

# National Public Adjuster Conference Fall 2017



Mark Your Calendar for the 1st Annual National Public Adjuster Conference

PA Conference 2017 is set for September 12th, 13th, 14th 2017 at the Radisson Hotel North East Philadelphia.

Don't miss your chance to meet and network with public adjusters from all across America.

Now the 1st year, of the national annual public Adjuster Conference offers three days of professional development, continuing education credits for numerous states, and of course, lot of networking events.

You'll be among hundreds + property/public adjusting professionals meeting to discuss the current trends, hot topics and recent developments in the industry.

More updates will be announced soon. We look forward to seeing you in Philadelphia in 2017. If you have any questions on PA Conference 2017, please contact our meeting planner, Alexander Houser, call 215.499.8643.

## Why Property Adjustment National Association?

- You get everything you see below for one purchase of \$550 or 2 payments of \$300, which gives you all the benefits for a year.
- Learn online 24/7 the way you like: reading, audios and videos. We train you to pass the test and to have a thriving business from your first month.
- A ticket to the national convention with expert speakers to boost your performance.
- Connect with other public adjusters from coast to coast to network for tips & support.
- Hotline for unsurpassed advice year-round from the founder of PANA (Property Adjustment National Association). You get year-long advice from an expert with a call.
- Instead of other public adjusters and related professions being your competition, they now become your nationwide asset.
- Continuing education credits and breaking industry news and tips throughout the year. Contact us for more information on Georgia's continuing education credits.
- PANA not only trains you to pass the license exam, but helps you stay ahead of the competition with cutting edge marketing ideas. Discover easy to get clients as well as landing dream projects.
- The founder, Mark Houser, teaches you to be in control of the settlement, so your confidence grants peace of mind to the policy holder that they are dealing with a top professional.

# Conference Speakers



**Dave Young**



**Dave Young** is one of the top in Client Data Management.

**Eric Baker**



**Eric Baker** Works on Commercial and single party claims in many states.

**Chip Merlin**



As founder and president of Merlin Law Group, Chip Merlin has dedicated his practice to the representation and advocacy of insurance companies nationwide. Chip has been featured as a frequent guest on national television due to his expertise. Learn from a legal expert on insurance claims with his strategies if a claim is denied or underpaid.

**Jonathan Wheeler**



Jonathan won the largest litigation against State Farm in history. Talk about David vs Goliath! He has extensive experience in Personal Injury, Property Damage, and Insurance litigation. He specializes in Construction and First Party insurance claims, Bad Faith litigation, and Insurance Company misconduct. He's had a strong legal career for more than 40 years.

**Kevin Kaufmann**



**Kevin** for over 45 years he has been a researcher in the public adjusting industry. Kevin has earned the distinction S.P.P.A. Senior Professional Public Adjuster, having founded Property Adjustment Corporation in 1990. Kevin is certified in Property Claims and Commercial Fire Coverage and is trained in Commercial Building Restoration. He is a licensed public adjuster in Pennsylvania, New Jersey, New York, Delaware, North Carolina and Florida.

**Mark Houser**



**Mark Houser** founder of PANA the man who has help start over 500 new public adjusting firms. Mark is master of training & marketing public adjusting. Mark will be bring two special guests on stage.

## National CE Credits Program

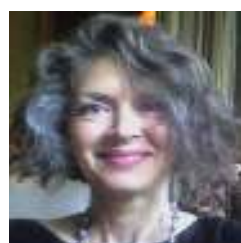


**Don Beck**



Don will show you how to get clients through a little-known goldmine called REIAs (real estate investors associations). In fact, Don worked with the headquarters of National REIA and organized the investor seminars on cruise ships. Another way to get endless referrals is using his secrets on getting endless referrals from property managers. Don is the owner of over 100 properties.

**Victoria Guillot**



For 15 years, Victoria has helped hundreds of home sellers get higher profits, sell faster, and reduce the frustration involved in selling. She uses a process called staging that is proven to sell houses faster. She show you how to combine a claim + plus home staging to sell a house faster with no money out of pocket for the seller...a brand new brilliant strategy that sets you apart.

**Richard Hickey**



Remember the military jet that hit the garden apartments in Virginia Beach, VA? Richard skillfully handled that claim when many public adjusters wouldn't even give it a shot. No need to disqualify yourself from unusual adjustment claims. Learn from Richard who jumps right in to insurance claims like on ships, where others may fear to tread.

**John Meli**



John will show you how that you can move mountains with a letter to the insurance company. Imagine getting your clients what they deserve with the leverage of a powerful letter. In fact, he's avoided having to go to court with the leverage of a letter. He will uncover his secrets for you. He'll show you how to get flood insurance claims where others fail, because he's an expert.

