WIND NEWS
March 2023 • Issue 1

WIND 2023 Round Up

Almost 1,300 people registered for WIND 2023, held at the Caribe Royale Orlando. The conference offered an array of learning and connecting opportunities for property and windstorm insurance claims professionals. While learning and earning continuing education credits are a primary reason people cited for attending, networking with fellow property insurance claims industry professionals and influencers was also a popular reason for attending.

With over 90 exhibitors in the Expo Hall, attendees were able to connect with great resources and enjoyed a variety of giveaway items. With more than 40 breakout sessions, attendees were able to earn CE credits for multiple states, bar associations, and professional organizations.

Day One

The conference kicked off with our annual charity tournament at Top Golf Orlando. Proceeds from the event benefiting our community outreach efforts. The pre-conference workshops offered, including National Flood Insurance Program (NFIP) Adjuster Certification Workshop, Xactimate, and Symbility, were all at capacity.

The opening reception gave everyone a chance to get reacquainted with old friends, and to make some new connections.

Day Two

Day two started off with a duck hunt. Attendees were challenged to find one of our Mardi Gras ducks, hidden throughout the venue. Prizes included books from our Main Stage featured speakers, WIND hats, gift cards, and a complimentary registration to WIND 2024.

During opening remarks, WIND 2022-2023 president **Christina May Bolin** introduced the newest WIND Fellows: **Jason Juday**, **Jeremiah Keifer**, and **Tara Stone**. She also announced the new WIND Board and introduced incoming president **Charles Baker**.

The President's Award, given to a stalwart WIND volunteer, was presented to **Lori Flenniken**. Lori co-chairs the membership committee, is a member of the WIND 2023 planning committee, and is co-chairing the WIND 2024 Conference. The **Max Mayfield Award** is presented to someone who has achieved the highest level of excellence in the windstorm insurance industry and made significant contributions to the Windstorm Insurance Network. Christina presented

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Christina May Bolin, Christian & Small

Do you ever wish you could say "let's address that later"? That is a luxury most of us in the property insurance industry do not have. After the 2022 storm season, some of us mobilized away from home. Others had deadlines that didn't allow them to take as much time off for the holidays as they would have liked. When I am stressed out with work, I like to repeat the mantra "I am blessed with work, I am blessed with work." Sometimes, that even works! Right now, we are all very blessed with work. For those of you who were personally affected by Ian and/or Nicole, if there is anything that our network of professionals can do to help you, personally or professionally, please reach out. We are here.

I would like to thank everyone who joined us in Orlando for WIND 2023. We know you are working hard and are grateful you took the opportunity to join us to learn and have a little fun. The conference was a great opportunity for education, networking, and fun. Our main stage speakers were entertaining and informative. Many of us are challenged by finding employees and running our businesses when it seems like everything in the workplace (if there is even a "place" anymore) is changing. Mary Abbajay talked about how we can be successful in working with different personality types and managements styles. Chris De Santis talked to us about navigating generational differences in the workplace. We now have four different generations in the workplace at the same time. And we all work differently. Boomers, are you ready for Gen Z? Is anyone?

We had plenty of industry-specific information and education as well. We were excited to welcome back Dr. Phil Klotzbach of the Department of Atmospheric Science at Colorado State University. Dr. Klotzbach is always at the forefront of hurricane science and research and is a fantastic educator.

As a resident of South Alabama, I am contractually obligated to inform you (in case you did not already know this critical piece of information), that Mobile, Alabama is actually the home of the original U.S. Mardi Gras celebration. With all due respect to my predecessor and friend, Melissa Sims, New Orleans may get all the credit, but it started here in Mobile. They may do it better, but we did it first! To honor my - admittedly shallow - Mobile roots, we brought a Mardi Gras theme to Orlando. Our celebration – we call it lagniappe (a little something extra) – included a Mardi Gras themed reception, complete with a second line band and parade around the Expo Hall.

Christina

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Susan Harwood, 2017-2018
Curtis Hutchens, 2016-2017
Jon Doan, 2015-2016
Lenox Godfrey, 2014-2015
William Berk, 2013-2014
Tony McCarty, 2012-2013
Chip Merlin, 2011-2012
Michaela Scheihing, 2010-2011
Art Newman, 2009-2010
Patrick McCrink, 2008-2009
Janice Kelly, 2007-2008
David Hisey, 2006-2007
John Voelpel III, 2005-2006
Dick Tutwiler, 2004-2005
Rebecca Leisure, 2003-2004
Janet Brown, 2002-2003
Joe Johns, 2001-2002
William B. Schmitz, 2000-2001

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the award to **Janet Brown**, a founder and past president of WIND.

