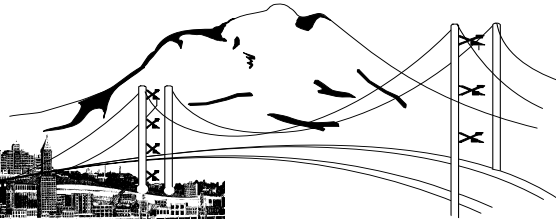


SCAA

Friday, March 19, 2010



**2010
SPRING SYMPOSIUM
& VENDOR FAIR**

TCAA

Bell Harbor Int'l Conference Center
Pier 66 ~ 2211 Alaskan Way, Seattle, WA

New offering
this year!

XACTWARE®

Xactimate 25 Training

4-Hr Sketch Best Practices

4-Hr Estimating Tips & Tricks

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SCAA

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**2010
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& VENDOR FAIR**

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Bell Harbor Int'l Conference Center
Pier 66 ~ 2211 Alaskan Way, Seattle, WA

Greetings and Welcome to the 2010 Spring Symposium & Vendor Fair!

You are one of many claims professionals who will benefit from this all day educational symposium and vendor fair. Everything you will experience at the 2010 Symposium has been planned with you in mind.

CE credits will be available pending approval

SYMPOSIUM AGENDA

- 7:00 – 8:00 am** **Registration ~ Continental Breakfast ~ Vendor Fair Opens**
- 7:45 – 8:00 am** **Welcome from the Presidents**
 - SCAA President, **Dean West**, West Adjusters
 - TCAA President, **Roger Howson**, Claims Dispute Resolution
- 8:00 – 12:00 pm** **XACTWARE. Xactimate 25 Training — Sketch Best Practices (Intermediate)**
- 8:15 – 9:30 am** **BREAKOUT SESSION I**
 - Property: **How'd THAT Happen? Case Studies of Property Claims**
Presented by Susan Evans, CIH, CSP, PE, Civil Engineer, MDE, Inc.
 - Casualty: **Injury Causation: Did the Injuries Really Happen Here?**
Presented by Bradley W. Probst, MSBME, ARCCA, Inc.
- 9:30 – 10:30 am** **Mid-Morning Break ~ Vendor Fair**
- 10:30 – 11:45 am** **MORNING GENERAL SESSION**
 - Presentation by **Mitch Barker**, Director OIC Special Investigations Unit
- 12:00 – 1:00 pm** **Lunch Break ~ Vendor Fair**
- 1:00 – 5:00 pm** **XACTWARE. Xactimate 25 Training — Estimating Tips & Tricks**
- 1:00 – 2:15 pm** **BREAKOUT SESSION II**
 - Property: **Forecast for Future “Building Envelope” Damage Claims**
Presented by Ray Wetherholt, PE, RRC, RWC of Wetherholt & Associates, Inc.
 - Casualty: **2009 Washington Jury Trials: A Post-Mortem**
Presented by Glenn Barger of Smith Freed & Eberhard P.C., Dr. Donald Schroeder, and Heather Stariha of Allied Insurance
- 2:15 – 3:15 pm** **Mid-Afternoon Break ~ Vendor Fair**
- 3:15 – 4:30 pm** **AFTERNOON GENERAL SESSION**
 - “Workplace Empathy: The Forgotten Four”**
Presented by Bob Rosner
- 4:30 – 5:00 pm** **Closing Remarks & Giveaways**

~ VENDORS ~

To sponsor this event or participate in the Vendor Fair, please visit our websites for an application:
www.seattleadjuster.org
www.tacomaadjusters.org

~ Vendor Trade Fair open throughout the day ~



Xactimate 25 Training

4-Hr Sketch Best Practices

4-Hr Estimating Tips & Tricks

REGISTER EARLY!

Each session is limited to the first 30 students so register early to insure your place! It is recommended but not required that you come prepared with a laptop and Xactimate 25 installed, and bring an external mouse.

Hotel Accommodations

Marriott Seattle Waterfront
2100 Alaskan Way ~ Seattle, WA
206/443-5000
www.marriott.com

SCAA Room Rate for March 18 & 19
\$149 per night (if reserved before March 1)

When making a reservation ask for the SCAA special rate

BREAKOUT SESSION HIGHLIGHTS

How'd THAT Happen? Case Studies of Property Claims

Susan Evans, CIH, CSP, PE of MDE, Inc. will present case studies of property claims and their engineering evaluations. These will include water intrusion, ground movement/slipping slopes, plumbing, chimneys, electrical, snow loads and other winter damage, material incompatibility, and more.

Injury Causation: Did the Injuries Really Happen Here?

