

PSAA MONTHLY

HIGHLIGHTS

Save the Dates!

Check out all of our upcoming events on page 6.

Claims Conversations

(beginning on page 7)

Holiday Party Flyer & Registration

(page 14-15)

Bowling Tournament Highlights Photos

(page 19)

Blue Bucket \$50 Winner

(page 5)

WHAT'S HAPPENING NOW...

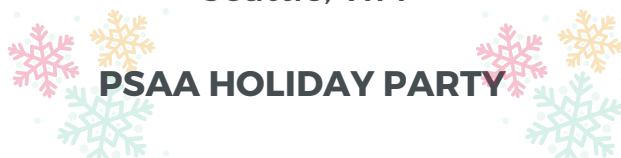
PSAA Monthly Meeting

Friday, November 18th
at 11:30am

Sponsored by Degenkolb



Renaissance Seattle Hotel
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Check out our flyer on page 14 of this newsletter for more information as well as our registration form on page 15.

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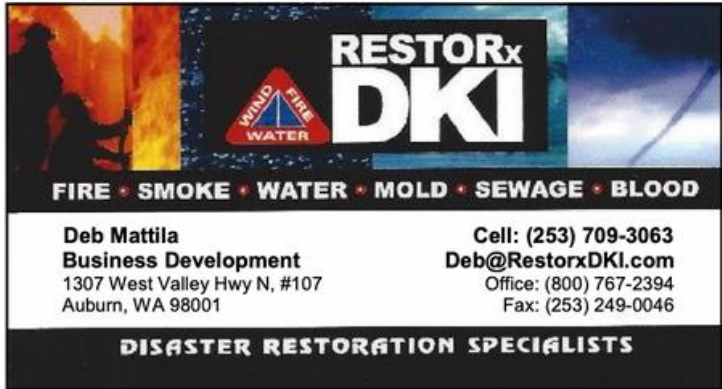
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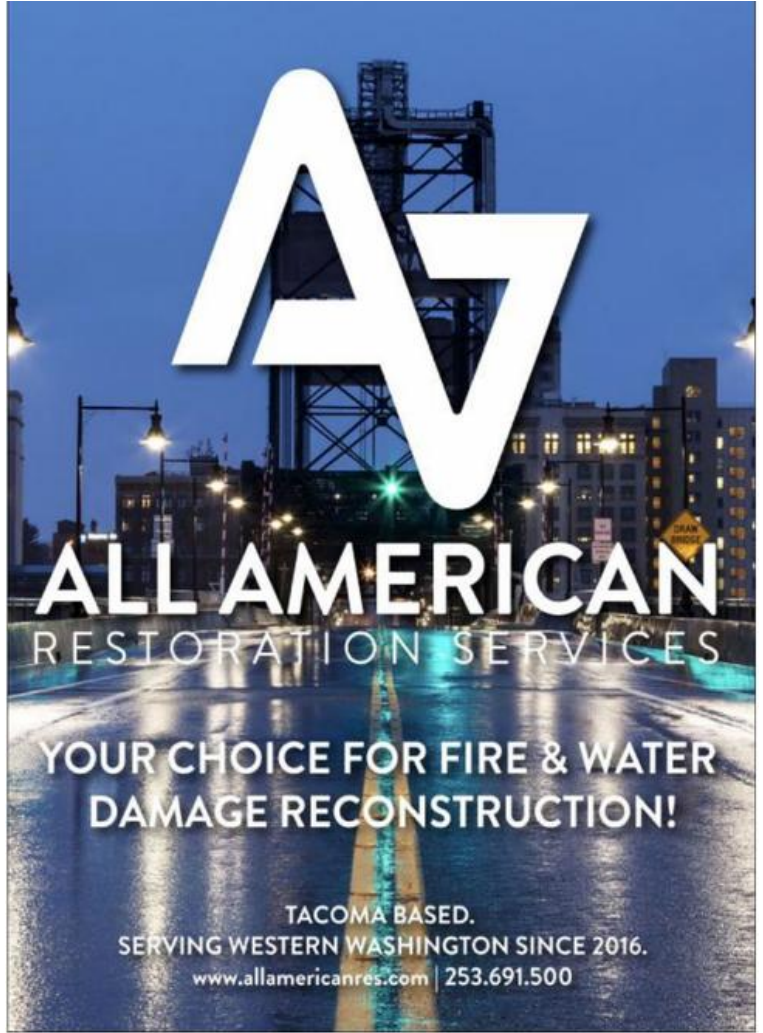
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- **November 18th** - Monthly Meeting at Renaissance Hotel in Seattle sponsored by Degenkolb.



- **December 2nd** - Annual Holiday Party at Winemakers Reserve in Woodinville. Flyer is on page 14 - share and invite your colleagues and friends!



- **March 17th** - PSAA Spring Symposium



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

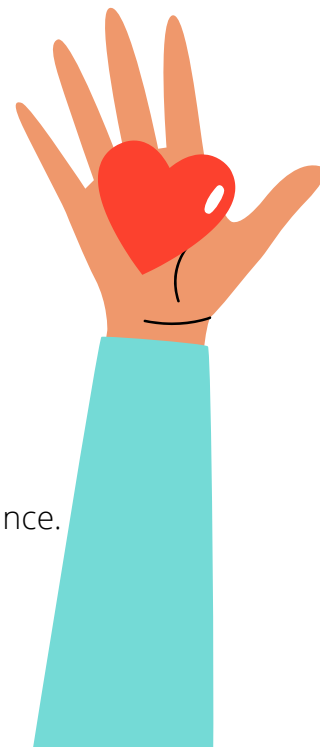
To become our next meeting or dessert sponsor, contact Lizzy Adkins at lizzy.adkins@us.crawco.com.

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.

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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

Lizzy Adkins directed me to line up a CE accredited speaker for the PSAA Meeting on Friday, November 18th. I lined up two. Only one of the two will provide a presentation, because we don't yet know which one of them will be available by the time November 18th rolls around. This is a common challenge for insurance claims professionals- we have no idea when the next catastrophic event will occur or what claim might blow up (figuratively) requiring our immediate and undivided attention. Claims happen.

Micah Pilgrim of JS Held may present "Introduction to Business Interruption: Measuring Basic Losses 2022". We prefer titling it "Forensic Accounting: Numbers Don't Lie (But Some Claimants Do)", but regardless of what we call it Micah's topic will be interesting, informative, and surprisingly entertaining.

Granger Stuck, also with JS Held, may be available to present "Builders Risk 101". We're trying to repackage his presentation as "Builders Risk: When Underwriting Fails Claims Prevail", but the Washington State Office of the Insurance Commissioner already accredited this topic under Granger's more generic title.

(continued on page 10)

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HELLO!
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CLAIMS CONVERSATIONS

(continued from page 7)

Rest assured that Granger will make the nuts and bolts of Builders Risk way more interesting than we have any right to expect.

PSAA... you never know what you're going to get. I guess you'll just have to show up to find out.

Speaking of never knowing what you're going to get, John Walker and his team of bowlers should have won the PSAA Bowling Tournament based entirely on their luck of the lane. Their ball return mechanism malfunctioned, which shorted out the pin-setter device, and that caused the scoring software to go rogue. The alley went dark, and no pins were set up, but so long as John and his teammates rolled a ball down the alley it scored a strike. The ball could roll down the entire way in the gutter and they would be credited with a strike.

Team Walker were bowling with their eyes shut, rolling the ball backwards between their legs, seeing how fast they could roll the ball, and seeing how slow they could roll the ball. Bowlers in other lanes were wary of the inaccuracy of the high velocity bowling balls, and they had to chase down a couple of those slow rolling balls that were never going to make it all the way to the pins. John's teammates even got altitude on some of their shots, and one of them had to be talked out of attempting to bowl overhand.

No matter what they did, no matter how errant their shots, no matter how fast or slow they bowled, they were credited with one strike after another... every bowler, every frame. John Walker's team was on their way to all four bowlers scoring a perfect 300 game. Then the Bowlero spoilsports repaired the ball return mechanism, restarted the pinsetter, and rebooted the scoring software back to zero.

(continued on page 17)

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CLAIMS CONVERSATIONS

(continued from page 10)

John Walker complained to the PSAA Bowling Tournament rules committee, but PSAA's Keely Abbas and Sherry Moore patiently explained that to be eligible to win the PSAA Bowling Tournament you must knock down the actual bowling pins. John continued to complain, so Keely and Sherry red carded him. We later explained to Keely and Sherry that we don't think "red card" is a thing in bowling, so they sent us to the penalty box for ten minutes.

For the record, at the 2022 PSAA Bowling Tournament Charter Construction came in first, Young and Associates came in second, and Envista was close behind at third.

Lizzy, Keely, and Sherry are looking into replacing the 2023 February PSAA Bowling Tournament with an ax throwing event, but after hearing about the behavior of Team Walker at bowling they are rethinking their options. However, they've already told John Walker's team that there WILL be an ax throwing competition at the February 2023 PSAA Meeting, and that because John's team won the pre-event coin toss held in secrecy by Lizzy, Keely, and Sherry that John's team has been selected to receive.

One last question, if you work for Crawford and Company does your name HAVE to end in y?

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Bowling Highlights

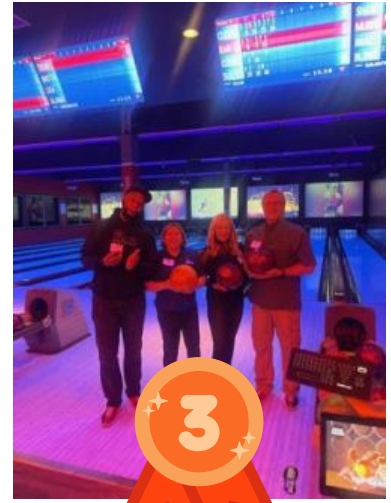


Team Charter

Brian Murphy - Charter
Brad Blowers - Charter
Jeremy Shaw - Charter
Brad Goodrich - Pemco (Retired)

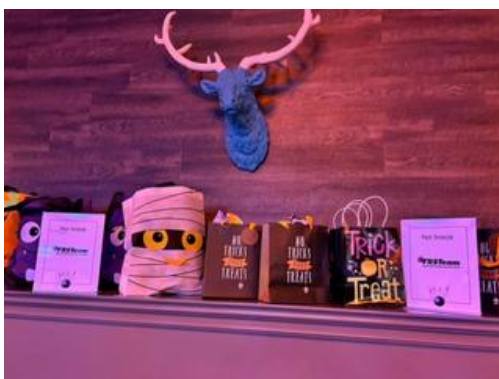


Team Young & Associates



Team Envista

Annette Sullivan - Envista
Steve DeKoekkoek - Engle Martin
Robin Reed - Crawford & Co
Cedric Adams - WSTIP



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:

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Name:	Email:
Name:	Email:
Name:	Email:
Name:	Email: