

# PSAA MONTHLY

## HIGHLIGHTS

### SAVE THE DATE

- "Welcome Back Luncheon on May 20th (front page)
- PSAA Golf Tournament June 17th (page 6)

### PSAA OFFICERS AND COMMITTEE LIASONS

(pages 2-3)

### CLAIMS CONVERSATIONS

(beginning on page 5)

### ADVERTISE WITH US

(page 14)

### PSAA MEMBERSHIP INFO

(page 19)

## WHAT'S HAPPENING NOW...



May "Welcome Back" Luncheon

Friday, May 20th, at 11:30am

Renaissance Seattle Hotel  
515 Madison Street  
Seattle, WA

Please register on our website:  
[www.pugetsoundadjusters.org](http://www.pugetsoundadjusters.org)

Special thanks to our meeting sponsors at FRSTeam and Degenkolb and our dessert sponsor JAMS.



75 years of service to the claims community

## OUR MISSION

"A professional organization dedicated to the ongoing education of the claims community. Providing an arena for member interaction and the sharing of resources"

Together We Can Achieve the Extraordinary!

# NORDIC

## SERVICES INC.

RESTORATION CONTRACTORS

**24/7 EMERGENCY RESPONSE**

**206-522-9570**

**Seattle and Western Washington**

**360-792-2565**

**Bremerton and the Kitsap Peninsula**

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

*Fast, Fair, and Accurate Service*

- Expert Insurance Damage Restoration Services
- Construction Defects • Remodeling

Serving the Insurance Industry Since 1982

# BC INVESTIGATIVE ENGINEERS, LLC

RESPONSIVE • ACCURATE • THOROUGH

- Cause and Origin: Water & Dry Rot, Structure Failure, Etc.
- Restoration Design
- Due Diligence
- Construction Defect
- Expert Witness
- Model Building Code Research and Analysis
- Structural Consulting / Seismic Rehabilitation
- Landslide / Soil Erosion / Foundation Settlement
- Building Thermography (Infrared Camera)
- Personal Injury / Litigation Support
- Affiliations: ICC, ACI, AISC, AWC, SEAW, ICRI, PSAA

*Providing Responsive, Accurate & Thorough Investigative Engineering Services To The Insurance, Legal & Restoration Industries For More Than Fifteen Years*

**PRINCIPAL:**  
**Jesse L. Binford, PE, CIT**  
[jbinford@bcie.net](mailto:jbinford@bcie.net)  
Cell: 253.670.9513

**3605 C Street Northeast, Auburn, WA 98002**  
**Office: 1.888.335.5557 Fax: 253.833.7309**

## PSAA OFFICERS

2021-22

### PRESIDENT

Nicole Porter  
Grange Insurance  
[Nicole.Porter@grange.com](mailto:Nicole.Porter@grange.com)  
206-753-4357

### VICE PRESIDENT

Sherry Moore  
Crawford & Company  
[sherry\\_moore@us.crawco.com](mailto:sherry_moore@us.crawco.com)  
206-348-8085

### TREASURER

Lizzy Adkins  
Crawford & Company  
[lizzy.adkins@us.crawco.com](mailto:lizzy.adkins@us.crawco.com)  
253-376-8085

### VENDOR PARTNER

Keely Abbas  
Crawford & Company  
[keely\\_abbas@us.crawco.com](mailto:keely_abbas@us.crawco.com)  
406-439-6932

### VENDOR PARTNER

Bianca Mollo  
ATI Restoration  
[bianca.mollo@atirestoration.com](mailto:bianca.mollo@atirestoration.com)  
206-620-4281

### EDITOR & EDUCATION CHAIR

Roger Howson  
Claims Dispute Resolution  
[rhowson@icdrinc.com](mailto:rhowson@icdrinc.com)  
206-979-0659

# PSAA COMMITTEE LIASONS

## 2021-22

### HOLIDAY PARTY

Nicole Porter, Chair  
nicole.porter@grange.com

### BOWLING

Keely Abbas, Co-Chair  
keely\_abbas@us.crawco.com  
Bianca Mollo, Co-Chair  
bianca.mollo@atirestoration.com