Our first Main Stage speaker was the very energetic **Mary Abbajay**. She focused on how to manage up, whether it be an internal supervisor or external client. She detailed the behaviors of introverts and extroverts, talked about a variety of manager traits, and encouraged people to follow the Platinum Rule: treat others how ***THEY*** would like to be treated.

The morning concluded with **Phil Klotzbach, PhD**. He reviewed Atlantic hurricane predictions, and suggested that a rating system of wind pressure rather than wind speed might be a more accurate portrayal of the significance of hurricanes.

The final Main Stage presentation was a panel on **Insurance Evolution: The History of the Property Insurance Policy, Where It's Been and Where It's Going**. The afternoon included **Umpire Certification** and **Re-Certification** workshops, along with a variety of breakout sessions.

The Expo Hall was open throughout the day, and attendees lined up for the Headshot Café. We concluded the day with a vibrant Mardi Gras reception in the Expo Hall, kicked off by our Grand Marshall, WIND President, Christina May Bolin and a second line band.

Day Three

Our opening speaker, **Chris De Santis**, addressed the challenges that arise when people from different generations interact with each other. He noted that with a prevalence of generational labels, chronological birth is not as important as shared beliefs, experiences, and the perception of where one belongs. He also discussed the events that have impacted the different generations and what each one values when it comes to life choices and defining fulfillment.

Chris returned to the stage later in the afternoon with **Mary Abbajay**, with whom he co-hosts the Cubicle Confidential podcast. During the interactive session, they took questions from the audience, providing valuable insight into workplace issues such as corporate culture, mentoring employees, and dealing with difficult colleagues.

The room was packed for our final session, a discussion on **Florida's Senate Bill 2-A**, which will have significant ramifications on our industry.

Casino Night did not disappoint. The high-energy event included Texas hold 'em, blackjack, roulette, poker, and craps—there was a game for everyone. Attendees turned in their chips to take a chance to win prizes, including massage guns, Beats headphones and ear buds, portable chargers, Apple Air Tags, and more.

Day Four

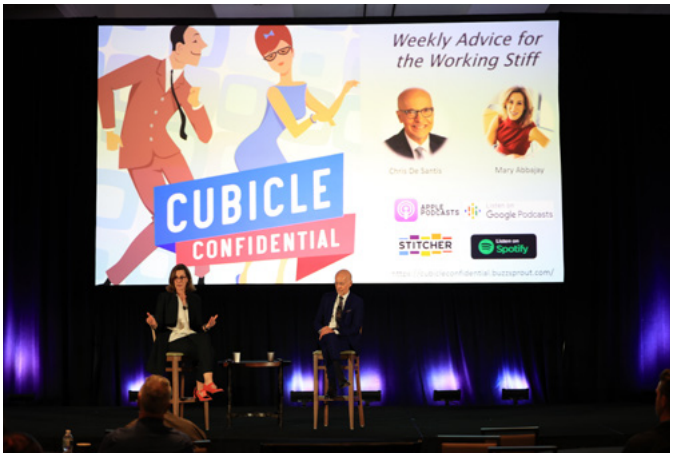
The conference concluded with a Florida 4-Hour Ethics Course, ensuring that licensees could stay current on their biennial requirement.

Blood Drive

Our onsite community project was a blood drive, coordinated by OneBlood. Donors received a free t-shirt, $10 e-gift card, and a wellness check-up, including COVID-19 antibody test, blood pressure, temperature, iron count and, cholesterol screening! Over the course of two days, 25 donations were collected, which saved approximately 75 lives!

Top Golf

Main Stage


Weekly Advice for the Working Stiff
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CONFIDENTIAL
Chris De Santis
Mary Abbajay
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industry practitioners have begun to use the term
"special perils" instead of "all risks."

Workshops

Expo Hall

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WIND 2023 Award Winners

WIND's annual award winners were announced during the opening remarks of WIND 2023.

The **President's Award** is presented to a volunteer who has made significant contributions to WIND. WIND president **Christina May Bolin** named **Lori Flenniken** as this year's honoree. Lori is Vice President of Claims at Florida Intracoastal Underwriters. She has led the membership committee, with a keen focus on westward expansion and carrier engagement. She served on this year's conference committee and is chairing the WIND 2024. Christina noted that "Lori's dedication to WIND is boundless and I have been fortunate to work with her on the Board."

The **Max Mayfield Award** is named for a meteorologist who was the director of the National Hurricane Center from 2000-2007. The award recognizes a person of significant integrity and professional experience, who has made noteworthy contributions to the Windstorm Insurance Network and the industry as a whole. This year's recipient of the Max Mayfield Award was **Janet Brown**. Christina shared how Janet encouraged her involvement in WIND, crediting her for putting her on the path that ended with her being WIND's president.

Christina also described how the Windstorm Insurance Network exists due to Janet's efforts. In 1999, Janet's law partner noted that the firm was sending attorneys out of state for conferences on property issues and catastrophic losses, and wondered why we didn't have something similar in Florida. He asked Janet to explore the idea for an association focused on training and educating property insurance claims professionals, with balanced participation from both the insurance industry and policyholder side.

Christina May Bolin & Janet Brown

Lori Flenniken & Christina May Bolin

"If you know Janet, you know that if you ask her to do something, she gets it done," Christina said. Janet approached her contacts at the Florida Windstorm Underwriting Association and with that organization's backing, the inaugural WIND conference was held in 2000.

Janet was integral in the development of WIND's certification programs. In 2003, she recognized the need for a compilation of umpires in property insurance appraisal matters, and the Umpire Directory was born. Certification workshops soon followed. Janet has served as faculty covering the legal issues of both umpires and appraisers for many years.

Janet was WIND's third president, from 2002 to 2003. Christina noted, "She continues to be a steady presence at our Board meetings, providing historical perspective and sage advice. I can't imagine a WIND without Janet."

WIND Announces New Fellows

The WIND Designation Program is not a certification class, but rather a distinct credential process for property and windstorm insurance claims professionals. WIND Fellows must meet high standards and are recognized for their experience, education, ethics, and engagement in the property insurance claims industry. Candidates must have 10 years of insurance experience, with at least 50% of their work related to legal, adjusting, contracting, appraisal, etc.; be a WIND member in good standing; attend and receive continuing education credits from five WIND annual conferences; present letters of reference from two WIND members; and demonstrate higher level of education and participation by through industry involvement, speaking engagements, post-graduate work, and other industry accreditations/designations.

WIND announced three new Fellows at WIND 2023:
Tara Stone, Stone Claims Group
Jeremiah Kiefer, Deft Group
Jason Juday, Pride Estimating & Appraisal Service

Christina May Bolin, Tara Stone & Jeremiah Kiefer

WIND Donates $60,000 for Hurricane Relief

In September 2022, Hurricane Ian, a Category 4 storm, made landfall on Florida's west coast, and then slowly moved across the Florida peninsula, hammering the state with heavy rains and powerful winds, causing catastrophic flooding and power outages. Barrier islands were disconnected from the mainland when the Sanibel Causeway was destroyed. Ian was Florida's deadliest hurricane since 1935 and could also be the costliest in terms of property damage.

In November 2022, Hurricane Nicole devastated parts of Florida's east coast and caused severe beach erosion. The rare November storm caused significant flooding in central Florida.

WIND provided $20,000 each to **Rebuilding Together, Second Harvest Food Bank of Central Florida,** and **Harry Chapin Food Bank,** with funds earmarked to support hurricane relief efforts.

Rebuilding Together's mission is "Repairing homes, revitalizing communities, rebuilding lives." They work to address the long-term recovery of communities struck by natural disasters, helping people rebuild in the months and years following a disaster.

Broward County. Rebuilding Together has six affiliates in Florida: Central Florida, Miami-Dade, North Central Florida, Of the Palm Beaches, and Tampa Bay.

Second Harvest Food Bank of Central Florida collects, stores and distributes donated food to more than 625 feeding partners in seven Central Florida counties: Brevard, Lake, Orange, Osceola, Seminole, Volusia and Marion. Last year, the food bank distributed enough food for 81 million meals to partner programs such as food pantries, soup kitchens, women's shelters, senior centers, day care centers and Kids Cafes.

Harry Chapin Food Bank is the largest hunger-relief nonprofit and the only Feeding America member in Southwest Florida, serving Charlotte, Collier, Glades, Hendry and Lee counties. They rescue and distribute donated food and other grocery products through their food distribution programs, feeding more than a quarter of a million people who are hungry each month.

WIND Provides Conference Scholarships for Veterans

The WIND Veterans Mentor Program was created to help educate military veterans with insight to possible new career path within the insurance industry, and recognize those presently working within the insurance industry. One of the initiatives of the program is the allocation of scholarships for veterans to attend the annual conference.

