

BSA CLAIMS LIST OF SERVICES:

Daily & Catastrophe Adjusting
Third-party Liability
Commercial Adjusting Services
Litigated/Disputed 1st & 3rd Party Claims
Fast-Track Units
Appraisal
Subrogation & Salvage
Underwriting Inspections
Quality Assurance

2016



IN FOCUS

ISSUE 1

10 YEARS OF SERVICE

It's an understatement to say that 2004 & 2005 were tough times in the insurance industry. Those two years were remembered for their unprecedented Hurricane seasons that culminated in Hurricane Katrina making landfall near the mouth of the Mississippi River on August 29th, 2005, as a very large Category 3 Hurricane. Insurance carriers needed help and many policyholders were in desperate

and life-altering situations having been displaced from their homes and in many instances, separated from their families.

Bradley Stinson & Associates opened our doors in March of 2006 in both Houston and Ft. Lauderdale to provide claims support to our clients and their policyholders.

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Ice Storms & Cold Weather Claims: Patience Required. Cold weather adjusting and its challenges.

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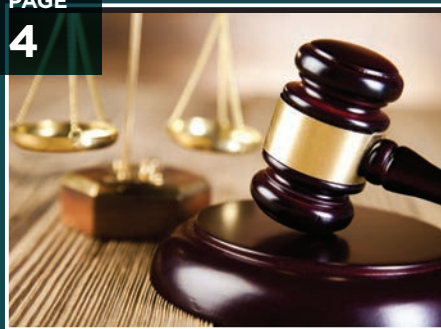
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Xactware User Conference: Settling claims with technology and attracting millennials.

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Is Assignment of Benefits (AOB) the New Catastrophe: Three letters that equal bigtime litigation.

ICE STORMS & COLD WEATHER CLAIMS - PATIENCE REQUIRED

Weather in the first quarters of both 2015 & 2016 contributed substantial ice and snow related claims in the Northeast United States. One common challenge to adjusting claims in the Northeast involves the logistics of transportation and the basics of getting to the policyholders through plowed snow and normal congested vehicle traffic. Once at the insured's property, diagnosing and estimating damage from ice dams becomes extremely difficult, even for the most seasoned adjuster. BSA Catastrophe Director Ray Bouchard relays some of the challenges in dealing with cold weather claims. "It can be frustrating when you do your best to get to the policyholders quickly but you can't see the actual cause of the damage because it's covered in ice and snow. You know you will probably see a supplement or call back about 75% of the time once the snow and ice melt."

Cold weather adjusting requires a vigilant group of adjusters and an organized support team to coordinate follow up and re-opened claims after the snow and ice melt.



10 YEARS OF SERVICE

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We began by handling residential field claims and providing desk examiners for our clients. Since 2006, we've expanded our services into appraisal, mediation and litigation, commercial claims handling, quality assurance and underwriting inspection services.

We want to thank both our employees and our clients for their support in growing BSA Claims Service and allowing us to contribute the highest level of performance that our industry has to offer!



XACTWARE USER CONFERENCE - SETTLING CLAIMS WITH TECHNOLOGY AND ATTRACTING MILLENNIALS



In February, representatives from BSA Claims attended the 2016 Xactware User Conference in Salt Lake City. BSA Claims President & CEO Brian Bradley joined Xactware CEO Mike Fulton and others in a panel discussion to cover many industry trends including insurance claims staffing shortages, settling claims with technology and engaging millennials into claims industry careers.

While the insurance industry has been dodging hurricanes for the last 10 years, some very interesting technological advances have been taking place. At the same time the number of catastrophe adjusters have dramatically decreased because they have either “aged out” of the workforce or found alternative employment. How is BSA preparing to deal with both the industry’s staffing shortage and take advantage of technology in the next catastrophe? BSA CEO Brian Bradley was asked that exact question at the recent Xactware User Conference panel discussion. “The claims settlement process will be significantly different in the next big event,”

said Bradley. “The carriers, adjusters and policyholders have much better technology and they are educated in how to effectively use it to get the claims closed faster and more accurately. There is no question that high volume, low severity claims will be impacted the greatest by technology.”

The industry agrees that there is also a void in the millennial generation joining the claims industry. The only question is how to engage them and recruit them into the business. “BSA is actively recruiting the next generation of adjusters by offering training and continuing education,” said Director of Operations, Michael Peak. “It will take time as this generation hasn’t experienced a catastrophe while in the workforce. Working in a CAT environment is obviously a very unique and exciting work experience.”

If you would like to join the BSA Claims Team, email corporate@BSAclaims.com or apply at www.BSAClaims.com.

DID YOU MAKE THE LIST?

