



AICA BULLETIN

November 2012

Volume 11, Issue 3

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GUEST SPEAKER: RICHARD RIGHI, RIGHI LAW GROUP

TOPIC: COLLABORATIVE LITIGATION & FEE SHIFTING

Richard Righi is a founding member of the Righi Law Group. The firm provides a full range of litigation services to the insurance and construction industries.

Rick has been practicing law in Arizona for 20 years. He specializes in the defense of personal injury, construction defect and product liability cases. Rick is AV Preeminent Peer Review Rated by Martindale-Hubbell as a trial lawyer and litigator. He was selected as a Southwest Super Lawyer in 2012. Rick is a Past President of the Arizona Association of Defense Counsel (AADC), which is commonly known as the voice of the defense bar in Arizona. He is a member of the American Board of Trial Advocates (ABOTA), the Federation of Defense and Corporate Counsel (FDCC) and the Claims and Litigation Management Alliance (CLM).



Rick cut his teeth as a rookie lawyer trying felony cases for the Maricopa County Attorney's Office. Over the next sixteen years, Rick had the opportunity to try many different types of civil cases for several different insurance carriers. All told, Rick has taken over 60 cases to verdict or binding Arbitration Award. His focus on the effective practice of fee shifting grew out of his experience prevailing in almost every trial where a reasonable offer had been made much earlier in the litigation. Because he has been to the mat with so many different types of claims, Rick has the unique ability to evaluate cases early and establish a value that can push cases to early, fair resolution. And when the rare case cannot be resolved, Rick's trial record speaks for itself. Rick, and his partner Beth Fitch, have been practicing "Collaborative Litigation" for many years. This practice focuses on heavy client and carrier involvement, early evaluation of cases and the effective use of fee shifting. The practice has consistently resulted in lower settlements, and fee and cost sanctions against plaintiffs after trial or arbitration.

MEETING DETAILS

DATE: Thursday, November 15th

TIME: Social Hour 5 p.m.
Dinner/Meeting 6 p.m.

PLACE: Doubletree Hotel
44th Street & Van Buren

RSVP: By November 12th
online at
www.aicaonline.org

COST: Company Adjusters—\$5 pp
Current Members—\$30 pp
Non-members—\$45 pp

Payment can be made online using PayPal at www.aicaonline.org or by cash or check at the meeting.

Please be sure to cancel your reservation via treasurer@aicaonline.org at least 48 hours in advance if you are unable to attend. AICA pays for your dinner whether you attend or not. Late cancellations and no-shows will be billed.

Any questions or to RSVP and pay by cash/check at the door, please contact treasurer@aicaonline.org.

PRESIDENT'S MESSAGE



Welcome to our November newsletter and the Holiday season!

I have three important topics to discuss with you;

- Our speaker for the November meeting is attorney Rick Righi of the Righi Law Firm. He will be speaking to us about "Collaborative Litigation and Fee Shifting".
- Our Elections will be held at this meeting. We are looking for three officer positions; President, Vice-President and Secretary. If you are interested in running for office, please email us at Board@aicaonline.org. Deadline 11/14/12.
- Our Christmas Party will be held on Friday December 14 at the Double Tree. Please sign up on our website aicaonline.org.

Upcoming Events:

- CPCU I-day. This is a day of educational seminars and a chance to network with other insurance professionals. Please visit our website for additional information. The AICA board members are offering our associate

member vendors' a chance to sponsor the Social Hour at our upcoming meetings. If your company is interested in this sponsorship, please contact our Vice President, Paul Kottler at Pkottler@englemartin.com.

If you do not currently receive our email BLAST's and/or want to receive future Newsletters, please sign up on the website AICAonline.org. This will save the association hundreds of dollars. There is no cost to adjusters to receive the Newsletter by email.

We hope to see you Thursday November 15th and would ask that you bring along a friend or two. We will have a small gift for those insurance professionals who bring a friend.

Finally, The AICA needs your help. If you are interested in running for an officer position with this association next year, please submit your BIO information and qualifications to Board@aicaonline.org.

Thank you for your continued support and we look forward to seeing you at our last meeting of the year, November 15th at 5:00 p.m. for the Social Hour and 6:00 p.m. for the meeting.

**Nadine F. Mar, AIC CCLA ARM
President**

THANK YOU TO OUR OCTOBER DOOR PRIZE DONORS

- FRSTeam - Andrea Hesketh
- Augspurger Komm Engineering - David Komm
- SOS Restoration - Angelica Davis
- Abracadabra Restoration - Shawn Mazon
- ProNet Group - April Dennard

- Silver City Restoration - Lilli Giles

To donate a door prize you can bring it to our monthly meetings or contact one of our officers to make arrangements.

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2013 AICA OFFICERS & BOARD ELECTIONS

Elections for the 2013 Board will be held at the November Meeting. The following Officer positions are open:

- **President**
- **Vice President**
- **Secretary**

You must be a company or independent adjuster to fill one of these spots. If you fit this criteria, please consider running for office. It's a great way to get involved and to make a difference in our local insurance industry.

