

Claimscene

A Publication of the Atlanta Claims Association

May | June 2019

IN MEMORIUM



The Atlanta Claims Association extends our deepest condolences with the passing of Michelle Byrd. Michelle was a wonderful soul whose smile and pleasant personality lifted those surrounding her. She fought a brave and valiant fight against cancer and will be missed.

Our prayers are with her daughter, Ashley Lamme, and her family.



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Letter from The President Adolphus Drain



Greetings, fellow ACA members,

This is weird for me. I have read hundreds of ACA Presidents Newsletters but writing one is strange.

First, I am honored to be your President for 2019-20. This is a dream come true for me and I am committed to continuing the legacy of ACA. I know I have big shoes to fill. I would like to personally thank outgoing President, Ann Wright, on a good year and thank her for a very smooth transition.

Second, in my inaugural address, I spoke of the “WHIFM” ...What’s In It For Me???? We understand there is a huge paradigm shift in claims handling. More of you are working from home and honestly, who wants to fight traffic to get to an ACA event. So, we are bringing ACA to the comfort of your home or office. Starting in July, we will host the first of several online webinars on various topics. You can dial in, listen, and ask our experts questions. The first webinar in July will be on Cyber Security. Check your email for the date and time.

Third, ACA is teaming with Elise Farnham to help those of you interested in obtaining your AIC designation from The Institutes. We will have in-class training for the two foundation courses for the AIC designation:

- **AIC 30: Claims handling Principles and Practices**
- **AINS 21: Property and Liability Insurance Principals**

You will be on your own to complete the final two courses in your desired field of study. See www.theinstitutes.org for more details and how to order and pay for your study materials. The cost of the class is \$150 and should be reimbursable by your employer. Having an AIC designation will set you apart from your colleagues and give you more options for growth in the future.

Several fun activities are planned for the fall and spring, including a bowling outing, happy hour and a couple of secret things still in the planning stages. For these, we will need you to fight a little traffic, but it will be worth it.

Our Annual ACA Golf Outing earlier this month was a huge success. We had 100 golfers sign up to play at the gorgeous Country Club of Roswell. Thanks to our sponsors for supporting us!

Finally, we need to grow. I have challenged our Board to increase membership by 100 before the end of summer. We need your help. Please reach out to a colleague and ask them to join ACA. The cost is \$45 for general members and our seminars and the fun we will have will be worth it.

Please feel free to email or reach out to me on Facebook if you have any questions, concerns or ideas.

I look forward to serving you.

Adolphus Drain Jr. aka Big PACA (President of Atlanta Claims Association) ☺

ACA ANNUAL GOLF OUTING 2019

The ACA Annual Golf Outing took place on Monday, June 3rd at the Country Club of Roswell. This year's event had over 100 participants and a great time was had by all. For the first time in several years, the event was completely sold out with golfers and sponsorships! Over 30 prizes were raffled off including an Apple TV and a very nice golf bag.

ACA would like to thank our title sponsor **Physio** and the following for their sponsorships:

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Angela Patman and Frances Harper




The 2020 Golf Outing will return to the Country Club of Roswell in June of 2020. For all the Golf Outing photos, please go to the ACA website photo gallery here: <https://www.atlantacclaims.com/photo-gallery>




New Members for May

<p>Shantay Dunn PMA Insurance Adjuster</p> <p>Kelli Cantlin Metro P & C</p> <p>Mildred Cunningham Corvel Corporation Claims Manager</p> <p>Martye Smith Corvel Corporation Claims Supervisor</p> <p>Judy Bray Corvel Corporation Claims Manager</p>	<p>Troy Peterson Dane Street Local Account Manager</p> <p>Dedrunette Baskin ERG Inc. Property Casualty Professional</p> <p>David F. Milroy EDT Investigations Partner</p> <p>R. Lanier Jones EDT Investigations Partner</p> <p>Samantha Ample-Peters J. W. Richardson Insurance School Property & Casualty</p>	<p>Scott McDaniel Knight Restoration Project Manager</p> <p>Tim Kiger Knight Restoration Services Project Manager</p> <p>Dawn Petigrew Mabry & McClellan Attorney</p> <p>Izabella Ginzbul Broadspire Service Inc. Team Manager</p> <p>Kory R. Kappes SERVPRO Disaster Recovery Team Director of Commercial Large Loss</p>
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