

JANUARY 2024

# OCAA MONTHLY MESSAGE

HAPPY NEW YEAR

The official newsletter of Oregon Claims Adjuster Association

Founded in 1935, OCAA provides Insurance Claim Professionals with information, education resources, and an arena for networking.

## WELCOME JANUARY!

A message from our President, Nancy Greenidge

**HAPPY NEW YEAR!**

I am hoping you all had a blessed Holiday Season and wish you a very happy healthy 2024.

**THE OCAA HOLIDAY PARTY WAS A HUGE SUCCESS!!!**

Thank you again to our Platinum Sponsor

**Niki Christianson and her Father Boris of PRISM/ERS.**

Thank you, thank you, thank you!



Thank you to our many vendors who made donations and sponsorships, gift cards, raffles and toys. The Toy drive was our biggest ever!!! Our Father's House was elated with the kindness of our giving.

**Thank you Blusky, Crawford GTS, JS Held and FCA.**

*(continued on next page)*



## TAKE A LOOK AT WHAT'S INSIDE:

January Luncheon at Portland Spaghetti Factory  
*(page 2 - President's Letter)*

Claims Conversations  
*(starting on page 5)*

Holiday Casino Royale Photos  
*(starting on page 7)*

# PRESIDENT'S MESSAGE

(continued from front page)

**OUR NEXT LUNCHEON WILL BE TUESDAY, January 9, 2024 11:30 AM AT Portland Spaghetti Factory –715 S Bancroft St, Portland, OR 97239.** We are meeting upstairs with a beautiful view of the river. Trevor Newbery with Jensen Hughes will be sharing a Drone Presentation.

Let's continue to reach out to others via phone, share a cup of coffee, a simple email etc and stay connected. You are a vital part in making OCAA a success as we work together, mentor and share our knowledge with others.

**YEARLY DUES AND ADVERTISEMENTS ARE DUE! Please pay your dues online asap through the web or contact Carol 503-314-7982. If you accidentally let them go into default – Carol can reinstate you.**

**Happy New Year from the OCCA Staff!!!**

**Nancy Greenidge**, Executive General Adjuster  
Direct: 503-250-4048  
Email: Nancy.Greenidge@us.crawco.com  
OCAA President



FAIR USE NOTICE: This publication contains copyrighted material the use of which has not always been specifically authorized by the copyright owner. News and informational articles posted here are for the non-profit purposes of education and news reporting. We believe this constitutes a 'fair use' of any such copyrighted material as provided for in 17 U.S.C § 107.

T: 800-927-0456  
M: 360-399-5041

910 Paverstone Dr.  
Raleigh, NC 27615

**Kyle Wreath**  
Regional Account Manager

kyle.wreath@aus.com  
www.aus.com/cni



Please update our contact e-mail to  
**[oregonclaimsadjusters@gmail.com](mailto:oregonclaimsadjusters@gmail.com)**

Check us out at our new website:  
**[www.oregonclaimsadjusters.org](http://www.oregonclaimsadjusters.org)**

**Joe Feland, IAAI-CFI**  
Certified Fire Investigator

joseph.feland@fcafire.com  
T (541) 537-3055  
F (510) 649-3099

Roseburg, OR 97470  
**WWW.FCAFIRE.COM**

**SERVING CLIENTS NATIONWIDE**

**FIRE INVESTIGATION • FORENSICS • FIRE SCIENCE & ENGINEERING**

**JS|HELD**  
Find your expert.

**CONSULTING EXPERTISE**

- Construction
- Forensic Architecture & Engineering
- Environmental, Health, & Safety
- Equipment
- Water & Fire Restoration
- Forensic Accounting

Pacific Northwest | Robin Reed | rreed@jsheld.com | 425-301-2241 | jsheld.com

To submit an article to this publication contact OCAA Secretary, Carol Watkins, at carolann716@outlook.com. Length of the article is not as important as its content, which should be pertinent to today's claims.



# Technology + People

Solving claims challenges through innovation and expertise.

For nearly a century, Crawford® has led the industry through a relentless investment in people and the innovative tools that empower them. This unique combination enables us to provide unrivaled claims management solutions to insurance carriers, insurance brokers, and corporations worldwide.