September 12th Tuesday

**9:00 am to Noon**

Registering and Exhibitors Room

**1:00 pm to 2:00 pm**

Presidents of PANA's Opening of Conference Vision

**2:00 to 2:15**

Break

**2: 15 to 3:15**

***Kevin Kaufmann*** a 45 year vet

How to build a 5 adjuster firm with procedures and good company communication and guidance

**3: 15 to 4:15**

***John Meli***

How to build quality letters

**9:00 to 9:30**

**David Young** Claim Wizard

Client Management Systems

**9:30 am to 11:00 am**

Round Table Discussion with 5 of the speakers on stupid things insurance adjusters say:

1. Not covered by the policy
2. Our company no longer pays for that it's not are company's policy
3. We do not owe to match.
4. This is damage by a squirrel
5. Poor workmanship
6. Not enough hail hits per square to be covered
7. Preexisting damage
8. Not sudden and accidental
9. We only pay for structural damage
10. The person sent out to claim "I have no authority to write checks on this claim."
11. Not paid for because of upgrade of ordinance of law
12. Maintenance problem not covered
13. Fishing with engineer with no prior reason
14. I never said that after they did
15. The amount is too little for an attorney and we aren't paying for it

Open Mic

**12:00 pm to 12:45 pm**

Box Lunch and open to Exhibitors room

**12:45 pm 2:00 pm**

***Eric Baker***

How to do single party claims & ACV Claims as well as how he started into Commercial claims

**2:00 pm 3:30 pm**

***Mark Houser*** PANA's President

Advanced Marketing

**3:30 pm to 3:45 pm**

Break

**3:45 pm to 4:45 pm**

***Mark Houser, Kevin Kaufmann, Chip Merlin, Eric Baker, John Meli***

Q & A

**7:00 pm to 8:00 pm**

***Merlin Law Group***

Networking

**9:00 am to 11:00 am**

**Chip Merlin** from the Merlin Law Group

What you need to do and document to make sure you win a court case and what it takes to go to small claims court.

**11:00 am to 11:15 am**

Break

**11:15 am to 12:15**

**Jonathon Wheeler** Winner of the largest class action suit on State Farm

How he did it and how we can do class action together as a tool

**12:15 to 12:30**

**Gene Veno** AAPIA President

States Update

## Public Adjuster's Insurance Test



**Insurance Glossary**



**Insurance Regulations**



**Insurance Regulations Test**



**Insurance Basics**



**Insurance Basics Test**



**Adjusting Losses**



**Adjusting Losses Test**



**Dwelling Policy**



**Dwelling Policy Test**



**Homeowner's Policy**



**Homeowner's Policy Test**



**Commercial Packages Policy**



**Commercial Packages Policy Test**



**Business Owner's Policy**



**Business Owner's Policy Test**



**Other Coverages & Options**



**Other Coverages & Options Test**



**Adjusting Estimate**



**Preparing Paperwork For Public Adjusting License**

## **Public Adjuster's Insurance Policy & Scope**

 **Policy Workshop Video 1**

 **Policy Workshop Video 2**

 **Policy Audio Class**

 **Must Memorize**

 **Overview**

 **Eligibility**

 **Declarations, Agreement & Deductible**

 **Definitions**

 **Common Conditions**

 **Property Section—Dwelling and Other Structures—Coverage**

 **Property Section—Personal Property—Coverage**

 **Property Section—Coverage D – Loss Of Use—Coverage**

 **Property Section—Additional Coverage**

 **Property Section—Perils and Exclusions**

 **Property Section—Conditions**

 **Underwriting Considerations**

 **Rating Considerations**

 **Available Endorsements**







 **In-Home Businesses**



## **Understanding The Client Process & Client Paperwork**

-  **Home Inspection Video 1**
-  **Home Inspection Video 2**
-  **First Meeting With Homeowner**
-  **Understanding The Client Contract & Paperwork**

### **Paperwork**

-  **Insurance Company Glossary**
-  **Understand Non-Covered Perils**
-  **Residential Structure Estimating, Total Replacement, Part I**
-  **Residential Structure Estimating, Total Replacement, Part II**
-  **Field Adjuster Dwelling Risk Survey, Part I**
-  **Field Adjuster Dwelling Risk Survey, Part II**

### **Public Adjuster's Insurance Estimating & Scope**

#### **STEP 1 Building Estimating & Scope**

#### **Tools / Measuring / Masonry / Framing**

-  **Estimating Video Class A 1 of 2**
-  **Estimating Video Class A 2 of 2**

#### **Additional Lessons Tools / Measuring / Masonry / Framing**

#### **Tools / Measuring Lessons**

-  **Developing An Accurate Property Estimate and Stupid Thinking**
-  **Claim Efficiency Through Estimating Accuracy And Stupid Thinking**
-  **Tool For The Estimator / Adjuster PDF document**

 **Tools For The Estimator/Adjuster Masonry Lessons**

 **Foundation Settlement, Damage And Repair**

 **Cleaning Restoration Of Building Exteriors**

 **Damaged Brick And Mortar**

 **Concrete And Related Materials Damage And Repair**

 **Chimney Damage And Repair**

 **Chimney Liners And Construction Defects**

 **Estimating Zero-Clearance Fireplace Damage**

 **Masonry Cracks, Repair, Evaluation And Reinforcement**

 **Manufactured Stone**

 **Building Concrete Homes**