### SYMPOSIUM

Sherry Moore, Chair  
sherry\_moore@us.crawco.com

### GOLF

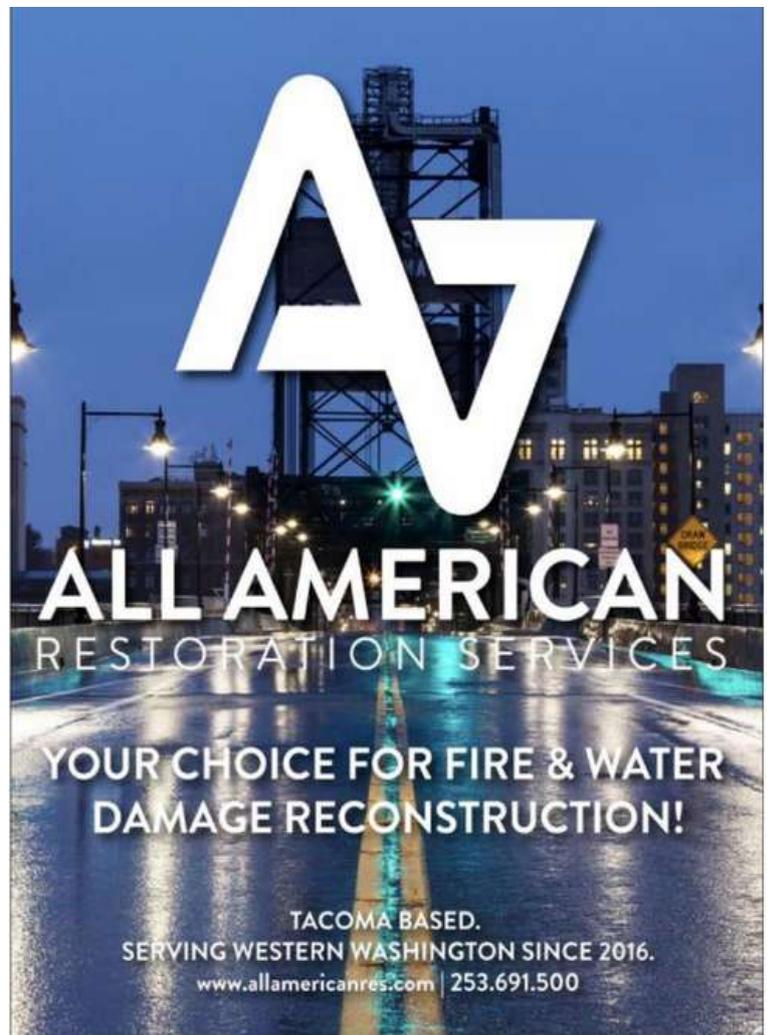
Lizzy Adkins, Chair  
lizzy.adkins@us.crawco.com

### WEBSITE/NEWSLETTER

Courtney Temple  
courtney.temple@icloud.com

### SOCIAL MEDIA

Jason Runyon, Chair



**ALL AMERICAN**  
RESTORATION SERVICES

**YOUR CHOICE FOR FIRE & WATER  
DAMAGE RECONSTRUCTION!**

TACOMA BASED.  
SERVING WESTERN WASHINGTON SINCE 2016.  
www.allamericanres.com | 253.691.500

Xactimate Certified      Dedicated Project Managers



**RW**  
Anderson Services

Helping People & Property Recover

**rwandersonservices.com      (206) 669-6378**

✓ Wind	✓ Building Defects
✓ Fire	✓ Catastrophes
✓ Water	✓ Large Loss

Your Insurance Experts in the Greater Seattle Area



**RESTORx  
DKI**

**FIRE • SMOKE • WATER • MOLD • SEWAGE • BLOOD**

**Deb Mattila**  
Business Development  
1307 West Valley Hwy N, #107  
Auburn, WA 98001

Cell: (253) 709-3063  
Deb@RestorxDKI.com  
Office: (800) 767-2394  
Fax: (253) 249-0046

**DISASTER RESTORATION SPECIALISTS**

FAIR USE NOTICE: This publication contains copyrighted material the use of which has not always been specifically authorized by the copyright owner. News and informational articles posted here are for the non-profit purposes of education and news reporting. We believe this constitutes a 'fair use' of any such copyrighted material as provided for in 17 U.S.C § 107.



**CHARTER**  
CONSTRUCTION

# WE'RE READY 24/7.

We manage large complex projects in occupied structures better than anyone else in the business. We do that because we have a proactive sense of urgency, active accountability and a level of execution second to none.



