

PSAA MONTHLY

HIGHLIGHTS

Bowling Flyer & Registration/Sponsorship
(page 5-6)

Save the Dates
(page 8)

Claims Conversations
(beginning on page 9)

Casino Royale Holiday Flyer & Sponsorships
(page 18-19)

PSAA Member Registration Form
(page 22)

WHAT'S HAPPENING NOW...

PSAA Monthly Meeting



Due to low pre-registration of attendees, PSAA has cancelled the Sept. 15th meeting and look forward to seeing everyone at the October Bowling Event on October 20th!

For those who paid and registered for the Sept. Luncheon, your payment/registration will be transferred to the Nov. 17th meeting.

Please note that for the association to meet its commitment with our venue partner we must have a minimum of 30 attendees. PSAA will incorporate a 2-week pre registration date to ensure we meet our venue requirements. Thank you in advance for your understanding and early registrations!



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FRIDAY, OCTOBER 20TH

Lunch @ Noon - Bowling 1pm to 3pm



Lucky Strike

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Event or Sponsorship Questions? Contact Bianca Mollo at
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PSAA BOWLING TOURNAMENT & LUNCH REGISTRATION



Lucky Strike - Friday, October 20th

700 Bellevue Way NE, Suite 250, Bellevue, WA 98004

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!

- _____ \$75 Single Bowler (includes shoe rental and lunch)
- _____ \$500 Lane Sponsorship (including bowling, shoes, and lunch for up to 4 people. Note: Only 10 lanes available.)
- _____ \$50 Lunch Only (lunch and bottomless sodas)

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

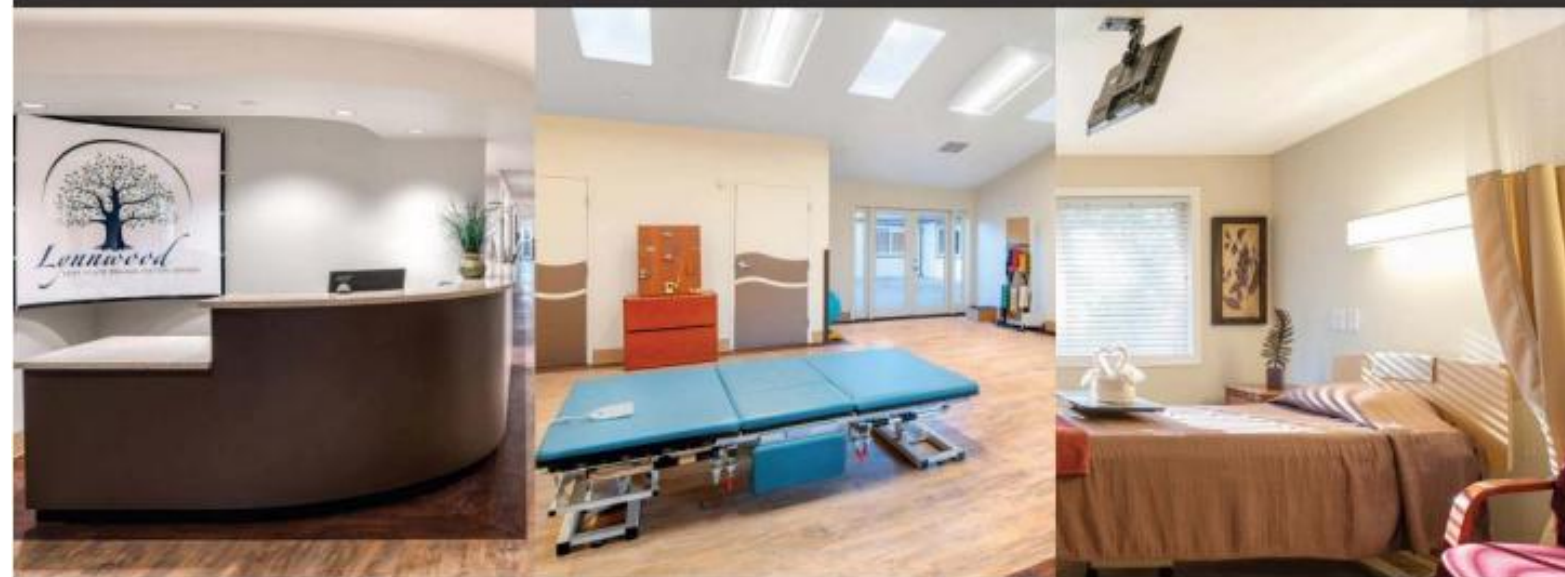
- *Complete Buy-Out of Lunch Sponsorship - \$1200 OR Shared Sponsorship at \$300 each for shared sponsorship.
- *Complete Buy-Out of Bottomless Soft Drinks Sponsorship - \$300 (limited to one sponsor)
- *Complete Buy-Out of Dessert Sponsorship - \$300 (one sponsor - venue to provide dessert tray samplers)
- *Prizes Sponsor - Sponsor to provide prizes for 1st, 2nd, and Worst Team (4 each, total of 12 and we ask our sponsor to get creative! Chic or Cheap! Your choice!)
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MARK YOUR CALENDARS!!!

- **October 20th at noon** - Bowling Tournament @ Bowlero South Seattle
- **November 17th at 11:30 am** - Lunch & Learn @ The Renaissance Seattle Hotel. The topic is "Rules of the Road for Insurance Claims Adjusting" and will include a discussion/update on the Insurance Fair Conduct Act, Good Faith, and the Washington Co. Speaker: Paul M Rosner, J.D., CPCU Soha & Lang, P.S.

**** All Lunch & Learn meetings are and will be CE accredited for WA and sometimes OR.**

- **Dec. 1st at 4 pm** - Holiday Casino Royale - Location - TBD

All above & 2024 events posted on PSAA website!



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

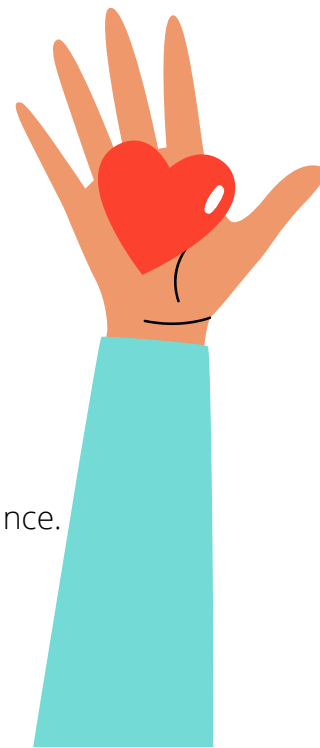
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2. One complimentary registration for the meeting.
3. An opportunity to speak to the attendees about your company.
4. Pass out marketing materials or raffles for attendees or adjusters only.
5. Obtain a complete list of the attendee list to include 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!
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CLAIMS CONVERSATIONS



with Roger Howson

Claims Dispute Resolution
PSAA Newsletter Editor and
Education Chair

I don't like repeating myself, so this month I am consolidating my PSAA and OCAA Claims Conversations.

If you think the PSAA and OCAA newsletter articles should be bifurcated please direct your complaints to Lizzy Adkins, Nancy Greenidge, and/or Courtney Temple. If you DO file a complaint, please provide your home address so that Lizzy, Nancy, and/or Courtney can address your complaint in person sometime between midnight and 3:00am. You won't need an appointment; they will just show up whenever their busy schedule permits. Drinks and snacks would be appreciated.

Okay, now back to this month's PSAA and OCAA Claims Conversations.

Labor Day is New Year's Day. The academic year runs from September through June, as do the PSAA and OCAA calendars.

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CLAIMS CONVERSATIONS

(continued from page 9)

That means that the September PSAA and OCAA meetings are essentially the first day of school wherein you reconnect with those cohorts you haven't seen since the previous school year and reach out to all the new faces who are showing up to PSAA and/or OCAA for the first time... or they're a "new face" who, for whatever reason, never showed up on your radar... or you are the new face checking out PSAA and/or OCAA for the first time.

If this is your first visit to a PSAA and/or OCAA meeting you need to remain vigilant and attentive during the entirety of the meeting because throughout our PSAA and OCAA history (we've been around since 1938) many a first timer has even been roped in to serving on the PSAA and/or OCAA Board of Directors, and we've coerced... I mean enticed... several newbies to immediately serve as PSAA and/or OCAA president.

Lizzy, Nancy, and Courtney remind me that PSAA and OCAA are like Fight Club. We don't talk about what goes on behind the scenes at Fight Club... I mean PSAA and OCAA (my apologies to those of you who never saw the Fight Club movie because this reference will probably make no sense to you).

Meanwhile, back at PSAA and OCAA, let's revisit why you (and every one of your fellow insurance claims professionals) should revisit the monthly PSAA and OCAA meetings. Off the top of my head, I can rattle off at least a dozen adjusters, vendors, attorneys, agents, and experts who make a point of traveling to both Seattle and Portland for the monthly PSAA and OCAA meetings. They may not make it to every meeting, but they are the regular attendees and familiar faces we can count on to fly the colors.

The insurance claims profession is continually evolving because the business of insurance is directly impacted by climate, weather (climate and weather are not the same thing, but most of you already know that), the economy, politics, global events, culture, governments, regulatory constraints, and human behavior. In other words, a butterfly flaps its wings in China creating a hurricane in the Caribbean; thus, in the insurance world change is constant and unpredictable.

A major domestic insurer admits that more than half of their claims staff have less than a year's experience. Another major insurer just laid off 2,400 claims representatives. Insurance companies continue to bail on and/or boycott Florida and California because the loss ratios are unsustainable. Catastrophe adjusters are burning out running nonstop from storm to storm. Several insurance companies are petitioning to limit water damage coverage to \$10,000, \$15,000, or \$25,000. Auto repair costs have quadrupled since before the pandemic, but insurance regulators refuse insurance companies requests to

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CLAIMS CONVERSATIONS

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raise premiums commensurate with their exposure. Policyholders are uploading photos, videos, and other documentation to enable insurers to adjust claims from remote locations. It is estimated that 80% of all claims representatives work from home. It is also predicted that in the very near future artificial intelligence (AI) will account for most claims and legal analysis.

I paint a dismal picture of my chosen profession, except that in my 46+ years as an insurance claims professional every year there are forecasts of doom and gloom surrounding insurance and claims. I was recruited while in college by a former Jesuit priest who held a JD in law and a PhD in Theology who told me that during his decades as an insurance claims adjuster every day was unlike any other filled with interesting people, situations other people only read about in the newspapers or saw on the evening news, learning new skills and science, helping needy claimants, and exposing liars, cheats, and criminals. He loved his work, but he recognized the challenges and frustrations that interfere with that love.

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CLAIMS CONVERSATIONS

(continued from previous page)

PSAA and OCAA meetings are where you will find your tribe. If you are not actively in this world of insurance claims adjusting, you probably don't understand the exhilaration and exhaustion that defines this work. You may work isolated and alone from home, but even if you commute to an office, you are so buried in claims that you never look up until it's time to drag your sorry behind back home again to prepare yourself for the next day. However, something worthwhile keeps you invested in the claims profession... otherwise, you would find a job as a Starbucks barista.

Get yourself to the nearest and soonest PSAA and/or OCAA meeting. We are here for you. We speak your language. We appreciate your victories, and we will commiserate with your defeats. We are fun, friendly, and a huge benefit to your career. We are your community. We need you. You need us.

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Join us for a magical night as we slip back to the 1920's...Gatsby style! Prohibition sparked a women's fashion revolution with flapper dresses that rose from the ankles and short hair under cloche hats! And what about him?? A matching suit vest and pants for a great Gatsby look was a must!
Be a part of it all! Sponsorships are available now but remember...your Vendor Partner Dues must be current!

Friday, Dec. 1st, 2023, from 4 to 7 pm
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\$50 - Current Claims Professionals Members
\$100 - Vendor Partners and Guests
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ALL Casino Tables are \$1500 and includes two complimentary registrations.

- Blackjack Table, 3 available
- Craps Table
- ~~3 Card Poker Table~~ - **SOLD**
- ~~Roulette~~ - **SOLD**

All Sponsorships listed below includes one complimentary registration.

- ~~1. Holiday Gift Bags/Treats - sponsor must provide for all attendees (approx. 120).~~ - **SOLD**
- ~~2. Photo Booth - \$750. Photo vendor will customize printed photos with your company's logo/name.~~ **SOLD**
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5. The Bar - sponsor to create "special cocktail" and provide drink tickets to attendees.
- ~~6. Grand Raffle Prize Sponsor(s) - \$500. PSAA will do the shopping for you.~~ **SOLD**

Adjuster Gift Card Raffle Sponsor - does not include registration. Sponsor must provide gift cards in increments of \$25 to be raffled off to adjusters that are present.



PSAA Membership Application for 2023-2024



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, 2023 TO AUGUST 31, 2024

DUES ARE \$75 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 \$75**
Carrier Claims Personnel (claims adjusters, managers, supervisors, underwriters, subrogation, etc.), Risk Managers, Self-Insured & Insurance Pool personnel, Independent Adjusters, TPAs, Agents, Brokers
 - Associate Member \$100**
 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) \$300 (per office)**
 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:
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