship (including bowling, shoes, and lunch for up to 4 people. Note: Only 10 lanes available.)
- _____ \$25 Vendor Lunch Only (list your name/company/email below)
- _____ \$35 Vendor Lunch/Bowling (SINGLE)

Lane Sponsorship (Team) or Individual Bowler (Single) or Vendor Lunch Only:

Name: _____ **Company:** _____

E-mail: _____ Adjuster Member: YES - NO - N/A

Name: _____ **Company:** _____

E-mail: _____ Adjuster Member: YES - NO - N/A

Name: _____ **Company:** _____

E-mail: _____ Adjuster Member: YES - NO - N/A

Name: _____ **Company:** _____

E-mail: _____ Adjuster Member: YES - NO - N/A

Submit form and check or credit card receipt to:

PSAA c/o Lizzy Adkins, 2409 78th Ave W, University Place, WA 98466
or via e-mail to lizzy.adkins@us.crawco.com

Pay online with a credit card at: www.pugetsoundadjusters.org/online-payment-center

Event/Sponsorship questions? Contact Bianca Mollo - bianca.mollo@atirestoration.com or 206-620-4281

Additional sponsorship opportunities (contact Bianca Mollo if you'd like to be a sponsor):

- *Complete Buy-Out of Lunch Sponsorship - \$1200 OR Shared Sponsorship at \$300 each for a total of 4 sponsors
- *Complete Buy-Out of Bottomless Soft Drinks Sponsorship - \$200 (limited to one sponsor)
- *Complete Buy-Out of Dessert Sponsorship - \$200 (limited to one sponsor)
- *Trophy Sponsor - Sponsor to provide prizes for 1st, 2nd, and Worst Team (4 each, total of 12 and we ask our sponsor to get creative! Sometimes less is best!)
- *Adjuster Gift Card Sponsor - Sponsor to provide gift cards in increments of \$25 each.

PSAA Membership Application for 2022-2023



PSAA Mission Statement

Puget Sound Adjusters Association is a professional organization dedicated to the ongoing education of the claims community — providing an arena for member interaction and the sharing of knowledge and resources.

- Share timely & professional information
- Camaraderie with colleagues & service providers
- Keep current regarding professional products & services
- Learn skills that enhance daily service operations & delivery

ANNUAL MEMBERSHIP APPLICATION

ANNUAL MEMBERSHIP DUES FOR THE YEAR STARTING SEPTEMBER 1, 2022 TO AUGUST 31, 2023

DUES ARE \$50 FOR THE YEAR.*

Submit this application and pay with check or pay online with credit card.

Mail to: PSAA, 2409 78th Ave W, Tacoma, WA 98466 or scan and email to lizzy.adkins@us.crawco.com

Please print or type information

Application is: (Check one) Renewal _____ New _____ Change _____ Referred by _____

- Applicant is:
- ACTIVE Member \$50***
Carrier Claims Personnel (claims adjusters, managers, supervisors, underwriters, subrogation, etc.), Risk Managers, Self-Insured & Insurance Pool personnel, Independent Adjusters, TPAs, Agents, Brokers
 - Associate Member \$50**
 Attorney
 - Vendor Partner** Advertise in Newsletter Contractor, IME, Car Rental, Restoration, Engineering, etc. [See ad rate form for fees](#)
 - Corporate Members (6 or more employees from one office) \$30 per person**
 To qualify for this rate, persons must be eligible for ACTIVE membership and there must be at least 6 applicants located within the same office.
 - Honorary Member NO DUES** — PSAA, SCAA and TCAA Past Presidents

Paid by: Check Credit Card Amount Enclosed: \$ _____

Applicant Name _____ Job Title _____
(For Corporate Members, please list names and email addresses below)

Company _____ Discipline: Property Casualty Auto Work Comp Other

Company Address _____ City _____ State _____ Zip _____

Home Address _____ City _____ State _____ Zip _____

Work Phone _____ Cell Phone _____

Email Address _____

The PSAA Monthly Newsletter and other association correspondence will be sent via email.

***Claims Personnel who pay dues receive free attendance at ALL PSAA functions and events, including monthly meetings, parties and the annual symposium.**

Corporate Members:

Name:	Email:
Name:	Email: