



October 2012

Volume 11, Issue 2

AICA BULLETIN

GUEST SPEAKER—MICHAEL HENSLEY, ESQ. OF THE LAW FIRM OF JONES, SKELTON AND HOCHULI

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TOPIC: CONSTRUCTION DEFECT TENDERS AND RELATED TOPICS

Mr. Hensley has been with the Phoenix based insurance defense law firm Jones, Skelton & Hochuli since 1985, and a Partner since 1992.

He concentrates his practice on general civil litigation and insurance defense litigation of all types, including business and commercial litigation and life, health, disability and ERISA claims litigation and Bad Faith.

Mr. Hensley received his law degree from Arizona State University College of Law in 1986. He is admitted to practice in Arizona, the U.S. District Court, District of Arizona and the Ninth Circuit Court of Appeals.

Mr. Hensley is a member of the Defense Research Institute, the Life, Health, Disability and ERISA law sub-committee of the DRI, and the Arizona Association of Defense Counsel.

MEETING DETAILS

DATE: Thursday, October 18th

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

PLACE: Doubletree Hotel
44th Street & Van Buren

RSVP: By October 15th
online at
www.aicaonline.org

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

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.

A big thank you goes out to American Technologies, Inc. (ATI) for sponsoring everyone's first drink during the social hour. To sponsor a future meeting social hour, please contact Paul Kottler at Pkottler@englemartin.com

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



PRESIDENT'S MESSAGE



Welcome to fall in Phoenix! The temperatures have finally dipped below 100 degrees.

Our speaker for the October 18 meeting is attorney Michael Hensley of Jones, Skelton and Ho-

chuli. I know there are many of you who want to hear Mr. Hensley talk about Construction Defect Tenders and related topics.

I want to thank all who attended the September meeting and made it a success. A big "Thank you" to our September speaker Dr. Mo Ehsani, PhD, PE, SE, President, QuakeWrap, Inc. and Professor Emeritus of Civil Eng., U. of AZ .

If you have attended our AICA Christmas party in the past and/or have some exciting ideas or just want to be a part of the event, we have started planning early for all the festivities. Please join the committee and put your ideas to work Monday October 8th at 5:00 p.m. at Chelsea's Kitchen in Phoenix. Please contact member-at-large, Bethany Powell with question or concerns. Bpowell@eco-analytics.com.

Upcoming Events: The Claims & Litigation Management Alliance (CLM) is reaching out to all the Adjusting members of the AICA to join them for free at their October 17 event at the Phoenix Art Museum from 4:00 pm to 6:00 pm to learn about the new Spoliation of Evidence, Medicare Compliance Update and Recent trends in CD. If you are interested in attending or learning more, please visit their website at www.TheCLM.org.

AICA Vendors are invited to attend should they wish to become a sponsor of the event. If interested in being a sponsor, please contact William Nebecker, Esq. at nebecker@knchlaw.com.

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.

The AICA is going Green. **We will be sending out all future newsletters by email.** 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 October 18th 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, I wanted to mention that if you are interested in running for an officer or board position with this association next year, the elections will be held in November. If interested, please submit your BIO information and qualifications for submission in our next Newsletter by October 20th. Please email me at President@AICAonline.org.

Thank you for your continued support and we look forward to seeing you again on October 18th at 5:00 p.m. for the Social Hour and 6:00 p.m. for the meeting.

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



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EXPERT'S CORNER—SNIFF, SNIFF, WHAT'S THAT SMELL?

By Michael Benner

Eliminating odors from a restoration job can be frustrating for adjusters, clients and contractors. Our industry has chemicals, thermal fogging, deodorants, oils, masking agents and sealants that one can utilize with unsatisfactory or mixed results. The product of last resort for many might be ozone (I always used it on clothing with smoke damage back in my fabrics and garments dry cleaning days). Ozone, however, can be harmful to many things such as people and electronics. This forced me to ask questions like "How long could it be used without harming or endangering contents or living creatures?". I nearly ruined many a black or brown leather jacket because the dye would deteriorate and become sticky after long exposure to ozone.

Many are turning to a safe, "green" and naturally occurring gas that's created in our atmosphere when the sun's ultraviolet rays react with water vapor: Hydroxyl. Like ozone, the creation process can be replicated in a generator. Some find it more effective than any of the aforementioned methods of odor removal, but I find it being completely safe for people, pets, plants, rubber, plastic, vinyl, textiles, electronics and other sensitive materials while in use the best benefit for all.

How does it work?

