

PSAA MONTHLY

HIGHLIGHTS

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WHAT'S HAPPENING NOW...

PSAA Monthly Meeting

**Friday, April 21st
at 11:30am**

Vendor Appreciation Month



**Renaissance Seattle Hotel
515 Madison Street
Seattle, WA**

PSAA SYMPOSIUM & REGISTRATION

Check out our flyer and registration form on page 23-24 of this newsletter for more information. Don't miss out on a great day of learning, networking, and CE Credits. **Sponsorships available on PG 24!**



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In Loving Memory - Jeff Thieme

Beloved PSAA Member



Jeffrey Brian Thieme, 65, of Bonney Lake, WA, peacefully passed away on January 27, 2023, surrounded by loved ones. He was diagnosed with cancer in 2018 and lived happily and pain-free until the last few weeks of his life.

Jeff was born on April 09, 1957, to Paul and Catherine Thieme in Seattle, WA. Jeff graduated from Interlake High School in 1975, where he met the love of his life, Debbie. In high school, he excelled in varsity baseball and was given an award for the most valuable player in 1975. He went on to play semi-pro baseball in college for Jim's Steakhouse. He pursued a bachelor's degree in business administration at Seattle University. After graduation, he got his first job in the insurance industry at GAB. He went on to work in insurance for over 40 years. He was most recently with Grange Insurance Association in Seattle, where he worked as the Senior Director of Claims. He worked at Grange for the past 20 years and enjoyed the culture and all the people he worked with at the company.

In 1981, Jeff and Debbie got married in Bellevue. Jeff and Debbie went on to have a son, Travis. Jeff was an avid hiker. He had climbed more than 30 peaks in the Cascades and was always sentimental about his two summits of Mt. Rainier. Jeff loved music and playing guitar with his brother, friends and eventually teaching his son. Jeff loved to play golf in his free time. He played many times with his son, but also played for 40 years in the annual insurance industry golf tournaments in which he won many trophies and gained many life-long friends. Jeff had become quite the accomplished chef. He loved to cook for his family, and it was always his way to relax. Jeff was predeceased by his mother, father, and older brother Paul. He is survived by his wife Debbie, son Travis, brother Patrick, sister Beverly, many brother and sister in-laws, nieces, and nephews. There will be no formal service or funeral. In lieu of flowers, please consider a donation to the Washington's National Park Fund on this website or at <https://wnpf.org/support-park...> (and select Mt. Rainier National Park projects).



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MARK YOUR CALENDARS!!!

- **April 21st** - Vendor Appreciation Month
- **May 19th** - PSAA Spring Symposium and Vendor Fair
- **June 16th** - Annual Golf Tournament



University of Washington is hiring for a Claim Manager click this link rb.gy/5c4d for more information on how to apply!



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

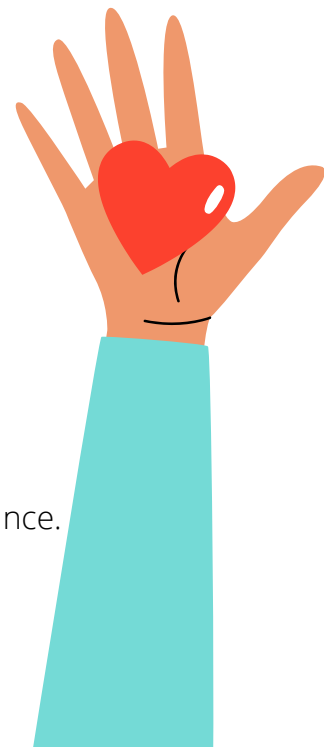
To become our next meeting or dessert sponsor, contact Lizzy Adkins at lizzy.adkins@us.crawco.com.

What is a MEETING SPONSOR?

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5. Obtain a complete list of the attendee list to include email addresses.
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.
5. Pass out marketing materials or raffles for attendees or adjuster only.
6. Obtain a complete list of the attendee list to include email addresses.



HELLO!
ALOHA
BONJOUR
HOLA

CLAIMS CONVERSATIONS



with Roger Howson
Claims Dispute Resolution
PSAA Newsletter Editor and
Education Chair

We're

baaaaaaaaaaaaaaaaaaaaaaaaaack!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

The annual PSAA Spring Symposium and Vendor Fair will be held on Friday, May 19th at the Seattle Renaissance Hotel (515 Madison Street, Seattle, WA 98104). Included below is a rough draft of the symposium agenda. Our PSAA motto is "You come for the continuing education credits, stay for the symposium (you kind of have to if you want the CE credits), and party at the Vendor Fair."

The official symposium agenda will read slightly different because our submission to the Washington State Office of the Insurance Commissioner for continuing education credits requires that each session be directly related to the business of insurance- regardless of its relevance or application to the skills, abilities, experience, and training in the craft, art, and/or mechanics of adjusting insurance claims.

By the way, anyone who wants to present and/or participate please contact me as soon as you can directly at rhowson@claimsdispute.com or call me at 206.979.0659.

(continued on page 10)

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(continued from page 7)

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The secret to getting a class, training, or presentation accredited for continuing education credits is to insert “insurance” between every other word. So the official title of our upcoming event will be submitted to the Office of the Insurance Commissioner as “2023 **Insurance** PSAA **Insurance** Symposium **Insurance** and **Insurance** Vendor **Insurance** Fair **Insurance**”.

Now **Insurance** you **Insurance** know **Insurance** what **Insurance** I **Insurance** do **Insurance** with **Insurance** my **Insurance** time **Insurance** as **Insurance** PSAA **Insurance** Education **Insurance** Chair. **Insurance**. Even if you don’t need any CE credits this event will be well worth your time... and we all know how little discretionary time is available to insurance claims professionals.

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CLAIMS CONVERSATIONS

(continued from page 10)

2023 PSAA Symposium

Anatomy of a Claim as Told By Trial & Mediation

May 19th 2023

7:30am - 8:00am Registration and Early Bird Vendor Appreciation

Beat the midday rush to get your PSAA Passport stamped to be eligible for prizes.

8:00am - 8:15am Roger Howson and Lizzy Adkins

Welcome, announcements, and how to optimize your experience at the Vendor Fair.

8:15am - 9:15am Anatomy of an Insurance Claim

Presented by attorney, Paul Rosner & His Team of Experts

Establishing the facts, evidence, documentation, and analysis of insurance coverages for property damage, personal injury, liability, subrogation, and policy defenses.

9:15am – 9:45am Vendor Appreciation Break

9:45am - 10:30am Mitigating Mitigation Disputes

Presented by PSAA Past President John Walker Jr.

The insurance policy requires the policyholder to mitigate their loss against further damage but managing “necessary and reasonable” repairs can be a real pain in the abatement.

10:30am- 10:45am Vendor Appreciation (Mini) Break

10:45am- 11:45am Mock Mediation

Most litigation requires at least one attempt at resolution through mediation, so attorney Jason Rosen will mediate the same claims as presented at trial with special emphasis on coverage considerations.

11:45am – 12:45pm Lunch, Networking, and More Vendor Appreciation

12:45pm- 2:45pm Mock Trial

The full courtroom experience in front of a jury of your peers (literally, because PSAA attendees will be summoned for jury duty) with judge, defense, and plaintiff lawyers, expert witnesses, and adjuster testimony.

2:45pm - 3:00pm Last Chance to Hug a Vendor

3:00pm – 3:30pm The Verdict

Panel discussion and open forum for insurance claims resolution.

3:30pm - 4:00pm Lizzy Adkins and PSAA Board of Directors

Raffle Results and Recognition

(continued on next page)



CLAIMS CONVERSATIONS

(continued from previous page)

At the risk of dissuading you from attending the PSAA Symposium and Vendor Fair on Friday, May 19th we want you to be aware that our sister (or brother or gender fluid) claims organization OCAA will be holding THEIR annual Spring Symposium and Vendor Fair on Friday, May 5th. Their symposium agenda is listed below... and yes it will be subject to change between now and the event.

OCAA / CPCU Annual Spring Symposium 2023 Rethinking the Insurance Claims Profession

Sheraton Portland Airport Hotel
8235 NE Airport Way, Portland, OR 97220
May 5th, 2023

7:30am-8:30am Registration and Early Bird Vendor Appreciation

Get here early to beat the midday rush to get your OCAA Passport stamped to be eligible for prizes.

8:30am-9:00am Welcome, Announcements, and Other Random Information You Will Want to Know

Nancy Greenidge and Carol Watkins

9:00am-10:00am We Live In Interesting Times
“May you live in interesting times.” This ancient blessing and curse describes the environment in which claims are adjusted. What we need to know to do our job well.

10:00am-10:30am Vendor Appreciation Break

10:30am-11:30am Definition of an Insurance Claims Professional

The term “adjuster” is a 20th century job description no longer appropriate in a 21st century reality. Defining the claims professional for the new millennium.

(continued on next page)

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CLAIMS CONVERSATIONS

(continued from previous page)

11:30am-1:00pm Lunch, Networking, and More Vendor Appreciation

1:00pm-2:00pm Tools and Technology for Claims Mastery

Find out about the innovative new tools, technology, and support that will enhance your effectiveness, efficiency, and competence.

2:00pm-2:30pm Last Chance to Hug a Vendor

2:30pm-3:30pm Know When to Hold 'Em, Know When to Fold 'Em

Insurance claims are a multi-faceted process involving investigation, negotiation, mediation, and/or litigation. Learn what to do, when to do it, and in which order... depending on the claim situation.

3:30pm-4:00pm Raffle Results and Recognition

Nancy Greenidge and Carol Watkins

4:00pm-curfew OCAA/CPCU Post Symposium Cocktail Party

We encourage you to attend both the PSAA and OCAA events, but if you're not available on May 19th for the PSAA Symposium and Vendor Fair the trip to Portland on May 5th for the OCAA Symposium and Vendor Fair is a worthy substitute.

In the meantime, we expect to see all of you at the April 21st PSAA Vendor Appreciation Meeting. Our PSAA vendors are the lifeblood of our organization, so you vendors please save the date so we can show you some loving, and all of you members please show up with an extra dose of energy and appreciation.

**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.

PUGET SOUND ADJUSTERS ASSOCIATION
PRESENTS THE ANNUAL

GOLF TOURNAMENT

FRIDAY
JUNE 16TH

9AM
SHOTGUN
START

**JOIN PSAA FOR THIS YEAR'S GOLF TOURNAMENT IN
THEME AS YOUR FAVORITE BAND**

North Shore Golf Course
4101 Northshore Blvd NE, Tacoma, Washington

Register today - Sponsorship Opportunities Available

Contact Lizzy Adkins at lizzy.adkins@us.crawco.com or 253-376-8085 for more information.



Sponsorship Opportunities

-  Hole Sponsorships 1 thru 18 OR Putting Green (with foursome) - \$1250
-  Hole Sponsorships 1 thru 18 OR Putting Green (without foursome) - \$850
-  Golf Cart Sponsorship - \$200
-  Breakfast Sponsor (shared sponsorship) - \$300
-  Breakfast Sponsor (full buyout) - \$1500
-  Mexican & BBQ Food Truck Sponsor (shared sponsorship) - \$500
-  Mexican OR BBQ Food Truck Sponsor (full buyout) - \$1500 per truck
-  Beer @ the Turn Sponsor - \$200 + Purchase Keg from North Shore
-  Keg Cart Sponsor - \$200 + Purchase Keg from North Shore
-  Raffle Prize Sponsor - \$100 Min Prize Value

For more information and to register today as a Golf Tournament Sponsor contact Lizzy Adkins at lizzy.adkins@us.crawco.com or 253-376-8085

