

June 2010

A Monthly Publication of the  
Atlanta Claims Association  
www.atlantaclaims.com  
404-881-1777

# a CLAIMSCENE

## ACA – 88th Annual Convention Building a Better World

Our 88th Annual Convention was a huge success once again and absolutely one of the largest and better ones we have had in recent years. The crowd grew this year and we do appreciate all the positive comments made during the convention. The convention began on Wednesday with the Officers' Luncheon. Jim Hiers presented a motivational speaker, Dr. Walter Kimbrough. Dr. Kimbrough is a very inspiring speaker and left us all with a great deal of motivation. Jim Hiers installed our new president, Kerri Crosby, and the other officers for the year 2010-2011.



Doug White accepting 25 Year Award at banquet

ACA hosted an exhibitors reception on Wednesday evening that was very well attended and thoroughly enjoyed by our exhibitors. Special entertainment at the Exhibitors reception was our own Greg Presmanes and his band. Greg is with the law firm of Bovis,

Kyle and Burch. It was our pleasure to be able to give door prizes to the exhibitors and a good time was had by all. The Gwinnett Center overflowed on Thursday during the day and evening with guests visiting the 85 exhibit booths and several hospitality suites. Thursday was also the Education Committee's Mock Trial which again was well attended and a huge success.

Friday evening's banquet included a Cocktail Reception, an outstanding meal, a prestigious award ceremony and entertainment by GLOW. The highlight of the awards ceremony was the presentation of the Claims Person of the Year Award to Susan Tomsic of Amerisafe Risk Services, Inc. Susan received the J. C. Fickling Memorial Award Trophy along with a check for \$500.00. Two Life Member Awards were presented by Lis Eckles and the recipients were Pete Mobley

and Doug White. This too is a very prestigious award and is given from time to time by the Board of Directors for a member's long and meritorious service to Atlanta Claims Association. Congratulations to Pete and Doug.

Kerri Crosby, Scholarship Chairperson presented the scholarship awards to students from University of Georgia, Georgia Southern, Georgia State and Kids' Chance of GA, Inc. Lis Eckles presented the Twenty-Five Year Certificates. The Grand Prizes presented by the Atlanta Claims Association were also awarded. Sara

Minick and Darnell Aiken won the \$250 prizes. Phyllis Shields won the \$500 prize and Maria Caras won the \$1000 door prize. Congratulations to all our winners. Remarks by the outgoing and incoming President were also made with the gavel being passed along to our new President Kerri Crosby. We congratulate the new officers, board of directors and committee chairpersons and we know they will continue the great work of this outstanding association.

A special thank you goes to the Gwinnett Center and Proof of the Pudding. The facility is outstanding and the catering excellent. The staff of both the Gwinnett Center and Proof of the Pudding is what helps make our convention a success. They are very professional and eager to work with us in making this event outstanding. A special thanks to our banquet sponsors that will be listed separately, and special thanks to Scott Ewerth for the wonderful recognition signage and to Parker Young and Belfor USA for the flowers that were used at the banquet. **Continued on page 3**



Susan Tomsic (left) receiving the J.C. Fickling Memorial Award Trophy for the 2009 Claims Person of the Year Award from chairman Robin Weidman (center) and Les Sychak, 2008 Claims Person of the Year (right).

# From the President



Dear Members,

First let me thank Esther Powers, Chair of our Speaker Committee and her committee members who arranged for us to hear from State Representative Mark Jacobs at our May luncheon. Representative Jacobs informed us about the 2010 Legislative Developments Concerning Civil Claims and Civil Practice. If you were one of the many who attended this luncheon, you can attest to how useful this information was to all of us in the insurance industry.

For our June 3rd luncheon, the Speaker Committee has prepared a panel discussion of the candidates for the Georgia Insurance Commissioner. This is the first time that the ACA has put on an event of this nature and we want our members to know that we are not in support of any candidate. We felt however that we wanted to provide our members the opportunity to hear from the candidates that could potentially impact our industry, not only for the next four years but for several years to come. We hope that you come out and hear from the candidates in preparation for the primary elections that will be held on July 10th.

Special thanks to Robin Weidman and her committee for their continued success in putting together not only great lunches but great venues. The steady reminders about the luncheon coupled with the ability to pay by PayPal and having great speakers all work together in concert that results in our luncheon attendance increasing.

We continue to receive responses from those who participated in our 88th Annual Convention in April. You will find some of those responses inside this edition. We want to hear from all of you. So whether you were an exhibitor, a hospitality suite host, one of many who attended the Mock Trial or the Thursday evening networking event, the Convention Chair Rodean Wilson and I welcome your comments. Your comments can be sent to us at our website, [www.atlantaclaims.com](http://www.atlantaclaims.com).

It is not too late for you to sign up for our annual Golf and Tennis Outing that will be held on June 15th at Rivermont Golf and Country Club. Scott Busby and his committee are working feverishly putting on the final touches for this event; so please plan on attending. You can refer to this publication for additional information about the event.

Can you believe that summer is almost here; where did the time go? If you are an adjuster who needs CE credits, have you checked to see how many credits you need for your renewal? If you are in need of credits did you know that in addition to our educational seminars and luncheons, that we also provide Education on Demand for both Workers' Compensation and General Liability? The Education on Demand program can be brought to your office free of charge, to give you and your fellow adjusters the additional hours needed, to include the required 3 hours of Ethics. If interested, you can contact Greg Presmanes through the Atlanta Claims Association website, [www.atlantaclaims.com](http://www.atlantaclaims.com), for more information on the courses, instructors and to coordinate the training.

Finally, June will be our last luncheon before our summer recess. However, the Executive Board will continue to work during the summer planning for the balance of the year. Please visit our website for informational updates during the break. I look forward in seeing you at our September 2nd luncheon. Have a great and enjoyable summer!

With appreciation,

Kerri G. Crosby

Next Luncheon:

**Thursday,  
June 3<sup>rd</sup>, 2010**

Maggiano's Restaurant  
at Cumberland Mall  
1601 Cumberland Mall, SE  
Atlanta, GA, 30339  
770.799.1580

11:30 AM Registration  
Luncheon Cost: \$25.00

Reservations Required  
RSVP by Tuesday, June 1, 2010

Online registration and payment  
is now available for monthly  
luncheon meetings  
[www.atlantaclaims.com](http://www.atlantaclaims.com)

Contact:  
Robin Weidman  
770-977-2358

Directions:  
1-285 to exit 20 (US41/COBB PKWY)  
Turn on US 41-S  
Turn Right into Cumberland Mall

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Vol. LXVI, No. 6, June, 2010

# The Atlanta Claims Association Presents The Georgia Insurance Commissioner Candidate's Panel



For the first time in over fifteen years the State of Georgia is poised to witness a change in leadership in the Department of Insurance with the election of a new Insurance Commissioner. This change will impact not only the direction of personal

insurance but also the regulation of commercial insurance within the State of Georgia. The importance of this election has not gone unnoticed by the Atlanta Claims Association. The Association feels that members of the claims industry should have an opportunity to hear and field questions with the potential candidates for this very important office. Invitations were extended to all candidates to participate in our first Insurance Roundtable Panel Discussion, and the attendees are as follows:

**Senator Ralph Hudgens - CONFIRMED**

**Rep. Tom Knox - CONFIRMED**

**Gerry Purcell - CONFIRMED**

**Maria Sheffield - CONFIRMED**

**Mary Squires- CONFIRMED**

Please mark your calendars for June 3rd and plan to be in attendance for this very informative and engaging presentation. *\*Disclaimer: The Atlanta Claims Association does not endorse any political candidate; this presentation is offered as an informational session for the benefit of its membership.*

## Atlanta Claims Association Code of Ethics

- I To conduct ourselves and our profession so as to inspire public confidence by fair and honorable dealings.
- II To promote, by our attitude towards the public, the proper regard for the profession of claims professionals.
- III To approach the investigation of claims without prejudice or bias.
- IV To render complete and truthful reports of facts and conditions bearing on the case.
- V To disregard influences tending towards improper and extravagant settlements and to fearlessly and honestly represent our company in the adjustment of claims.
- VI To render at all times a service of the highest quality to the claimant and the companies we represent.
- VII To avoid any sort of price fixing, boycotting or any other antitrust violation.

*Continued from page 1*

We are always so pleased to see so many of our exhibitors attend the banquet and they enjoyed themselves along with the rest of us.

Here are a few of the comments from our exhibitors. Each vendor commented on the increase in booth traffic and ease of moving amongst the displays in our new floor plan.



*"I look forward to exhibiting again next year and assisting with the convention as needed."*

*"The convention was a nice success...GREAT job!!"*

*"It was a great conference for many reasons."*

*"Thank you for all the work you do to make our investment a success."*

*"Well planned and organized."*

*"I enjoyed it and did some good business at the same time."*

*"Who could ask for more."*

*"I look forward to next year."*

*"Our pleasure."*

*"Please keep us informed on all future activities you think we can be of service to the organization."*

*"It was our pleasure and thanks for the note."*

*"Thank you for allowing us to participate."*

*"We really enjoyed meeting some of the many people we do business with in the Atlanta area."*

Many indicated they really enjoyed the convention and look forward to next year. I believe some of these responses sum up the success of the convention.

A very special thanks is also due to the firms hosting hospitality suites. Several of them have already requested their same space for the 2011 convention. You are all much appreciated and certainly help to make the convention a success. There was more traffic in the hospitality suites this year than ever before.

Dates for next year's convention are April 13-15, 2011. Start making your plans now to attend.

# The Atlanta Claims Association 2010 Golf & Tennis Outing June 15, 2010



Location: Rivermont Country Club  
3130 Rivermont Parkway  
John's Creek, GA 30022  
www.rivermontcountryclub.com  
770-993-2124



Golf Lunch & Registration	11:00 am
Shotgun Start	11:45 am
Tennis Lunch & Registration	1:00 pm
Tennis Start	2:00 pm
Bragging Hour	5:00 pm
Charity Helicopter Ball Drop	5:30 pm
Dinner & Awards	6:00 pm

Registration is Now Open & Sponsorship Opportunities Available

This Outing is one of the most anticipated and well-attended events of the year. We had over 100 golfers at the last outing. We are adding a exciting Charity Helicopter Ball Drop at 5:30. Buy a ball to benefit The Salvation Army and earn a cash prize if your ball drops into the hole from 300 feet up! To sponsor please forward a check, payable to The Atlanta Claims Association, attention Scott Busby, Bovis Kyle & Burch, 200 Ashford Center North, Suite 500, Atlanta, GA 30338-2668 or call us at (678) 338-3911. Please look inside this edition for registration and sponsorship forms.

## IT'S TIME FOR THE ACA GOLF & TENNIS OUTING

Golf & tennis registration includes dinner & lunch. Mulligans will be available

To participate in the Golf & Tennis Outing, you must be a member of the ACA, a guest of a member of ACA (one guest per member), or a sponsor of this event.

If you are putting together your own foursome for golf, please register all players at the same time on the same registration form and indicate if they are an ACA member or the guest of an ACA member.

## REGISTRATION FORM

NAME: \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

GOLF HANDICAP: \_\_\_\_\_

ADDITIONAL FOURSOME NAMES: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

GOLF HANDICAP: \_\_\_\_\_

GOLF HANDICAP: \_\_\_\_\_

GOLF HANDICAP: \_\_\_\_\_

### CHECK ONE:

- GOLF (\$75.00)  TENNIS (\$35.00)
- VERIFIED ADJUSTOR RATE (\$65.00 FOR GOLF)
- VERIFIED ADJUSTOR RATE (\$25.00 FOR TENNIS)
- DINNER ONLY (\$25.00)
- GOLF FOURSOME (\$300.00)

Please Mail Completed form with check to:  
Robin Williams

c/o The Claims Solution  
2900 Chamblee Tucker Rd., Bldg. 16  
Atlanta, GA 30341

Make checks payable to Atlanta Claims Association  
Online Payment available at [www.atlantaclaims.com](http://www.atlantaclaims.com)

# 2010 Atlanta Claims Association Golf & Tennis Outing on June 15

Take advantage of this opportunity to advertise your company to the Atlanta claims industry

**19th Hole:** Ringler Associates

**Golf Cart:** Custard Insurance Adjusters, Inc. (cia)

**Charity Helicopter Ball Drop:** FRSTeam

Bovis, Kyle & Burch, LLC

**Lunch:** Waffle House

**Gold (sold out):**

Austin & Sparks, P.C.

Delta Associated Investigations, Inc.

Engineering Systems, Inc.

Engle Martin & Associates, Inc.

Global Trans Services, Inc.

Goodman McGuffey Lindsey & Johnson, LLP

Hall, Booth, Smith & Slover PC

HSA Engineers & Scientists

Parker Young Construction, Inc.

Sedgwick CMS

ServiceMaster of Cobb

Vernis & Bowling of Atlanta, LLC

**Hole-in-One (sold out):**

Enterprise Rent-A-Car

Gray, Rust, St. Amand, Moffett & Brieske, LLP

Partridge, Smith, P.C.

SEA, Ltd.

**Silver:**

Forcon International

Mabry & McClelland, LLP

**Bronze:**

Audit Services, Inc.

Hamilton, Westby, Antonowich & Anderson, L.L.C.

Optimal Care

**Program:** Konica Minolta

**Available sponsorships still remaining:**

Dinner - \$2,000

Beverage Cart - \$1,000

Bronze - \$200

Prize - \$50+ gift

\*\*Payment may be made by check payable to Atlanta Claims Association and sent to Scott Busby at the address listed below.

Please email your company logo to Scott Busby. Company logos and payment must be submitted no later than June 8, 2010. Please note some sponsorship levels are of limited availability and will be filled on a first come, first served basis.

Scott Busby

Phone: 678-338-3911; Fax: 770-668-0878

Email: busby@boviskyle.com

Bovis, Kyle & Burch, LLC

200 Ashford Center North, Suite 500

Atlanta, GA 30338-2668

Online payment available at [www.atlantacclaims.com](http://www.atlantacclaims.com)

## Highlights from the Legislature

Submitted by Legislative Chair, Lisa Wade

In workers' compensation, there were two bills of interest, one routine and one very controversial. HB 1101 was the Board sponsored bill that does essentially two things: (1) it allows the Board to publish decisions and leaves the discretion as to when, what (ALJ or Appellate Decision, all, or select ones of value to practitioners) and how (internally or subbed out) the decisions are to be published up to the Board and (2) it strengthens the authority of the Self Insurers Guaranty Trust Fund Board to police its own and make sure the members comply with internal protocol and pay when they should. It passed without opposition.

HB 1364 was the SEUS insolvency bail out bill that had a more tortured path. As originally written, it applied to SEUS and Cornerstone (though written for SEUS) and mandated that the GIIP (Georgia Insurers Insolvency Pool) cover claims by the insureds of these captives if the insured made a one time payment of \$5000 into the Pool. If the insured was worth more than \$25,000,000 (like cities, counties, school boards), they would pay \$20,000. It passed the House in that manner, but was amended in the Senate to raise the payments (\$20,000 and \$100,000 respectively) and make them per claim. It also expanded the scope to cover previous claims of future captive insolvencies and remove the \$25,000,000 threshold across the board. It passed the Senate 47-2. Back in the House on Day 40, the buy-ins were cut in half (\$10,000 per claim and \$50,000 per claim) and the other language affecting the Pool was dropped. The bill as amended passed and was agreed to by both Houses. It now goes to the Governor. The bill has retroactive application, is substantive in nature, and will cost traditional workers' compensation insurers and their policyholders who fund the Pool.

HB 24 was a substantial revision of the Evidence Code to bring it more in line with the Federal Rules of Evidence. It passed the House (a holdover from last year) then died on Day 39 in the Senate.

HB 973 (then later as resuscitated in SB 7) attempted to raise the Magistrate Court jurisdiction from \$15,000 to \$25,000 thereby sending more cases there instead of state or superior court. This bill died twice. The Magistrate court association and the trial lawyers were for the bill. Generally, businesses and insurers were against it, but not uniformly.

SB 458 Seatbelts----after years and years, seat belts in pickup trucks are now required except when the pickup truck is for actual agricultural use.

Two bills prohibit texting while driving. HB 23 deals with drivers under 18 years of age and SB 360 deals with drivers over 18 years of age. Either way, it is a bad idea to text and drive with potential disastrous consequences---wreck, death, etc. Now there is also the consequence of drivers getting points or having their license suspended.

HB 417: If there is a dispute on insurance issue involving language other than English, the dispute is to be resolved by the four corners of the policy written in English.

# 2010 Alphabetical List of Exhibitors

Applied Technical Services, Inc.  
ARK Temporary Staffing, LLC  
ATC Associates  
Atlanta Claims Association, Inc.  
Atlanta Neuro & Spine Institute, LLC  
Beacon Comprehensive Loss Recovery, LLC  
Belfor Property Restoration (2)  
BluSKY Restoration Contractors (2)  
Braun Construction Services  
Burgoyne Incorporated  
CPCU Society  
Caremaster Medical Services  
Casemetrix, LLC  
Cerney & Ivey Solution, Inc.  
Collins and Company  
Corvel Corporation  
Crawford and Company  
Paul Davis Restoration  
The Directions Group, Inc.  
Donan Engineering Co., Inc.  
EFI Global, Inc.  
EGP & Associates, Inc.  
Engineering Design & Testing Corp.  
Engineering Systems, Inc.  
Enterprise

Ethos Risk Services  
Factual Photo, Inc.  
Fire Restoration, Inc.  
Fire Star  
Forcon International – GA  
Frontier Adjusters  
FRSteam  
Full Circle Restoration  
Georgia 1st.COM  
Global Options  
Goodbye Water  
Grecco Construction Consultants, LLC  
Gunter Construction & Restoration  
Haag Engineering  
HSA Engineers & Scientists  
Hancock Roofing & Construction, LLC  
HAS Engineers & Scientists  
IADA Association  
iClaim Services  
In-Line Consulting, LLC  
Integrated Claim Solutions, Inc.  
Intracorp  
Kids Chance of Georgia, Inc.  
L&W Investigations  
LWG Consulting  
Beverly Manley & Associates, PC  
T. M. Mayfield and Company  
Metals & Materials Engineers, LLC  
Morgan Johnson Carpenter & Co.  
Munters

National Association of  
Independent Insurance Adjusters  
Nationwide Ramps  
Nelson Architectural Engineers, Inc.  
Only Contents, Inc.  
Open Sided MRI of Atlanta  
PT&C Forensic Consulting Services, P. A.  
Parker Young Construction  
Parsons, Lee & Juliano, P. C.  
The Physician Network  
Raytel Imaging Network  
Restor Tech  
Restore Health Group  
Rimkus Consulting Group, Inc.  
Ringler Associates - Atlanta  
Rytech, Inc.  
Servicemaster of Cobb  
ServPro of Duluth  
Smith & Nephew  
Stanley Steemer Restoration Services  
Textile Restoration  
Unified Investigations & Sciences  
Universal Restoration Services  
Unlimited Restoration  
Vernis & Bowling  
Village Podiatry Centers

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## 2010 Sponsors

i Claim Services  
Beacon Recovery  
In-Line Consulting, Inc.  
Premier Restoration  
Dukes, Dukes, Keating & Faneca  
Savell & Williams  
Hall, Booth, Smith & Slover  
Property Loss Services  
Custard Insurance Adjusters  
Delta Investigations  
JNJ Transportation Services  
Mark Adjustment Services  
Swift, Currie, McGhee & Hiers  
Cunningham Investigative Services  
Allegra Print & Imaging

## 2010 Hospitality Suite Holders

Appalachian Claim Service: Rooms 2ABCD Upper Level  
Carlock, Copeland & Stair, LLP: Room 5A Upper Level  
Crawford & Company: Room 4B Upper Level  
Custard Insurance Adjusters, Inc.: Room 6C Lower Level  
Davidson & Company, Inc.: Rooms 2ABCD Upper Level  
Eagle International Associates, Inc.: Rooms 2ABCD Upper Level  
Farrell Claim Service: Rooms 2ABCD Upper Level  
Frontier Adjusters of Atlanta/Decatur: Room 5A Upper Level  
GAB Robins: Room 6A Lower Level  
HSA Engineers & Scientists: Hall C Gallery Lower Level  
Hall, Booth, Smith & Slover: Room 5B Upper Level  
Hudgins Law Firm: Rooms 2ABCD Upper Level  
Leitner, Williams, Dooley & Napolitan, PLLC: Room 6B Lower Level  
Luther-Anderson, PLLP: Rooms 2ABCD Upper Level  
T. M. Mayfield & Company: Rooms 2ABCD Upper Level  
Charlotte & Columbia, SC: Rooms 2ABCD Upper Level  
Owen, Gleaton, Jones & Sweeney, LLP: Room 2ABCD Upper Level  
Peter A. Miller & Associates: Rooms 2ABCD Upper Level  
SEA Limited: Executive Boardroom Lower Level  
Scott, Sullivan, Streetman & Fox, P.C.: Rooms 2ABCD Upper Level  
Swift, Currie, McGhee & Hiers, LLP: Room 5C Upper Level  
Turner, Padgett, Graham & Laney, P. A.: Rooms 2ABCD Upper Level  
Waldeck & Lind: Rooms 2ABCD Upper Level  
White-Hart & Associates, Inc.: Room 4A Upper Level

# 2009 Claims Person of the Year



Susan J. Tomsic

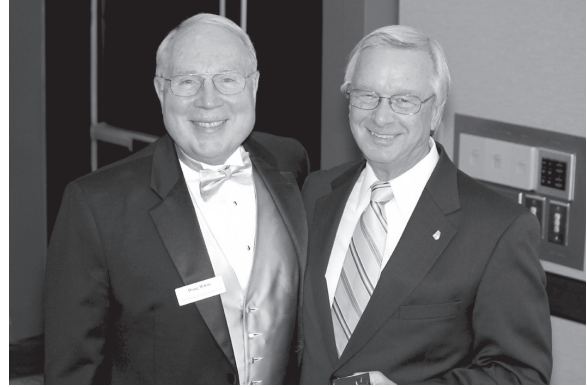
Susan Tomsic has been employed with Amerisafe Risk Services for four years, serving for the past two years as Assistant Senior Field Case Manager. Susan said she works mainly on Workers' Compensation claim investigation and handling with a small amount of her time being devoted to Commercial General Liability. She explains that she works

steadfastly to educate and inform her insureds as well as the general public and to improve the overall attitude towards the insurance industry. Susan gives back to the business community through her involvement with South Georgia Employers' Committee. She is a long time member of the Atlanta Claims Association attending yearly seminars and she served on the 2009 Education Committee. Susan plans to continue serving on the 2010 Education Committee and will also be a member of the 2010 Claims Person of the Year Committee.

**Congratulations to Susan Tomsic  
ACA's 2009 Claims Person of the Year!**

# Life Members Selected

Doug White and Pete Mobley were honored at the Banquet with Life Membership awards. This honor is given from time to time to members for long and meritorious service to the Association. Doug was ACA president in 1998 and Pete in 2000. Both have continued to give their time and counsel to ACA for more than 25 years. These two awards bring to 32 the number of Life Memberships granted since ACA was organized in 1923. Congratulations to Doug and Pete.



Doug White and Pete Mobley

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