



A Claimscene

March 2019

A Publication of the Atlanta Claims Association

Photo courtesy of Atlanta Botanical Gardens

The 97th Annual Atlanta Claims Association Educational Seminar

"Becoming Invincible in Today's Claims World!"

Thursday, April 18th

Crowne Plaza Atlanta Perimeter at Ravinia

4355 Ashford Dunwoody Road, Atlanta, Georgia 30346

[Click Here](#) to Register

- Educational Seminar - Ballrooms Dunwoody A & B
- Registration: 7:00 - 8:00 am
- Opening Remarks: 8:00 - 8:15 am
- Lunch: 11:30 - 1:00 pm
- Officers Installation and Awards
- Closing Remarks, Vendor Visitation: 4:00 - 5:00 pm
- Exhibit Hall, Ballroom Dunwoody C
- Seminar cost: Free for ACA Members - Register by April 1st \$60 for non-members

Sponsorship opportunities are available!

Please [Click Here](#) for the sponsorship flyer

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Atlanta Claims Association
P.O. Box 468103
Dunwoody, GA 31146

For Submissions to the Newsletter:

Please contact Monica Jobin
monicajobin@yahoo.com

Letter from The President



Dear Fellow ACA Members,

Spring has sprung! Birds are singing! Flowers are blooming! Pollen is falling! Atlanta is beautiful in Spring and I feel rejuvenated. We've made it through another long, dark winter and everything seems fresh and new. Of course, the coming of Spring also brings the potential for storms and tornados and we must be prepared for the possibility that one could come our way. Emergency preparedness is crucial to surviving a devastating storm. Everyone should have a "go kit" or, in my case, a "go laundry basket" that can be grabbed on the way to the basement when faced with a tornado warning. Essentials include a battery-operated weather radio, changes of clothing, bottled water, phone chargers, prescription medications and cash. If you have pets, be sure to include food and water for them. Anyone who lived in metro Atlanta in April 1998 knows and understands what I am talking about.

With an uptick in weather losses comes an opportunity for adjusters to shine. We each have the ability and responsibility to make a difference in our insureds' lives by providing the best service possible. At no other time more so than now has the Golden Rule applied – do for, and say to, others as you would like to have done for, and said to, you. If you remember that before every conversation you have, you will find even difficult conversations go more smoothly. Putting oneself on the other end of the call helps to keep perspective.

On a much lighter note, we are looking forward to seeing you at the Education Seminar next month. If you have not yet registered for the event, please do so! It is as simple as clicking on the link in the article on Page 1. Don't miss the opportunity to get 6 hours of Continuing Education credits and network with fellow insurance professionals and Sponsors. Lunch will include the Officers' Installation and Awards ceremony. Sponsorships are still available!

See you soon!

Respectfully submitted,

Ann Wright

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Evelyn Brown and Juanita Keltner

SCHOLARSHIPS NAMED FOR TWO OF ACA'S BEST

In keeping with ACA's long-standing tradition of recognizing long and meritorious service to the Association, the Board of Directors has approved naming two of the Association's annual scholarships in honor **Evelyn Brown** and **Juanita Keltner**.

As many of you recall **Evelyn** passed away in May of 2015. Evelyn had served as a member of the Board of Directors, chaired many committees, was a past-president of the Association and had been awarded the designation of Life Member. Evelyn was a major contributor to the unparalleled success of the association in 1980's, 90's and early 2000's. She was directly responsible for keeping the Association in front of local managers. This brought many new members to the Association. She remained active in the Association up until the time of her death.

Juanita has been a member of the Association since 1978. She served on and chaired almost every committee, often more than once. She served on all of the Board of Director's positions except treasurer. She is a past-president of the Association. She chaired the Education Committee and had the first education class at the Association's annual convention. She was instrumental in moving the convention from the downtown location to the Waverly Hotel. It was there that the convention enjoyed its greatest success. Juanita worked on the convention for more than 26 years and created the template for the major success of that function.

Juanita was instrumental in bringing many new members into the Association. Her position in the industry was high-profile and she kept the Association in a position of high regard at the industries' management level. She has been awarded the Association's designation of Life Member. It is not possible to think of Juanita's involvement with the Association without thinking of her husband, Bruce. Bruce passed away in March of 2011. Up until that time, he was a major contributor to the success of many of the Association's social functions. Juanita is retired, lives in Florida, and maintains a keen interest in the success of ACA.

March Spotlight Member



Angela Patman
The Hartford

Angela is our March ACA Spotlight Member. She has been a member of the ACA for 2 years, serving as secretary in 2017 and treasurer in 2018. She will serve as 2nd Vice President this year under President, Adolphus Drain.