QUALITY THAT SETS THE  
INDUSTRY BENCHMARK



EXPERTISE THAT IS  
DEEP AND EMINENT



DIGITAL THAT  
SIMPLIFIES



Global Technical Services™

**Meet your  
Oregon GTS Adjusters:**

Trevor Arnold, MG EGA  
Nancy Greenidge, EGA  
Mike Allen, RGA  
Carol A. Watkins, RGA  
Eric Kongsli, NGA

**Meet your  
Washington GTS Adjusters:**

Joel Booth, MG EGA  
DiAnna Webber, Sr. EGA  
Vincent Richer, NGA  
Aaron Knowles, NGA  
Lizzy Adkins, NGA  
Jason Runyon, NGA  
Ryan Toporowsky, NGA  
Todd Clirehugh, RGA

Learn more at  
[www.crawco.com](http://www.crawco.com)

OR – WA – ID – MT – WY – CA – CO – AK

## **MILLIRON INVESTIGATIONS**

FIRE ORIGIN AND CAUSE - EVIDENCE STORAGE – CASE REVIEW

RESIDENTIAL – COMMERCIAL – VEHICLE – AG – FORESTRY – EQUIPMENT - WILDLAND

**NEED A FIRE INVESTIGATOR???**

**Matthew Milliron, CFEI**  
Fire Investigator

406-334-7488

MILLIRONINVESTIGATIONS@YAHOO.COM

MILLIRONINVESTIGATIONS.COM



### Engineering Consulting and Forensic Investigation

- ◆ Multidisciplinary Approach
- ◆ Industry Expertise
- ◆ Powerful Insights

15800 S.E. Piazza Avenue  
Suite 105  
Clackamas, OR 97015

**503.908.1029**  
[www.engsys.com](http://www.engsys.com)







# SERVING OUR INSURANCE PARTNERS ACROSS THE COUNTRY

BluSky offers the best combination of **SERVICE, EXPERIENCE, and VALUE**. As a trusted partner, we are committed to providing exceptional customer experience throughout the entire west coast and across the U.S.

**From our experience, the most common concerns for business owners in disaster situations are:**

- Not knowing who to call or having a disaster plan in place. Disasters typically happen after hours and many team members may not know what to do or who to call for help
- Working with contractors who don't have a trusted partnership with their insurance carrier and aren't as knowledgeable as they should be on insurance claims to minimize business interruption



## WATER AND FIRE RESPONSE:

- ✓ Immediate Response
- ✓ Temporary Power and Security
- ✓ Total Reconstruction



## COMMERCIAL ROOFING:

- ✓ Competitive Market Pricing
- ✓ Partnership With Leading Manufacturers
- ✓ Certified Installers



## ENVIRONMENTAL REMEDIATION:

- ✓ Lead, Mold and Asbestos Mitigation
- ✓ 24-Hour Air Quality Monitoring
- ✓ Total Reconstruction

**Call BluSky For Superior Client-Centered Restoration, Renovation, Environmental And Roofing.**



**Irma Ozegovic | [Irma.Ozegovic@goblusky.com](mailto:Irma.Ozegovic@goblusky.com) | 503.432.6931 | [GoBluSky.com](http://GoBluSky.com)**





HELLO!  
ALOHA  
BONJOUR  
HOLA

# Claims Conversations

Roger Howson



Claims Dispute Resolution  
OCAA and PSAA Education Chair



Roger is taking a much deserved break from writing this month as a gift from Nancy and Carol. ;)

Roger will be back in FULL force for the February edition so stay tuned!

In the mean time, enjoy photos from our holiday party and toy drive, Casino Royale, sprinkled through this newsletter.

Cheers to the new year!!!!

# YOUR PROPERTY OUR PRIORITY



PORTLAND  
CONSTRUCTION  
SOLUTIONS

## Residential • Multifamily • Commercial

- > Disaster Restoration
- > Fire & Water Loss Rebuild
- > Interior Updates
- > Exterior Repairs & Improvements
- > Construction Defect Services



503.908.0822

www.pdxcs.com  
projects@pdxcs.com OR CCB #174542 WA #PORTLRE913B1

# PAUL DAVIS

RECOVER • RECONSTRUCT • RESTORE

## TRUST. EARNED.



- Water, Fire & Smoke Damage Cleanup
- 24/7 Emergency Response
- Structural Drying
- Mold Cleanup
- Reconstruction Services
- Residential & Commercial

Paul Davis provides you with cost control, complete documentation, and allows claims to be closed more quickly. The result: cost savings, reduced cycle time and satisfied policyholders.