Candidates running for office are as follows:

David Conger, Western Claims & Appraisers—President

David Conger, RGA, RPA has been the owner of Western Claims & Appraisers, an independent adjusting firm, since 1983. He specializes in heavy equipment, loss of value and large property losses.

He has been a member of the AICA for many years and has previously served on the Board in several different roles, including President. David believes the AICA is an important organization for the adjusting industry and is dedicated to helping it thrive and grow.

Miguel Martinez, Auto Owners Insurance Company—Treasurer

A graduate of Western Michigan University, Miguel Martinez has been in the insurance industry for 10 years. Starting as a computer programmer with Auto Owners Insurance Company, he quickly realized his interest in claims and transferred to the claims division. He has held several positions within the claims division including Branch and Field Claim Representative, Senior Claims Examiner and Nationwide Liability Claims Supervisor. In 2010, he was offered the opportunity to manage the Mesa North/East Claim Branch for Auto Owners and

moved his family from Michigan to Arizona. He began attending AICA meetings in 2011 and was elected to the Executive Board as Treasurer for the 2012 year. While Treasurer, he has been a part of implementing several changes to help save the association costs including moving from paper checks to electronic bill pay, accepting credit cards at the door for events, improving the menu items for the dinner meetings and appropriately managing/reporting funds for the various events. Miguel is hoping to continue as AICA Treasurer for the 2013 year so we can maintain this positive momentum and increase adjuster membership within our organization.

The following candidates are running for the 3 open Member at Large positions:

Kelley Amey, Assured Relocation

Kelley Amey is a Regional Sales Manager with Assured Relocation and a seasoned sales and marketing professional with over ten years of experience in multiple industries. Kelley's varied career includes experience in strategic marketing planning, business development, sales management, and customer service.

For five years Kelley Amey has served the Temporary Housing industry as the liaison for many insurance carriers. Kelley has built and maintained great rapport with claims managers, and claim representatives along with fostering compassionate policyholder care as they journey through the devastating loss of their home, and some of their most prized possessions.

Kelley possesses a wide range of knowledge in this industry from business development to lease negotiations and everything in between. Kelley has had the opportunity to participate in a variety of training workshops and seminars that have allowed for a broad resource base and enabled her to keep her finger of the pulse of the ever-changing insurance industry.

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2013 AICA ELECTION CONT'D

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Kelley Amey has a Bachelor's of Arts Degree in Psychology, and Master's Degree in Business with emphasis on Organizational Management which has allowed her to develop a keen sense of marketing and sales expertise, while never losing sight of the emotional needs of customers when faced with a disturbing hardship.

Kelley Amey is excited to be aligned with an organization such as Assured Relocation because they promote innovation, creativity and flexibility all while overseeing each claim, each adjuster, and each family with care and respect

April Dennard, ProNet Group Forensic Engineering and Fire Experts

Having been an active member of the AICA since moving to Phoenix nearly 5 years ago, I am pleased to have the opportunity to run for Member At Large.

I began my claims career in Florida, relocating to Tucson in 2004 as a claims supervisor at GEICO. A few years later, wanting to get 'out in the field', I accepted a position as manager with Custard Insurance Adjusters in Tucson handling multi-line claims. In January 2008 I had the opportunity to transfer to Phoenix to manage Custard's central Arizona operations. After more than a decade in claims, I recently joined forensic consulting firm ProNet Group as Business Development Manager for the western region.

As I embrace my new career, I look forward to continuing my involvement in the industry and being a part of the AICA's success. Along with the claims background, I feel my support and activity with the AICA over the past years will be beneficial in understanding members' needs, creating positive experiences and providing insight to assist in continuing the AICA's growth and presence in the industry as well as the community.

Bryan Houser, Belfor Property Restoration

- College University of Wyoming
- Manager of Color Tile 3 years
- Manager for Home Depot 18 years, Managing approximately 150 employees at each location while managing 7 million dollars of inventory and selling 40 million dollars a year.
- Manager of Best Buy 2 years, Managing approximately 100 employees, selling 20 to 30 million a year.
- District Commercial Sales Manager for Lowe's 6 years. Managed approximately 150 accounts while

- working with 20 plus stores to process sales and grow our commercial business.
- Marketing Director Belfor Property Restoration 1 Year. Working with new clients from Insurance agents, adjusters, Gov. and City Agencies, School Districts, Facility Managers, Risk Managers, Property Managers, etc.

Over my 29 years of retail and marketing I have been able to work with all age groups from 18 to 80 while maintaining a fun atmosphere and a great work place. The most rewarding thing is when I run into one of my ex-employees and they tell me I was the best manager they have ever worked for. My motto at work is show up on time, do your job, and have fun. I currently am involved in multiple associations and think I can bring excitement and knowledge if chosen for a member at large. I look forward to being a part of AICA as it is a great association.