Brad Probst, MSBME of ARCCA, Inc. will review the basics involving Low Speed Impacts, Slips, Trips and Falls, Product Liability and WC injuries followed by new case studies, examination of new alleged injuries and how and when to involve the Biomechanical Engineer.

Forecast Future "Building Envelope" Damage Claims

With the increase in consumer awareness of building sustainability, energy efficiency and conservation, and garden and green roof issues, what will the future hold as far as potential insurance claims for property damage and liability? Ray Wetherholt, PE, RRC, RWC of Wetherhold & Associates, Inc. will try to forecast the future in his usual cynically humorous way.

2009 Washington Jury Trials: A Post-Mortem

A panel of specialists — an attorney (Glenn Barger of Smith Freed & Eberhard), a seasoned claims professional (Heather Stariha of Allied Insurance), and a doctor (Donald Schroeder) — will give insight into the most recent high profile injury cases in Washington through an interactive game show style presentation. Real life scenarios and injuries will be discussed as random audience members will be asked to "spin the wheel" containing different injuries and scenarios that were brought to verdict by juries over the last year. Claims professionals will gain the tools needed to better evaluate claimants' injuries and learn how experts analyze cases.

Note: Each of the above presenters may provide materials that we compile and print in the symposium workbook — which you will receive a copy of when you check in at the registration table. This workbook becomes a valuable reference tool for use in your office.

Morning General Session

OIC Special Investigations Unit (SIU)

with Mitch Barker, Director

Mitch will be explaining to us the inner workings of the OIC Special Investigations Unit; telling us how it works, how they can help us to combat fraud, and (more importantly) what WE can do to help them help us!

Mitch has over 30 years of municipal law enforcement experience in Washington State. After 18 years with the Des Moines, WA Police Department, he served as the Chief of Police in Gig Harbor for 8 years before moving to the Vancouver Police Department. He served there as the Assistant Chief of Police with oversight of operations, including the investigations division.

Afternoon General Session

"Workplace Empathy: The Forgotten Four"

with Bob Rosner

From the corner office to the cube, work is tough. There are competing agendas, lack of loyalty or we're just burned out. Bob Rosner's "Forgotten 4" presentation offers information, insight and inspiration for creating a more engaged workplace specifically during tough times.

Bob Rosner is a best-selling author and award-winning journalist who has personally responded to over 50,000 emails from bosses and employees. He's learned that many bosses struggle to listen and many employees struggle to speak up. Bob offers practical strategies and tools to bridge this "empathy" gap. He's been called "Dilbert, with a solution." Bob is a regular contributor to the Today Show, CNBC and other media outlets.

Bob is a best-selling business author; *"The Boss's Survival Guide,"* reached #4 on Amazon's sales ranking and was a *Wall Street Journal* business best-seller.

He's been featured in *People, The Wall Street Journal, Glamour, Fortune, Newsweek, Readers Digest, Playboy,* and *Time*. Bob has been a regular contributor to the *Today Show*, and interviewed by NPR, *60 Minutes,* CNN, Fox, and Good Morning America.

Symposium Committee Chairs

Jim Peterson, Co-Chair, Grange Insurance, SCAA President
Roger Howson, Co-Chair, CDR, TCAA President

SCAA



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Questions?

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Lizzy Adkins
lizzy.adkins@countryfinancial.com or 800/284-3764 x235
Carol Seepersad-Green
carol.seepersadgreen@libertymutual.com or 206/459-2345
~ For Vendor Trade Fair information visit our websites ~

~ This application also available on our websites ~

REGISTRATION FORM

Registration includes:

Workshops, continental breakfast, lunch, conference supplies, parking, and symposium workbook

\$50 Registration Fee

(Note: Registration fees are nonrefundable but are transferable.)

NEW!

Xactimate 25 Training (It is recommended that you come prepared with laptop and Xactimate 25 installed, and external mouse.)

XACTWARE.

Each session is limited to the first 30 students. Mark your choice(s) below.

Morning Session

_____ **4-Hr Sketch Best Practices (Intermediate)** 8am-12pm

Afternoon Session

_____ **4-Hr Estimating Tips & Tricks** 1-5pm

The following Breakout Sessions are offered as an alternative to the Xactimate training.
You may wish to select one Xactimate session and one of the topics below.

Morning Session

___ Property: **How'd THAT Happen? Case Studies of Property Claims**

___ Casualty: **Injury Causation: Did the Injuries Really Happen Here?**

Afternoon Session

___ Property: **Forecast for Future "Building Envelope" Damage Claims**

___ Casualty: **2009 Washington Jury Trials: A Post-Mortem**

. . . Please print legibly . . .

Name

Company/Title

Address

City, State, Zip

Phone

Email

I am a member of SCAA I am a member of TCAA (Circle one or both)

Mail this form with check or money order payable to SCAA to:

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