800-951-9283

[PDRestorationNW.com](http://PDRestorationNW.com)

Serving Portland and Southwest Washington



**Davis Rothwell**

EARLE & XÓCHIHUA<sup>PC</sup>

200 SW Market St Suite 1800  
Portland OR  
503-222-4422

701 Fifth Ave Suite 5500  
Seattle WA  
206-622-2295

# CELEBRATING 25 YEARS

As the Premiere Northwest  
Civil Defense Litigation Firm

And the Future is Bright!

Emily Albrecht  
Sam Anderson  
Heather Beasley  
Nicholas Beyer  
Alex Britain  
Bill Davis  
Chris Drotzmann  
Bill Earle  
Francesco Fischer  
Jessika Gonzalez

Noah Gordon  
Dan Hasson  
Jonathan Henderson  
Matt Ishihara  
Erin Jacoby  
Liz Lampson  
Keith Liguori  
Christie Moilanen  
John Moore  
Cheney Moss  
James Mullins

Chris Parker  
Suzanne Pierce  
Nicole Rhoades  
Pat Rothwell  
Amy Saack  
Brandon Stuber  
Viet Tran  
Matt Wiese  
Patrick Wylie  
Kepa Zugazaga

DavisRothwell.com



# Holiday Party & Toy Drive Casino Royale Photos



KEEP SCROLLING FOR  
MORE PICTURES!



**Niki Christensen**  
Manager  
Prism Specialties Northwest  
Office: (503) 254-0779  
Email: [niki.christensen@prismspecialties.com](mailto:niki.christensen@prismspecialties.com)  
[prismspecialties.com](http://prismspecialties.com)  
[www.prismspecialties.com](http://www.prismspecialties.com)



Leader in Disaster Restoration Specialties in the Pacific  
Northwest for over 25 years  
Commercial - Industrial - Residential



TRAFFIC ACCIDENT  
RECONSTRUCTION  
CRASH DATA RETRIEVAL  
FORENSIC MAPPING

[charan@CentralOregonForensics.com](mailto:charan@CentralOregonForensics.com)  
[www.CentralOregonForensics.com](http://www.CentralOregonForensics.com)  
(541) 304-8495

## LOVETT

SERVICING THE N.W. SINCE 1997.  
LOVETT NOW OFFERS DISASTER MITIGATION AND  
REPAIR SERVICES.

WATER DAMAGE  
MOLD DAMAGE  
DAMAGE REPAIR

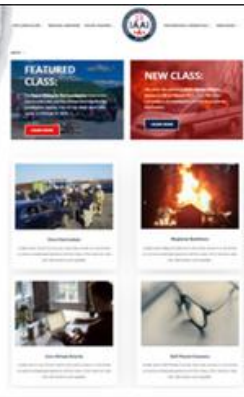
[WWW.LOVETTSERVICES.COM](http://WWW.LOVETTSERVICES.COM)

**IAAI NEW TRAINING SITE**

We are happy to introduce our new site dedicated to IAAI training classes and resources.

See all our training offerings and the upcoming sessions.

Visit [iaaitraining.com](http://iaaitraining.com) today.



**Charles Taylor Engineering Technical Services**

**Engineering Services:**

Forensic Origin & Cause,  
Premise Liability Claims & Litigation Support,  
Structural/Civil/Architectural Forensic Analysis

Servicing Pacific Northwest: OR, WA, ID, and AK  
claims.solutions@charlestaylor.com | 1.877.221.7272



Forensic accounting is one of the many things we do.

Insurance adjusters and legal professionals turn to Baker Tilly's Global Forensics team for the industry knowledge and technical skill that are required to quantify and understand the economic impact for businesses following an insured loss.

Business Interruption | Insurance Litigation | Extra Expense

**Connect with us!**

[bakertilly.com/globalforensics](http://bakertilly.com/globalforensics)  
+1 (503) 224 6600

The Enterprise Way

**Trust Is Earned.  
So Is Experience.**

With more than 55 years of insurance replacement experience, trust Enterprise to deliver personal service, quality and value.