**EMERALD HILLS SKILLED NURSING FACILITY, LYNNWOOD, WA**  
**WINNER OF THE 2019 RIA PHOENIX AWARD FOR INNOVATION IN RECONSTRUCTION**

## **DISASTER SOLUTIONS AND RECONSTRUCTION TEAM** **HEALTHCARE AND SENIOR LIVING SPECIALISTS**

Emergency Board-Ups/ Tarping | Complete Reconstruction | Selective Demolition  
Water/ Wind/ Fire /Smoke Damage Repair | Consulting | Commercial Large Loss  
Storm Damage Response/ Repair | Litigation Support

# 206-382-1900

**COMMERCIAL • RESIDENTIAL • MULTIFAMILY**  
COVERING WASHINGTON AND OREGON: 24/7, 365 DAYS A YEAR

**RECIPIENT OF THE RESTORATION INDUSTRY ASSOCIATION (RIA)**  
**PHOENIX AWARD IN 2015, 2017 AND 2019**

[WWW.CHARTERCON.COM](http://WWW.CHARTERCON.COM)

HELLO!  
ALOHA  
BONJOUR  
HOLA

# CLAIMS CONVERSATIONS



with Roger Howson

Claims Dispute Resolution  
PSAA Newsletter Editor and  
Education Chair

Claims are what happen while you're making other plans.

There is not enough time in the day, not enough days in the week, not enough weeks in the month, and not enough months in the year to keep up with the volume of incoming claims and ongoing pending files. We are inundated with calls, texts, emails, and even snail mail.

One of my longtime claims cohorts used to joke that he answers the phone, "I'm sorry it's late, and I promise to get it to you right away. Who is calling please?"

We get it! Claims professionals (adjusters is too limiting a title and category) are too busy to attend PSAA meetings and events. Regardless of whether you are an adjuster, attorney, administrator, agent, estimator, expert, or middle to upper management, the profession of insurance claims can be difficult and demanding. You will age seven years for every year you work in claims (I am currently 337 years old).

(continued on page 9)

**RYAN MILETICH /// OWNER**  
P 206.853.8547 / F 206.466.5962  
RYAN@ARMATACONSTRUCTION.COM  
**ARMATACONSTRUCTION.COM**  
LICENSE # ARMATCS845KU

**SUPERIOR**  
**CLEANING & RESTORATION**  
A **COIT** Services Company  
1-800-209-6139 [www.superiorclean.com](http://www.superiorclean.com)  
**24 Hour Emergency Service**  
**Asbestos, Fire, Mold, Smoke, Water, Wind**

**SIR CONSTRUCTION**  
GENERAL CONTRACTOR ...exceeding expectations  
**Insurance Restoration Specialists**

- Insurance Claim Restoration
- Interior Renovations
- Siding, Decks, Roofing, Windows
- Rot Repairs & Maintenance

P: 425-315-0748 F: 425-315-0728 800-280-5658  
[sirconstruction.com](http://sirconstruction.com) SIRCO\*\*0660T

**Steve Meador**  
Vice President  
(253) 370-9062  
[steve@nwbuildergroup.com](mailto:steve@nwbuildergroup.com)

**NW Builder Group**  
8228 S 206th St  
Kent, WA 98032  
[nwbuildergroup.com](http://nwbuildergroup.com)  
NWBUIG838NP

PUGET SOUND ADJUSTERS ASSOCIATION'S

# GOLF

## TOURNAMENT

June 17th  
2022

SHOTGUN  
START  
9AM

Northshore Golf Course  
4101 Northshore Blvd NE, Tacoma, WA 98422

**REGISTRATION** : [pugetsoundadjusters.org](http://pugetsoundadjusters.org)

Teams can pay for their registration online and email [lizzy.adkins@us.crawco.com](mailto:lizzy.adkins@us.crawco.com) with their team roster.  
For Golf Sponsorship information, please contact Lizzy Adkins at the email referenced above.



ABATEMENT & DEMOLITION CORP.

ASBESTOS • DEMOLITION • LEAD • MOLD

**Melissa Culver**

Business Development  
2701 S J St, Tacoma, WA 98409

Phone: 253-732-1267 Fax: 253-276-2175 melissa@rsgabate.com



**BIANCA MOLLO**

EXECUTIVE BUSINESS DEVELOPMENT MANAGER

**ATI RESTORATION, LLC**

835 S. 192ND STREET, STE 500 | SEATAC, WA 98148

TF: 800-400-9353 | O: 206-939-4888 | C: 206-620-4281

E: bianca.mollo@allrestoration.com



Your Premier Northwest  
Insurance Contractor

24-Hour Emergency Response  
General Contractor  
Residential & Commercial  
Reconstruction & Restoration