Hydroxyl generators have been around for a while as a tool to clean and purify air in buildings, ships and other facilities plagued with foul or malodorous environments. The most effective hydroxyl generator for restoration purposes will have a processing chamber that will draw in and sanitize air from the room while producing hydroxyl. The hydroxyl molecules will exit the chamber with the clean air and deodorize surfaces and contents. Air, surfaces and contents are all decontami-

nated at the same time.

Where would you use it?

- Fire Restoration – protein, soot, grease, plastic, natural and synthetic fires
- Water Loss Restoration – sewage backup and flood
- Mold Remediation – kills mold and eliminates odor
- Odor Removal – smoke, pets, mildew, dead animals, chemical fumes, skunk
- Trauma Scene and Biohazard – odor abatement, bacteria and virus eradication
- Contents Restoration – deodorize all soft goods and sensitive materials

Let's consider some of the benefits of using this system to understand its attractiveness to insurance adjusters. Hydroxyl can lower the total claim by eliminating or reducing additional living expenses (ALE) and business interruption costs. Clients need not evacuate their homes or businesses. Because there are no chemicals and no residue, it is ideal for the environment of the chemically sensitive or medically compromised person. Businesses are able to remain open during treatment. It provides a safer environment for both the customers and the workers. Hydroxyl can also reduce the amount insurers pay for replacing contents by restoring more items to their pre-loss condition. Many items that would previously have been unsalvageable can now be restored.

Planning a strategy for the use of hydroxyl is para-

(Continued on page 5)

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2013 AICA GOLF TOURNAMENT PRIME ADVERTISEMENT RAFFLE REGISTRATION FORM

When: AICA October 2012 Monthly Meeting—Thursday, October 18, 2012

Note: All Sponsors must have a qualifying registered AICA 2012-13 member & company representation at raffle. Qualifying AICA 2012-13 Member: _____

Prime Sponsorships: Hole 1, Hole 10, Putting Green & Club House Entry fee for Raffle: \$250, Payable to AICA, Due Oct 11, 2012

_____ **\$1000.00 Head Prime Sponsor**

Banner, Tee Box Sign & 2 BBQ Lunch Tickets Included

Requires deposit of \$250

*Registration for Head Sponsor will have priority in raffle. Multiply registrations will require raffle with remaining first choice in Prime Sponsorships.

_____ **\$ 500.00 Prime Sponsorships**

Tee Box Sign & 2 BBQ Lunch Tickets Included

Requires deposit of \$250

*Registered companies will be raffled for choice of remaining Prime Sponsorships or remaining sponsorships available.

AICA 2011 Golf Outing

When: Friday, May 3, 2013 7:00 am

Where: Stonecreek Golf Club
4435 E Paradise Village Parkway South

Cost: \$1000 Head Sponsor- Banner, Sign & Tee Box*
 \$250 Chipping, Beverage Cart, Hole Sponsorships*
 \$350 Vendor Alley—Includes Company Sign & 2 BBQ Meal Tickets
 \$125 Breakfast Sponsor – Sign & 1 BBQ Meal Ticket
 \$125 Grab Bag Sponsorship – 1 BBQ Meal Ticket
 \$950 18 Green Pin Logo Flags – Deadline March 15, 2012
 \$650 Golfers Cart Sponsor, 2 BBQ Meal Tickets

Company Name: _____

Contact Person: _____ Phone No: _____

E-mail: _____

Mail Registrations: AICA c/o Schantz Construction, LLC
 P.O. Box 11175
 Glendale, AZ 85318-1175

EXPERT'S CORNER CONT'D

mount to using it successfully. You must take into consideration the size of the affected area, ascertain the type of odor and its severity, determine if the source has been removed, determine how much time is available to complete the job, etc. Light odors may take a day or two to eliminate; strong odors may take up to four days. A technician trained in the use of a hydroxyl generator will consider all factors for its successful use.

It's important that an adjuster know all the options and all the tools a restoration specialist has at their disposal. We both should share the common goal to give

quality service with little inconvenience to the homeowner - and with both at a reasonable cost.

Michael Benner, AICA Member at Large, has been in the restoration industry for thirteen years. He is IICRC certified in water, fire & smoke damage and is the Director of Business Development for ServiceMaster All Care Restoration.

THANK YOU TO OUR SEPTEMBER DOOR PRIZE DONORS

- Abracadabra Restoration - Shawn Mazon
- Belfor Restoration - Bryan Houser
- Desert Dry - Julie Brown
- Frsteam by Butler - Andrea Hesketh
- Pinnacle Restoration - Jenifer Kimbrell
- VBS Restoration - Melissa Larson

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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JOB OPPORTUNITIES

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

- 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
- IANet—Auto Appraiser/Auditor



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