**enterprise**  
We'll pick you up.

Pick-up subject to geographic and other restrictions.  
©2016 Enterprise Rent-A-Car  
006510 5/16



**THENELL LAW GROUP, PC**  
OREGON ♦ WASHINGTON ♦ IDAHO ♦ ALASKA ♦ CALIFORNIA ♦ NEVADA



**Thenell Law Group lawyers and staff are committed to your insurance-related legal needs.**

With offices in Portland, Oregon and Seattle, Washington, the firm's practice areas include First & Third-Party SIU, Bad-Faith Litigation, Insurance Coverage Disputes, Construction Litigation, Products Liability, Personal Injury Defense, General Liability, Property, Fire & Casualty Claims, Directors and Officers Litigation, Errors and Omissions Litigation, Cyber Litigation, Subrogation, and representation of police officers and their associations.

Applying SIU roots and unique talents in a case by case approach, TLG not only advises its clients about the law, but provides practical solutions they can utilize every day. TLG goes the extra mile to give its clients the ability to make informed and educated decisions, and to offer creative solutions to complicated legal problems.

**Thenell Law Group provides you with options, solutions and a partnership for success.**





OREGON MEDICAL EVALUATIONS, INC.

---

EFFECTIVE EXPERIENCED TIMELY ACCURATE QUALITY  
ATE QUALITY SERVICE OBJECTIVE RELIABLE PROFES  
MELY ACCURATE QUALITY SERVICE OBJECTIVE RE  
LITY SERVICE OBJECTIVE RELIABLE PROFESSIONAL  
RELIABLE PROFESSIONAL EFFECTIVE EXPERIENCED  
E SERVICE OBJEC E PROFESSIONAL EFF  
AL EFFECTIVE MELY ACCURATE Q  
E RELIABLE P EXPERIENCED  
TIMELY A OBJECTIVE P  
RATED ILE PRO

**Full Range of IME Services**  
**Personalized Service**  
**Online Scheduling**  
**Secure File Upload Service**  
**Educational Seminars**

**(503) 684-3988 - (800) 490-7800**

**[www.ormedeval.com](http://www.ormedeval.com)**

**PORTLAND - PENDLETON - MEDFORD - BEND  
SALEM - MADRAS - La GRANDE - NEWPORT  
EUGENE - PRINEVILLE**





Engineering services

Fire investigation services

Environmental, health and safety services

Risk management and loss control services

Seattle Service Center - 253.588.2730

24 hour response - 888.888.2467

[www.efiglobal.com](http://www.efiglobal.com)



*Holiday Party & Toy Drive  
Casino Royale Photos*



MORE PICTURES ON THE FOLLOWING PAGES



# FIRE ◦ INDUSTRY ◦ RESTORATION ◦ EXPERTS



**24 HOUR EMERGENCY RESPONSE  
STRUCTURAL RESTORATION  
FIREFIGHTER OWNED (RETIRED)**

## **FIRE | SMOKE | WATER | WIND | DAMAGE RESTORATION**

### **24 Hour Services**

- Adjuster Assistance
- Board Up
- Claim Initiation Assist
- Electrical Safe Off
- Fire Scene Protection
- Room Tarp
- Shoring
- Structural Drying
- Structural Repair
- Temp Fence
- Temp Power
- Tree Removal

### **24 Hour Emergency Contacts**

**Greg Philo | 503-317-3295  
Clayton Bond | 971-340-6858  
Chris West | 360-921-6980  
Christina Cayton | 360-910-0561  
Ron Smith | 971-930-6088**

**Office 503-305-7285 • FIREEXPERTS.NET • Fax | 503-305-7284**

F.I.R.E. Restoration was founded on July 13, 2013 By Greg Philo after serving in both the Oregon Fire Service and Construction Industry. F.I.R.E. Restoration is licensed in both the states of Oregon and Washington with its service center located in Gladstone, Oregon.

Today F.I.R.E. Restoration is comprised of retired and current fire service members, insurance industry members, construction and restoration members, project managers and customer service members all working together to do the right thing. F.I.R.E. Restoration is uniquely suited to understand the need of clients and marry those needs with an extensive network of quality subcontractors that are well suited to handle any type of restoration project.

From commercial to residential projects, large losses to small losses, fire related damage's, wind and water related damage's to shoring and stabilization. F.I.R.E. Restoration is positioned to handle any and all types of restoration projects.

Please contact our office at 503-305-7285 to find out more about how we can serve you.

**F.I.R.E. RESTORATION**  
FIRE INDUSTRY RESTORATION EXPERTS



**Office 503-305-7285  
Fax 503-305-7284  
FIREEXPERTS.NET**



# AXIS CONSULTING

From subject matter experts on litigated files to consultants on first party claims, our team of experts are experienced in forensic failure investigations across a broad range of practice areas and industries.

## 1 OUR PRACTICE AREAS

As a full-service forensic consulting firm, Axis Consulting works with insurance carriers, attorneys, risk managers, independent adjusters, and third party administrators in the following disciplines:

- Biomechanics & Injury Causation
- Construction & Construction Defect
- Fire O&C
- General Property
- MEP
- Premises Liability & Slip Testing
- Product Liability/Heavy Equipment/Medical Devices
- Professional Liability & Standard of Care
- Vehicle Accident Reconstruction



## 2 AXIS COMPANIES

CONSISTS OF THE FOLLOWING VERTICALS:

- **Construction**  
We work with property owners, insurance companies, homeowners associations, home builders, and developers to provide a wide range of construction and design services.
- **Consulting**  
Expert forensic services.
- **Building Envelope**  
Provides comprehensive waterproofing building envelop services from concept to project design, building inspection, testing and construction management.
- **Building Detection**  
Specializes in Electronic Leak Detection (ELD) and Ground Penetrating Radar (GPR) services including concrete scanning and utility locating. These services are used by the construction industry, facility managers, manufacturers, insurance and legal professionals.
- **Energy**  
Offers innovative and sustainable clean energy generation solutions through engineering, procurement, construction, operations and maintenance services to assist with Zero Net Energy initiatives.



# Holiday Party & Toy Drive Casino Royale Photos



THANK YOU TO ALL OF OUR SPONSORS  
AND TO ALL WHO COULD ATTEND AND  
DONATE TO THE TOY DRIVE. UNTIL NEXT  
YEAR!!!!



For over 30 years, Industrial Loss Consultants (ILC) has provided technical machinery & equipment loss consulting to the Insurance, independent adjusting, and legal industries. Our consulting is solution-based, meaning ILC can inspect and determine Cause & Origin, Equipment ACV/RCV evaluations, and determine options to restore to pre-loss condition. In addition, ILC can determine timeframes and costs as well as offer project management services which can **SAVE MONEY ON NEW EQUIPMENT COSTS AND REDUCE BUSINESS INTERRUPTION.**

## BUILDINGS



- Conveyor systems
- Lifts
- Overhead Cranes
- Elevator Systems
- HVAC
- Telephone & Data Systems
- Boilers
- Chillers
- Fire Suppression Systems
- Alarms and Security
- Generators
- Audio/Visual
- Telecommunication
- Information Technology

## ENERGY/POWER DISTRIBUTION



- Turbines
- Generators
- Engines
- Boilers
- Proprietary equipment-manufacturing
- Semiconductors

## HEAVY MACHINERY



- Tractors, Balers
- Cranes
- Construction Equipment
- Combines
- Farm Equipment

## MANUFACTURING



- Welding Equipment
- Presses
- Benders
- Lathes
- CNC Milling
- Robotic Systems
- Automation Systems

## PACKAGING & PRINTING



- Web & Sheetfed Presses
- Auxilliary Equipment
- Bindery Equipment
- Folders
- Die Cutting
- Dryers
- Packaging Printing Presses

## HEALTHCARE



- Dental Equipment
- MRI Machines
- Imaging Equipment
- Scales
- Microscopes
- Measuring Devices

## ELECTRICAL CONTROL SYSTEMS



- AC/DC Drive Systems
- Operator Control Systems
- Consoles
- Control Stations
- Motors
- VFD Drives
- PLC Controllers

## FOOD/RESTAURANT



- Cookers
- Mixers
- Heat Tunnels
- Product Flumes
- Dispensing Equipment
- Freezers
- Coolers

## AVIATION AND INLAND MARINE



- Aircraft Electronic Systems
- Dynamometers
- Engine Test Stands & Support Equipment
- Ground Station Equipment
- Satellites
- Simulators
- Cargo damage
- Vessel collision damage