**(425) 337-3960**

Cell: (425) 780-8263 Fax: (425) 337-3767

**ghaney@nwicconstruction.net**

16212 Bothell-Everett Hwy F360 Mill Creek, WA 98012-1291

**Fire  
Cause  
Analysis**

**Jimmy Bowen, IAAI-CFI, CFEI, CVFI, PI**  
Certified Fire Investigator

jimmy.bowen@fcfire.com

T (800) 726-5939

C (360) 874-4455

F (510) 649-3099

PO Box 354  
Chattaroy, WA 99003-0354

**WWW.FCFIRE.COM**

**SERVING CLIENTS NATIONWIDE**

**FIRE INVESTIGATION • FORENSICS • FIRE SCIENCE & ENGINEERING**

**CRDN**

**Textile & Electronics  
Restoration**

Clothing	TVs
Footwear	Computers
Towels	Cameras
Linens	Clocks
Drapery	Lamps
Rugs	Power Tools
Handbags	Appliances
Plush Toys	Data Recovery



24/7 Claim Assignment 800-963-CRDN | CRDN.com

**CRDN of Seattle  
and Western Washington**  
Locally at 206-286-1866

One-hour Response  
Room-by-room Inventories  
Comprehensive Electronics Testing  
Restore or FREE Guarantee



**MACHAON  
Medical Evaluations, Inc.**

Independent Medical Evaluation Services serving:

**Washington**

Seattle and Tacoma offices  
Plus multiple locations at our Consultant's offices

**Independent Medical Examinations  
Chart Reviews**

To schedule, call **MACHAON at 206-323-1999**

Online scheduling available at  
**MACHAON.org**



# KUSTOM™

Disaster Recovery & Restoration Since 1968

## A Full-Service Solution

- Water Mitigation
- Mold Remediation
- Fire Mitigation & Restoration
- Residential and Commercial Rebuild
- Board-up
- Structural Cleaning & Odor Removal
- Emergency Power
- Structural Shoring
- Temporary Roofing

**Responding 24/7 365 Days a Year**

**Emergency Number: 866.679.0699**

**Kustom - Tacoma**

5007 Pacific Hwy E  
Suite 16  
Tacoma, WA 98424

253-518-6030

**Kustom - Monroe**

14253 169th Dr SE  
Building A, Suite 503  
Monroe, WA 98272

425-892-1901

 sedgwick | temporary housing

Helping displaced policyholders  
and CAT responders find  
temporary housing nationwide.

TACARES.COM

800.548.5196

HELLO!  
ALOHA  
BONJOUR  
HOLA

# CLAIMS CONVERSATIONS

*(continued from page 5)*

No one else understands the pressure to perform. My first claims manager told me that a diamond is a lump of coal that made good under pressure. One of our senior claims representatives heard my boss telling me that, and he whispered, "For every diamond there are acres and acres of coal burned up in a furnace." Some days we're a diamond, and other days we're smoke.

One major property and casualty insurer is currently scrambling to immediately find, recruit, and hire 12,000+ claims representatives. 12,000+ job openings... at just ONE insurance company!!

*(continued on page 10)*



**Environmental Remedies, Inc.**



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

206.622.2007

**Engineering Consulting and  
Forensic Investigation**

- ◆ **Multidisciplinary Approach**
- ◆ **Industry Expertise**
- ◆ **Powerful Insights**



700 South Industrial Way, Seattle, WA 98108



503.302.1090 • [YOUNGonline.com](http://YOUNGonline.com)

A NATIONAL PROPERTY DAMAGE CONSULTING FIRM



## Helping You Get Back to Business, and Back to Life, After a Disaster

Fast recovery. Uncompromised quality. With nearly 20 years of commercial property loss experience throughout the U.S. and Canada, Interstate has the capability and knowhow to respond to any size job, anywhere. Learn more about our restoration and reconstruction services today at [InterstateRestoration.com](http://InterstateRestoration.com).

**800-622-6433**

24-Hour Emergency Response

**206-399-7671**

Kent Office



HELLO!  
ALOHA!  
BONJOUR!  
HOLA!

# CLAIMS CONVERSATIONS

*(continued from page 9)*

Claims professionals have never been in so much demand, AND the profession has never been so demanding as right now. These past two years of the Coronavirus pandemic has isolated too many of our claims community, so we might be unaware of the many changes within the insurance industry, claims protocols, legislative mandates, economic disruptions, and societal conventions.

On any given day, a claims representative will have to answer for inflation, infectious diseases, supply chain snafus, labor shortages, judicial logjams, culture wars, and overall bad attitudes... that's in addition to explaining deductibles, depreciation, exclusions, policy limits, liability, and coverages.