Melissa Larson, VBS Restoration

I would like the opportunity to be a part of the AICA to make a difference and bring value to the organization.

I have been in Arizona and in the industry for just over a year. Previously I was a mortgage loan officer for over 13 years. Influential sales and concrete relationship building has always been a priority in my business ethic and motto. I try to discover the positive in every aspect of life.

I have two children, daughter who is 9 and 3 year old son. They are my world. I enjoy a wide variety of activities, You can find me at the lake, fishing or wake surfing by day and at an Opera or Gala that same night. I am currently assisting on the AICA Christmas committee as well as a couple other small organizations. I am excited for an opportunity to serve on the AICA board where I hope to contribute to our industry by listening to ways we can grow as an organization and implement those into the new year!

Jeff Moore, American Technologies, Inc.

Jeff Moore has been with American Technologies, Inc. since 1993 and currently serves as the General Manager of ATI's branch offices in New England, Texas, Arizona and portions of Southern California. He oversees and advises the local branch managers In each office in the areas of project management, marketing, sales, operations, personnel recruiting and general office management duties.

In addition to his duties at ATI, he is also on the Board of Directors of the Restoration Industry Association and on

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2013 AICA ELECTION CONT'D

(Continued from page 4)

the Western Regional Affiliate Advisory Board for the Property Loss Recovery Bureau.

Nanette Sanchez, Silver City Restoration

I, Nanette Sanchez, have been in the restoration Industry for 4 years involved in marketing and personal property expertise. I have worked for 2 successful restoration companies during that time. Currently I am heading up a brand new contents division for Silver City Restoration Inc.

I am a graduate of Arizona State University with a BFA in Fine Arts. My career path has led me from a fashion merchandiser and designer to upper management in that field as well for over 17 years. I have lived in the Valley for 20 years and before that I lived in the greater Los Angeles area.

I have served on the AICA board as member at large for 2 very successful years. During that time I was in charge of the Social at The Salty Seniorita, new memberships and current events table during the monthly meetings, decorations, and organizing the yearly holiday party. My goal in my first tenure of service on the board was striving to spread positive enthusiasm for the organization as a

whole. We saw during this time an increase in yearly memberships for both vendors and adjusters and an increase in participation in AICA functions as a whole. If reelected to a second term I will look forward to more challenges to promote upward growth of the AICA in positive and productive manner.



Please remember that you must be a current AICA Member to vote in the election.

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JOB OPPORTUNITIES

Please visit www.aicaonline.org to view the job openings the following companies have open on our Job Board:

- Trinity Insurance Services—Claims Adjuster
- IANet—Auto Damage Appraiser/Auditor
- IANet—Customer Service Representative
- Scottsdale Insurance Group—Claims Specialist, Construction Defect/Toxic Tort
- Nautilus Insurance Group—Litigation Specialist
- Scottsdale Insurance Group—Claims Analyst, General Liability
- Scottsdale Insurance Group—Claims Specialist, General Liability
- Nautilus Insurance Group—Compliance Coordinator
- Nautilus Insurance Group—Property Litigation Specialist
- Nautilus Insurance Group—Senior Claims Examiner
- Berkley Risk—Loss Control Manager
- RDY Resource Group—Residential Property Adjuster
- Pinnacle Recruiting—Workers Compensation Claims person
- Sentry Insurance—Claims Rep II Workers Compensation
- Madsen, Kneppers & Associates, Inc. (MKA) - Property Loss Estimator
- TMA—Property Litigation Specialist
- Safeway, Inc.— Claims Examiner III
- Farmers Insurance Company—Liability/Property/ (Multi-Line) Field Claims Adjuster – Investigator
- American Technologies, Phoenix area—Regional Account Executive with Construction Experience
- APS Claims Service—Field Adjuster Senior
- Koning & Associates—Insurance – Liability/Property/ (Multi-line) Field Claims Adjuster - Investigator
- American Family Insurance Company—Liability/ Property / (Multi-line) Field Claims Adjuster - Investigator
- EMC Insurance Companies—Claims Adjuster II & Sr. Claims Adjuster
- IAS Claims Services—Property Field Adjuster



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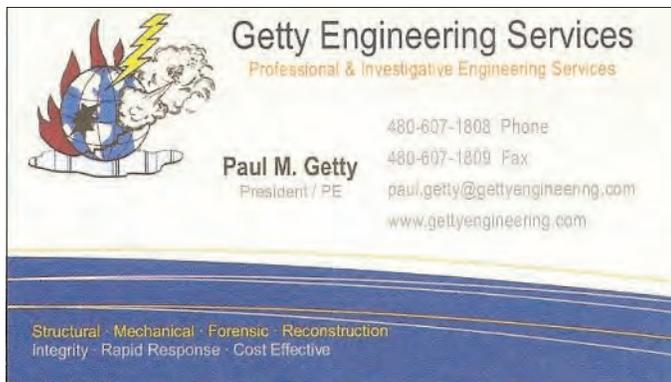


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