**TO REQUEST A CONSULTANT:**  
(800) 497-4030 • [contact@industrialloss.com](mailto:contact@industrialloss.com) • [www.industrialloss.com](http://www.industrialloss.com)





**CORNERSTONE**  
DISASTER REPAIR

FIRE ■ WATER ■ WIND ■ SMOKE



## PROPERTY DAMAGE RESTORATION SERVING OREGON & WASHINGTON

Services Include:

- Emergency Board-ups / Tarping
- Vandalism Prevention/Repair
- Fire/Water/Wind/Smoke Repair
- Complete Reconstruction



**(503) 295-0108** [www.cornerstonerepair.com](http://www.cornerstonerepair.com)

*Rebuilding Property and Lives.*





# Your Local Disaster Recovery Partner

**PuroClean**  
The Paramedics of Property Damage  
24/7 Emergency Response

**(503) 820-5200**  
[PuroClean.com/prs-or](http://PuroClean.com/prs-or)

Water

Fire

Mold

Biohazard

## **FRSTeam** Fabric & Electronics Restoration Services

David Vining    Sydney Zierath    Rob Miller  
Branch Manager    Marketing    Marketing  
**www.FRSTeam.com (503) 650-5870**  
• Storage    • Fabric and Electronic Restoration  
• Non-Restorable Inventory    • Photo Documentation

sedgwick | temporary housing

Helping displaced policyholders and CAT responders find temporary housing nationwide.

[TACARES.COM](http://TACARES.COM)

[800.548.5196](tel:8005485196)

## WHAT HAPPENED?

Fire Origin and Cause  
Property Damage Assessment  
Water Intrusion Analysis  
Vehicle Accident Reconstruction  
Mechanical Evaluation  
Construction Defect Analysis

Electrical Failure Analysis  
Foundation Failure Evaluation  
Product Liability Evaluation  
Premises Liability Assessment  
Building Code Compliance  
HVAC Evaluation

[rimkus.com](http://rimkus.com)

PORTLAND 877-677-6157

**RIMKUS**  
CONSULTING GROUP, INC.

## **ENVISTA** FORENSICS

Local Industry Leaders  
**YOU CAN TRUST**

© 2021 Envista Forensics

[ENVISTAFORNSICS.COM](http://ENVISTAFORNSICS.COM) | +1 888 782 3473



# OCAA Contacts and Committees

## Mailing Address:

12042 SE Sunnyside Rd #400, Clackamas, OR 97015

**\*NEW\* Website:** [www.oregonclaimsadjusters.org](http://www.oregonclaimsadjusters.org)

**E-mail:** [oregonclaimsadjusters@gmail.com](mailto:oregonclaimsadjusters@gmail.com)

### President

Nancy Greenidge  
Crawford & Co.  
503-250-4048

[nancy.greenidge@us.crawco.com](mailto:nancy.greenidge@us.crawco.com)

### Treasurer

Tressa Gobet  
Norcross  
503-208-1958  
[tressa.gobet@norcross.com](mailto:tressa.gobet@norcross.com)

### Secretary

Carol Watkins  
Crawford & Co.  
503-314-7982  
[carolann716@outlook.com](mailto:carolann716@outlook.com)

### Associate Board Member

Melody Ewers  
Baker Tilly  
971-245-1066  
[melody.ewers@bakertilly.com](mailto:melody.ewers@bakertilly.com)

### Associate Board Member

Kyle George  
NEFCO  
[KGEORGE@Nefco.net](mailto:KGEORGE@Nefco.net)

### Associate Board Member

Darrell Grenz  
360-784-4339  
Paul Davis Restoration

### Budget & Finance

Tressa Gobet, 503-208-1958

### Golf

Tressa Gobet, 503-208-1958  
Kyle George, 503-709-4547  
Nancy Greenidge, 503-250-4048  
Carol Watkins, 503-314-7982

### Holiday Party

Nancy Greenidge, 503-250-4048  
Carol Watkins, 503-314-7982

### Scholarship

Carol Watkins, 503-314-7982

### Symposium & Education

Roger Howson, 206-979-0659  
Jon Gice  
John Bachofner, 503-830-6706