*(continued on page 11)*



### HOTELS AND TEMPORARY HOUSING FOR DISPLACED POLICYHOLDERS



[CLAIMS@TACARES.COM](mailto:CLAIMS@TACARES.COM)

**1.800.548.5196**

[WWW.TACARES.COM](http://WWW.TACARES.COM)

## R.D. Powers Company, Inc.

Professional Salvors & Appraisers Since 1989

### Rob Powers

*39 years professional experience*

Telephone: (425) 635-0095 Cell: (206) 953-5363

Email: [rob@RDPowersSalvage.com](mailto:rob@RDPowersSalvage.com)

Website: [www.RDPowersSalvage.Com](http://www.RDPowersSalvage.Com)



### Restoration Services

- 24 Hour Emergency Services
- Water Damage Mitigation
- Fire & Smoke Damage
- Mold Remediation
- Trauma Clean-up
- Packout/Content Cleaning

### ServiceMaster of Tacoma

5111 South Burlington Way  
Tacoma, WA 98409  
Toll Free 800-339-5720  
Fax 253-627-2709  
[www.smtacoma.com](http://www.smtacoma.com)  
Lic# SERVIT\*885CA



**24/7 Response 800-856-3333**

## PROPERTY RESTORATION

- ✓ Proven track record of superior response and unmatched resources has made **BELFOR** the contractor of choice for damages caused by fire, water, wind or other catastrophes
- ✓ Restoring more than property ~ We restore pride and hope in communities

4320 South 131st Place, Suite 100, Seattle, WA 98168

# ENVISTA

FORENSICS

## WELCOMES GRECCO CONSTRUCTION CONSULTANTS TO THEIR TEAM!

BUILDING CONSULTING • COST ESTIMATING SERVICES • APPRAISAL  
WATER MITIGATION • PROPERTY INSPECTIONS • ROOF INSPECTIONS  
CLERK OF THE WORKS • DESK REVIEWS

To learn more about our full-service forensic consulting offerings, visit our website at [envistaforensics.com](http://envistaforensics.com)

© 2021 Envista Forensics

HELLO!  
ALOHA!  
BONJOUR  
HOLA!

## CLAIMS CONVERSATIONS

(continued from page 10)

NOW do we understand why there needs to be a PSCAA, and why we need to show up, and why we need to encourage everyone even tangentially involved in our industry to become a PSAA member? We NEED each other!! We need to know that we're not alone out there. We need to connect with people who understand what we go through every day. We need to know what's going on in the industry, in our profession, and our claims community.

(continued on page 12)



**Greer & Kirby Co., Inc.**

Experienced Salvors

*Quality, Dedication, Service*

**Dan McMurray**

12414 Hwy 99  
Suite 204  
Everett, WA 98204

Phone: 425/438-9459  
Fax: 425/438-9450  
Cell: 425/754-5120

[dmcsmurray@greerandkirby.com](mailto:dmcsmurray@greerandkirby.com)

**FIRE - SMOKE - WATER - MOLD**



[www.arkenco.com](http://www.arkenco.com)  
**253-797-6447**



**Cecelia Larson**  
Associate



**Michael Bramhall**  
Principal



**Lisette Terry**  
Associate



**Scott Thomas**  
Senior Associate

## FORENSICS ENGINEERING SERVICES

- Cause/Origin Investigation
- Structural Repair & Damage Extent
- Subrogation Claims
- Reconstruction Documents
- Construction Defect
- Building Envelope Failures
- Permit Assistance
- Structural Analysis/Damage Assessments
- Code Upgrade & Requirements
- Emergency Services  
(i.e., Temporary Shoring Design for Fire Damage, Vehicle Impact Damage, Tree-Strike Damage)
- ADA Access Compliance

Submit claims online at [www.degenkolb.com](http://www.degenkolb.com)

**206.262.9240**

**HELLO!  
ALOHA!  
BONJOUR!  
HOLA!**

## CLAIMS CONVERSATIONS

*(continued from page 11)*

Think of PSAA as a combination of professional development, career advancement, networking, and mental and emotional health therapy. (Lizzy, that should be PSAA's new motto, "PSAA, cheaper than therapy".)

If we are not yet convinced of the importance of PSAA, perhaps the following news flash from Arizona (see below) will incite a stampede of PSAA membership. See y'all next month!!

*(continued on page 14)*



**THENELL LAW GROUP, PC**  
OREGON ♦ WASHINGTON ♦ IDAHO ♦ ALASKA ♦ CALIFORNIA ♦ NEVADA



**Thenell Law Group lawyers and staff are committed to your insurance-related legal needs.**

With offices in Portland, Oregon and Seattle, Washington, the firm's practice areas include **First & Third-Party SIU, Bad-Faith Litigation, Insurance Coverage Disputes, Construction Litigation, Products Liability, Personal Injury Defense, General Liability, Property, Fire & Casualty Claims, Directors and Officers Litigation, Errors and Omissions Litigation, Cyber Litigation, Subrogation, and representation of police officers and their associations.**

Applying SIU roots and unique talents in a case by case approach, TLG not only advises its clients about the law, but provides practical solutions they can utilize every day. TLG goes the extra mile to give its clients the ability to make informed and educated decisions, and to offer creative solutions to complicated legal problems.

**Thenell Law Group provides you with options, solutions and a partnership for success.**

**FLOODED??? WATER DAMAGE???**

**CALL US FIRST!!!**

**WASHINGTON**  
Water Damage & Cleaning Services

**24 HR EMERGENCY RESPONSE!!**

**"Your Water Damage Experts!!!"**

Broken Water Pipes • Sewer & Septic Tank Back-ups • Water Heater Breaks  
Washing Machine Leaks • Sprinkler System Floods • Mold Remediation  
Complete Structural Drying • Hardwood Floor Drying  
Carpet Cleaning • Thermal Imaging Inspection

*We work with you & your insurance company!*

Protecting Your Home, Family & Investment

Locally Owned & Operated

<b>KENT</b> 253.395.3333	<b>SEATTLE</b> 206.621.7774	<b>BELLEVUE</b> 425.462.7774	<b>TOLL FREE</b> 866.618.7774
-----------------------------	--------------------------------	---------------------------------	----------------------------------

LICENSED • BONDED • INSURED

www.WaterDamageFIX.com



**GEORGE CAZARES**  
Operations Manager / Owner

710 Thomas Ave SW  
Renton, WA 98057

800.545.3071 Office  
206.686.7006 Direct  
253.656.5730 Fax  
george@firewaterwa.com

**"Your Cleaning & Restoration Solution"**

WWW.FIREWATERWA.COM

**ROGER HOWSON**



ICDR Inc. dba:  
**CLAIMS DISPUTE RESOLUTION**

1455 NW Leary Way  
Suite 400  
Seattle, WA 98107

206.489.5241 Direct  
206.979.0659 Cell

rhowson@icdrinc.com

www.ICDRinc.com



**McBride Construction Resources Incorporated**

MCBRICR099JZ

**24-Hour Emergency Service**  
Fire • Wind • Water  
206-283-7121  
1-800-676-5053

*Insurance repairs and all phases of commercial and residential construction*

15100 8th Ave SW • Burien, WA 98166  
www.mcbrideconstruction.com



**ServiceMaster Restore**

**ServiceMaster of Seattle**

Serving King, Snohomish, Island  
Yakima and Kittitas Counties

**1.800.767.2332**

FIRE  
WATER  
PACKOUT



**ale SOLUTIONS**

ALE Solutions is the nation's largest temporary housing provider for displaced policyholders due to fire, tornado, earthquake and hurricane throughout the U.S.

Toll Free (866) 885-9785  
alesolutions.com

Facebook, Instagram, LinkedIn, Twitter, YouTube icons



**ADVANCED WATER RESTORATION**

206-450-0990

**24/7 Emergency Services**

Water & Sewer Restoration  
Mold cleanup & Remediation

Clean@AdvancedWaterRestoration.com





# CLAIMS CONVERSATIONS

(continued from page 12)

## Arizona Appellate Court to Consider Standard for Aiding and Abetting Bad Faith Claims

Iglesia v. Brotherhood  
Arizona Court of Appeals  
April 12, 2022

In cases alleging bad faith against an insurance carrier, policyholders will often sue employee adjusters or contractors (independent adjusters, engineers, experts) of the insurance carrier in order to keep the case out of federal court. In a legal sense, policyholders sue the employee adjusters or contractors to defeat “diversity jurisdiction” necessary for the federal court to hear the case. The most common legal claim alleged against the employee adjuster or contractor is “aiding and abetting” the breach of the duty of good faith and fair dealing. In *Iglesia v. Brotherhood*[1], the Arizona Court of Appeals will address the standard to state a claim against the employee adjuster or contractor for aiding and abetting the breach of the duty of good faith and fair dealing.

*Iglesia* arises out of a hail loss at a church in Phoenix, Arizona. After the loss, the insurer retained an engineering firm to evaluate the damages. After the insurer denied the claim, *Iglesia* filed suit against the insurer for breach of contract and breach of the duty of good faith and fair dealing, and against the engineering firm for aiding and abetting the breach of the duty of good faith and fair dealing. The trial court granted the engineering firm’s Motion to Dismiss, finding that *Iglesia* failed to state a claim upon which relief could be granted. The church appealed.

(continued on page 17)

SINGLE-FAMILY - MULTI-FAMILY - COMMERCIAL



INSURANCE REPAIRS  
BUILDING REMEDIATION  
CONSTRUCTION DEFECT REPAIR

206.634.2955  
www.porterci.com

**JENSEN HUGHES**  
*Forensic Engineers, Scientists + Investigators*  
SUPPORTING YOUR CLAIMS INVESTIGATIONS  
+1 425 775 5550  
forensics@jensenhughes.com  
jensenhughes.com © 2021 Jensen Hughes Inc. All Rights Reserved.

# ADVERTISE WITH US!



For rates and sizes contact us at [info@pugetsoundadjusters.org](mailto:info@pugetsoundadjusters.org)

**JS|HELD**  
Find your expert.  
CONSULTING EXPERTISE  
• Construction • Equipment  
• Forensic Architecture & Engineering • Water & Fire Restoration  
• Environmental, Health, & Safety • Forensic Accounting  
Pacific Northwest | Robin Reed | [rreed@jsheld.com](mailto:rreed@jsheld.com) | 425-301-2241 | [jsheld.com](http://jsheld.com)



# PACIFIC

ENGINEERING TECHNOLOGIES, INC.

**Damage Assessments & Forensic Engineering  
Re-Design for Damaged Buildings  
Code Studies**

Fire ~ Collapse ~ Water Intrusion ~ Decay  
Earthquake ~ Wind ~ Foundation Settlement

**Specialized Consulting Services  
Since 1960**

*Nathan Fritz, AIA ~ Michael Smith, PE, SE  
Kyle Bozick, PE, SE ~ Jeffrey Bozick, PE  
Ryan Barrett, PE ~ James Paustian, PE, SE*

**PACIFIC Engineering Technologies, Inc.  
2150 North 107th Street, Suite 320  
Seattle, Washington 98133  
206.281.7500 ~ 800.621.7300**

**[www.pacengtech.com](http://www.pacengtech.com) ~ [info@pacengtech.com](mailto:info@pacengtech.com)**

24/7 EMERGENCY RESPONSE  
 Full Service Property Restoration  
 Insurance Restoration | Construction  
**888.810.6445**

FIRE ♦ SMOKE ♦ WATER ♦ STORM ♦ VANDALISM



Contents • Structural Cleaning  
 Assured PackOut Software™  
 Storage Inventory • Microbial Remediation  
 Lead • Asbestos Abatement  
 Tree Removal • Board-up • Remodel

Contractor Connection 2011 Top Performer & 2012-2013 Performance Excellence



Providing relocation solutions for  
 property and loss of use claims.

24/7 Assistance • Nationwide



800.968.0848 | request@crsth.com | www.crsth.com



ASSURED RELOCATION  
 TEMPORARY HOUSING • FURNITURE RENTAL

888.670.9700 • WWW.ASSUREDRELOCATION.COM

**MKA** Madsen, Kneppers & Associates, Inc.

Construction Consultants & Engineers  
 100% Employee Owned Company

Our multidisciplinary team of Forensic Architects, Engineers, Estimators and  
 Construction Consultants provide investigative and expert analysis.

**FORENSIC CONSULTING & LITIGATION SUPPORT:**

- Property Loss and Builder's Risk Claims
- Design and Construction Defect Claims
- Subrogation Claims

SEATTLE OFFICE  
 206.267.2927

Servicing the Greater Northwest and Alaska

800.822.6624 :: WWW.MKAINC.COM



WHEN DAMAGE STRIKES, YOU CAN BE RUINED  
 OR YOU CAN BE READY.

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.

HELLO!  
ALOHA  
BONJOUR  
HOLA

# CLAIMS CONVERSATIONS

(continued from page 14)

Non appeal, the engineering firm is not challenging the state of the law for aiding in abetting in Arizona, which was pronounced in the case Federico v. Maric[2]. According to Federico, aiding and abetting tortious conduct requires three elements: (1) the primary tortfeasor must commit a tort that causes injury to the plaintiff; (2) the defendant must know that the primary tortfeasor's conduct constitutes a breach of duty; and (3) the defendant must substantially assist or encourage the primary tortfeasor in the achievement of the breach. Rather, in Iglesia, the Court of Appeals will address what is necessary under Arizona's pleading rules to state a claim for aiding and abetting. In other words, what a plaintiff must allege in the complaint to defeat a motion to dismiss on an aiding and abetting claim.