As we approach the 2016 Atlantic Hurricane Season, there are many more things to consider than just the forecast. There is an added complexity involving La Nina and a weakening El Nino system. Historic patterns show that a weakening El Nino system could bring a higher frequency of tropical activity, however that doesn’t necessarily mean that this activity will make landfall. And is the El Nino system actually weakening? Well, we will leave the forecasting to the professionals and take a look at the upcoming 2016 Atlantic Tropical Cyclone name chart instead.

Alex, Bonnie, Colin, Danielle, Earl, Fiona, Gaston, Hermine, Igor, Julia, Karl, Lisa, Matthew, Nicole, Otto, Paula, Richard, Shary, Tomas, Virginie, Walter.



IS ASSIGNMENT OF BENEFITS, AOB, THE NEW CATASTROPHE?

Only a few years ago, the first thing you would hear from insurance companies and legislators was how they were desperate for a solution to the sinkhole problem in Florida. Well, a new problem has popped up and it's proving to be bigger than the sinkholes. AOB...those three letters stand for Assignment of Benefits but they equal bigtime litigation expenses for insurance carriers.

An insured has water damage and calls a plumber who refers an emergency mitigation service provider. The service provider arrives but they won't begin any work until the insured signs the assignment of benefits (AOB) which transfers the rights of the claim payments to the service provider. The service provider does the work and turns in a bill to the insurer. The insurer feels the bill is grossly inflated and disputes the amount.

A law firm specializing in AOB lawsuits sues the insurer because it can collect legal fees if it prevails. The insurer must either pay the disputed amount or go down the path of litigation which will be a long and expensive process. Either way, it's painful and expensive.

There have been several proposed solutions crafted by legislators but for the time being, there really is no end in sight. "It's a difficult situation for all parties involved," said BSA Director of Sales & Marketing Chris Dunn. "At the end of the day, the increased litigation is driving up costs for consumers. BSA is trying to help our clients staff Litigation Specialists that monitor and conclude disputed claims and litigated matters. These specialists are very skilled and without them legal costs could skyrocket on disputed AOB claims."

BSA COMPLETES 3RD ANNUAL SSAE TYPE II AUDIT

For the third consecutive year, BSA has completed the SSAE Type II Audit to validate all of our policies and procedures for our clients. BSA CEO **Brian Bradley** stressed the importance of going through this audit process. "This validation is really for our clients and for the organization. When we say we secure information or follow certain credentialing practices, our clients can be assured that it's accurate information. I'm really proud of our team because it's not an easy process to go through."

2016 BSA CONFERENCE SCHEDULE

Please come by and see us or schedule some time for us to talk at one of these upcoming conferences.

PLRB Claims Conference & Insurance Services Expo

San Antonio, TX
April 17th - 20th
Booth 437



TEAM MEMBER SPOTLIGHT: ADAM "TONY" ROSENBERG



How long have you been a part of the BSA Team and where do you work?

My first 5 years were spent as an MCM, TASK, Commercial, Large Loss and Liability field adjuster. The last year my role has been a QA file examiner for MCM, TASK, Large Loss and Commercial claims.

What do you like to do in your spare time? Because of the opportunity that I received from BSA Claims I have been able to purchase 10 acres outside of San Antonio. My off time includes wood working and riding on my tractor.

Can you tell me about your family? I have a beautiful wife and together we have 5 kids. Yours, mine, and ours. Their ages are 6-23 years old. Also, 2 wonderful grand kids. Don't call my wife Grandma.....

What do you like most about working at BSA? The opportunity to expand my skill sets and the personal and business relationships I've obtained.

What are a couple of things you have on your bucket list? To watch my Steelers crush the Lions in the Super Bowl. Of course, that would require the Lions receiving a bye through the first three rounds of the playoffs.

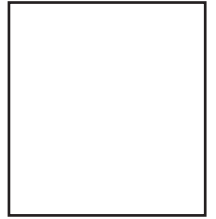
If you could learn to do something well, what would it be? Speak my wife's language.

What is something about you that would surprise people? Over the course of the last 5 years, working 2 days a month, I stick built my house from the ground up.

CHRISTMAS PARTY: JAX 2015

December was a busy time for everyone, but the Jacksonville Office managed to get in some social time. Here are a few pictures from our Christmas party with friends and family.





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BSA Claims' mission is to be the service provider of choice by delivering the highest quality claims and administrative solutions. We adapt to our client's needs in each of the markets we serve. In pursuit of this mission we believe in:

Acting responsibly with integrity and honesty. Providing fast, efficient and accurate services to our clients. Constant and effective communication with our clients and associates. Providing a safe and healthy work environment. Commitment to continuous learning, improvement, and innovation.