

From the President

Dear Fellow ACA Members,

It is my honor to hold the presidential position of the Atlanta Claims Association. I have accepted this position with much gratitude and with serious intentions. I have learned a great deal in the past five years while serving on the Board. The first year, I watched and listened in silence and observed the struggles we faced. The second year, I became a little more involved with pressing the need for change, to focus on our members and identify their needs to determine how we can better serve. In the past year, we have made some significant changes. Some were successful and others have been a learning curve. We live and we learn. I would like to thank Pamela Glick for taking the leap of faith by embracing the idea to change. As your new president, I will continue on this path of change. I will also challenge the new slate of officers, directors and committee chairs to bring more ideas to the table. In addition, to encouraging millennials to take on more active roles within the organization.

We kicked off with our **95th Annual Conference** in April. The venue was excellent and the turnout was impressive. Our message **“Yes We Can Make Claims Great Again”** came to fruition when we identified there was a genuine need to breathe life back into claims management. Twenty years ago claims management was a team effort. Claims professionals bounced ideas off one another. Complex claims were round-tabled as a collaborated effort to reach a speedy and economical resolution. Yet today, many claims professionals telecommute and have very little interaction with their peers. Mentoring has become a thing of the past. We collectively as an organization need to take an active approach in the meaning of “reach one teach one”. Not only is our message intended for making claims management great again, my promise to our fellow members remain **“Yes We Will Make the Atlanta Claims Association Great Again”**.

We started this year off with changing the annual convention from a three-day event into a one-day event. Members and guests received as full day of education with CEU's. We allotted time for claims professionals to mingle with our partnered sponsors and many were able to attend the President and Officer's installation lunch. Moreover, the day ended with a well-planned cocktail hour.

Many thanks to Greg Presmanes, Fran Harper and Ann Wright for putting together an outstanding conference. They have all dedicated countless hours to our association.

In the coming months you will hear about plans for events and opportunities for you to join a committee. Please visit our website www.atlantaclaims.com. Our next scheduled Summer Social outing will be at Pappasito's this month. I challenge members to attend and bring along a millennial. I look forward to seeing you!

Regards,

Tammie Kater

ACA President