(continued on page 18)

253-952-4001  
washington@FRSTeam.com  
866-374-FRST



**FRSTeam**  
Fabric Restoration Service Team



## WHAT CAN WE RESTORE?

 CLOTHING Dry cleaning & laundry	 DRAPERIES & BLINDS (take down & re-hang)	 ELECTRONICS & SMALL APPLIANCES	 PURSES & LUGGAGE	 LEATHER, SUEDE, & FURS
 AREA RUGS	 WEDDING GOWNS	 STUFFED ANIMALS	 PORCELAIN DOLLS	 SHOES & MORE

**Dedicated To Helping Your Business Grow.**

We'll pick you – and your customers up.  
Call 1 800 rent-a-car for the location nearest you.



We'll pick you up!



- Mold Remediation
- Fire & Smoke Damage
- Sewer Clean-up

- Demolition
- Crawlspace Clean-up
- Water Mitigation



253-754-6965

WashingtonRestorerToday.com

SERVING KING, PIERCE, THURSTON & KITSAP COUNTIES



**SERVICES:**

- Independent Medical Evaluations
- Record Reviews
- Functional Capacity Evaluations
- Vast Physician Network
- Online Claims Tools
- Travel and Interpreter Arrangements

**LOCATIONS: (IME-NORTHWEST)**

- ALASKA
- HAWAII
- IDAHO
- MONTANA
- NEVADA
- OREGON
- UTAH
- WASHINGTON
- WYOMING

800.331.6622  
ime.wa@genexservices.com



**Engineering services**  
**Fire investigation services**  
**Environmental, health and safety services**  
**Risk management and loss control services**

Seattle Service Center - 253.588.2730  
24 hour response - 888.888.2467  
www.efiglobal.com



**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

rimkus.com SEATTLE 877-677-6157 RIMKUS CONSULTING GROUP, INC.



**TAC**  
TACOMA ABATEMENT COMPANY, LLC

Full-service abatement company located in Tacoma, Washington

**Asbestos Abatement**  
**Lead Abatement**  
**Mold Remediation**  
**General Demolition**

253.830.5945  
www.tacomaabatementcompany.com







**EXPERIENCE, SERVICE, EXPERTISE AND CREDIBILITY...**

That's what our experts bring to every case they work on, every time, every day. It's what sets us apart, and the reason we've earned a national reputation for providing outstanding forensic, scientific and engineering solutions to our clients for over 30 years.

Our experts use a variety of scientific and cutting-edge industry tools, practices, and software during their investigations and research to identify and analyze all of the facts in a process, case, or claim. Then they relay their findings to our clients via a comprehensive, easy to understand report and can provide expert testimony in court.

**When you need help, ask an Expert. Ask ARCCA.**

**ARCCA**  
Experts in Forensic, Scientific & Engineering Solutions

FORENSIC ENGINEERING & EXPERT WITNESS CONSULTING  
SPORTS BIOMECHANICS & HUMAN PERFORMANCE  
RESEARCH, DEVELOPMENT, TESTING & EVALUATION

800-700-4944 | ARCCA.com

BIOMECHANICS | ACCIDENT RECONSTRUCTION | HUMAN FACTORS | TRANSPORTATION | PREMISES LIABILITY | FAILURE ANALYSIS | FIRE & EXPLOSION | PROPERTY

**HELLO!  
ALOHA!  
BONJOUR!  
HOLA!**

## CLAIMS CONVERSATIONS

(continued from page 17)

Iglesia could prove to be an important case for insurance carriers, who typically prefer to litigate coverage and bad faith claims in federal court. If an employee adjuster or contractor is named in the suit, insurers often file motions to dismiss to remove that particular defendant, and if granted, remove the case to federal court. Iglesia will give both policyholders and insurance carriers better guidance on what claims can be dismissed, and consequently, what cases can be removed to federal court.

The Court of Appeals heard oral argument on April 12, 2022. A decision is expected in the next several months.

Full disclosure- this Claims Conversation (above) is a copy of the article I wrote for this month's OCAA Newsletter. My profuse apology to those of you who subscribe to both the PSAA and OCAA Newsletters. (Although, I DID take the time to change any mention of OCAA to PSAA.)

# PSAA Membership Application for 2021-2022



## 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, 2021 TO AUGUST 31, 2022

**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](mailto: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: _____