GOLF TOURNAMENT REGISTRATION FORM

NAME: _____ PHONE: _____

E-MAIL: _____

ADDRESS: _____

COMPANY NAME: _____

REGISTERING AS (CHECK ONE):

SINGLE PLAYER _____ TEAM OF 4 _____

TEAM MEMBERS (LIST NAME, PHONE NUMBER, COMPANY NAME):

1. _____

2. _____

3. _____

4. _____

SPONSORSHIP SELECTIONS

WRITE IN SPONSORSHIP SELECTION(S): _____

TOTAL DUE: \$ _____



Cecelia Larson
Associate



Michael Bramhall
Principal



Lisette Terry
Associate



Scott Thomas
Senior Associate

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- Building Envelope Failures
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- Structural Analysis/Damage Assessments
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(I.e., Temporary Shoring Design for Fire Damage, Vehicle Impact Damage, Tree-Strike Damage)
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Submit claims online at www.degenkolb.com

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St. Patrick's Day Meeting Highlights



Luck and fun was had by all as we networked and honored PSAA's past Presidents!



Meeting Sponsor: Axis Consulting

Dessert Sponsor: Superior Cleaning/COIT

Adjuster Raffle Sponsor: ATI Restoration

Past Presidents Goodie Bag Sponsor: Servicemaster of Tacoma

2023

PSAA SYMPOSIUM

Anatomy of a Claim

Registration:

253-376-8085

LIZZY.ADKINS@US.CRAWCO.COM



This year's PSAA Symposium will explore the life of a property AND a liability claim from start to finish in a fun and interactive format that will provide an opportunity for many of our members and vendors to participate and will include a mock mediation and culminate with a mock trial. Topics addressed will include investigation, coverage analysis, alternative dispute resolution, and litigation.

Up to 6 WA CE Credits Is Pending Approval

Renaissance Seattle Hotel
515 Madison Street, Seattle, WA

MAY

19th

2023

PSAA SYMPOSIUM REGISTRATION

Limited seating for attendees - Register TODAY!

NAME: _____ PHONE: _____

E-MAIL: _____

ADDRESS: _____

COMPANY NAME: _____

Check one:

- Current Claims Professional Members (i.e. adjusters, agents & brokers) – FREE
- Non-Member Claims Professional - \$50
- Current Vendor Partner - \$50
- Non-Vendor Partner - \$75

Vendor Sponsorship Options

Sponsorships are LIMITED to accommodate room for attendees - Register TODAY!

Before registering as a sponsor, contact Lizzy Adkins at 253.376.8085 or lizzy.adkins@us.crawco.com

CHECK ONE:

Platinum 10x10 Booth Sponsor (only 3 available) – \$1,000. Sponsor can set up floor displays. Hotel will provide a table, two chairs and tablecloth. Sponsorship also includes 2 complimentary registrations and company ad/logo in program. Additional registrations are \$40 per person.

Golden 6 Foot Table Sponsor – \$800. Sponsor is limited to a tabletop display. Hotel will provide a table, two chairs and tablecloth. Sponsorship also includes 1 complimentary registration and company ad/logo in program. Additional registrations are \$40 per person.

Name tag and Lanyard Sponsor – Sponsor must provide printed nametags and lanyards for attendees and sponsors. Company ad/logo will be included in program.

Symposium Bags – Sponsor must provide bags for attendees. A table will be available at registration for you to meet, greet and hand out your bags to attendees. Company ad/logo will be included in program.

Breakfast Sponsor - \$500. This is a shared sponsorship and great for out-of-town sponsors. Company ad/logo will be included in program.

Lunch Sponsor - \$500. This is a shared sponsorship and great for out-of-town sponsors. Company ad/logo will be included in program.

Vendor Passport Prize Giveaway Sponsor – Sponsor must provide one prize item with minimum value of \$250 to gift to adjuster for completing and submitting their Vendor Passport Card. Company ad/logo will be included in program.

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:
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____