Angela has a BA in Psychology from GSU and her CWPC designation. She has over 24 years of insurance experience, starting as a Subrogation Adjuster, then working as a Short and Long-Term Disability Case Manager. She advanced her career by moving into Workers' Compensation, as a Team Leader and later in Quality Assurance. She then moved into Account Management and Sales with a Third-Party Administrator. She is currently a Claims Account Executive with The Hartford. Angela is a huge sports fan and is the proud Mom of a 26-year-old son.

Angela's advice for the next generation is to explore all areas of insurance. She says insurance has frequently been seen as boring, but feels it is quite the opposite. Her greatest achievement has been her desire to learn and grow. She started out as an adjuster and advanced to various other positions because of this desire. She enjoyed working with large national accounts and found providing solutions to assist their risk management programs very rewarding.

Angela was surprised and honored when asked by past President Tammi Kater to serve on the ACA Board of Directors in the position of Secretary. She said it allowed her to learn more about the Atlanta Claims Association.

Thank you, Angela, for your service to Atlanta Claims Association!

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WELCOME

New Members for February

Amy	Klatt	Berkshire Hathaway Guard Insurance	Claims Manager
Ian	Campbell	Exponet	Senior Engineer
Jeffrey	Gurtcheff	ExamWorks	President and COO
Mary	Thacker	Sedgwick CMS	Claims Adjuster
Nancy	Gwaltney	Michael J. Curtin & Associates	Senior Claims Specialist
Nicholas	Mahoney	SEA Ltd.	Electrical Engineer
Sean	Gwaltney	Michael J. Curtin and Associates	Insurance Adjuster
Sy	Jenkins	Sedgwick CMS	Claims Supervisor

It's Time to Apply or Renew Your Membership for the 2019 Calendar Year

[Please click here for the ACA Membership Page](#)

Group rates are available for companies that apply or renew for a group of 10 or more people. You will receive \$5.00 off per membership or renewal!

For questions or more information please contact membership chair Patty Bakmaz at:

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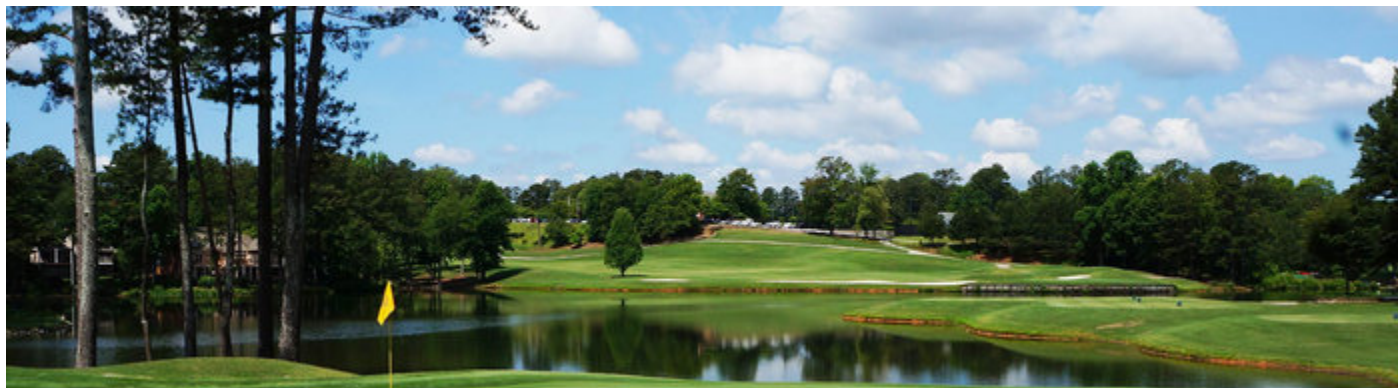
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ACA ATLANTA CLAIMS ASSOCIATION

ACA Annual Golf Outing

Monday, June 3rd, 2019



Country Club of Roswell 2500 Club Springs Drive, Roswell, GA 30075

To Participate

You Must be an ACA Member or

- A Guest of a Member *
- A Sponsor
- A Guest of a Sponsor *

* One Guest per Member or Sponsor

Schedule

Registration & Lunch - 11:00 a.m.

Shotgun Start - 11:45 a.m.

Bragging Hour - 5:00 p.m.

Dinner & Awards - 6:00 p.m.

Ticket Prices

Golf, Lunch & Dinner - \$100

Dinner Only - \$25

Mulligans - \$5 each, 3 per player max

Putting Contest - \$5 for one,

\$10 for 3 max tickets



**For More Information and
To Buy Your Tickets Please Go To:**

[ACA EVENTS Page](#)

**You may also contact the Golf Outing
Event Chairman at:**

Adolphus.Drain@cobbk12.org

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