WIND solicited interest from veterans interested in a new career path in the property insurance claims industry, asking them to submit a short paragraph that included their military background and what they could gain by attending the conference. Three scholarships were awarded. Read on to learn more about the recipients.

Shon McGuigan Shon McGuigan is a Retired Master Sergeant from the United States Marine Corps. He served 22 years and was deployed to all corners of the world, three of which were combat tours. During a combat tour in 2006, Shon was involved in a fire fight and was shot. He continued to command his Marines and eventually eliminate the threat. He and several other Marines were injured, all of whom earned a Purple Heart that day. He will be retiring from the Alachua County Sherriff's office this year.

Stephen Harmon served in the U.S. Army for 12 year and is a medically retired 100% disabled veteran due to chemical induced asthma. He has been a licensed GC in Mississippi since 2007, and an independent adjuster since 2012. Stephen has been an Xactimate Certified Trainer for eight years. He has been a consultant on software best practices and proper methods and means of construction.

Casey Sims is a public adjuster and active Air National Guard Member. He has been in service for 20 years with multiple deployments, including Operation Iraqi Freedom and Operation Enduring Freedom. He retired in late 2022 and took the opportunity that WIND 2023 offered to learn more about opportunities in our industry.

Save the Date for WIND 2024, scheduled for January 29 - February 1, 2024, at the Renaissance Orlando at SeaWorld® in Orlando, FL.

Do you have knowledge and expertise to share with the property insurance claims industry? If so, we'd like to hear from you!

The WIND 2024 Conference Committee is seeking educational-oriented speaker submissions for the conference. WIND is dedicated to education and representing the viewpoints of all members of the insurance industry. Submissions will only be considered if there is a full and balanced panel representing both the policyholder's and the insurance company's perspectives. WIND typically receives numerous submissions related to mediations, assignments of benefits, appraisal, general policy compliance, etc. We encourage you to collaborate with each other and submit creative topics focusing on new trends and topics in the industry such as tornados, sandstorms, hurricanes and more!

Submit your proposal by March 15, 2023.

To complete a submission, you will need the contact information and qualifications for proposed speakers, a workshop title and description, learning objectives, and a session outline. You can start your submission, save it, and return later to submit it. Note: WIND does not cover any speaker costs. The planning committee will review submissions and contact speakers with additional questions or confirmation by May 31, 2023.

Submit a Workshop at www.abstractscorecard.com/cfp/submit/login.asp?EventKey=IWGKQYCQ

Board of Directors

WIND 2023-2024 Board of Directors

The Windstorm Insurance Network's 2023-2024 Board of Directors was installed at WIND 2023, held last month in Orlando. WIND's 2023-2024 president, **Charles A. Baker, Jr., AIC**, says "The diverse nature of the Board of Directors reflects WINDS uniqueness as an organization ensuring insurance professionals can provide opposing viewpoints in an atmosphere of civility and professionalism. Our focus is to ensure WIND as an organization remains at the forefront in education, providing assistance to future insurance professionals through scholarships and charitable actions."

Front row (l-r): Michelle Bratcher, ASI/Progressive Home; Wayne D. Taylor, Mozley, Finlayson & Loggins, LLP (President-Elect); Gina Clausen Lozier, Clausen Choquette PLLC (Vice President); Christina May Bolin, Christian & Small, LLC (Immediate Past President); Charles A. Baker Jr., Peninsula Insurance Bureau (President); David Cowheard, Cowheard, Singer and Company (Treasurer), Lori Flenniken, Florida Intracoastal Underwriters, LTD (Secretary); Donna Stockham, Stockham Law Group, P.A.

Back row (l-r): Tara Stone, Stone Claims Group, Inc.; Illon Kantro, Berk, Merchant & Sims; John Minor, Complete General Contractors, Inc.; Justin Whedbee, MAS Solutions; Michael Cassel, Cassel & Cassel, P.A.; Joe Graham, Precision Appraisal Services, Inc.; Joseph Connelly, Recovery Insurance Adjusters

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Welcome New Members

Windstorm welcomes the following new members, who joined between June 2022-January 2023.

- Brett Allen, BMB Enterprises, LLC
- Byron Anderson, Structural Engineering and Inspections
- Bruce Authement, River Road Partners, LLC
- Ethan Babb, Lacey Lyons Rezanka
- Daniel Bautista
- Rously Bercy, Satisfied Consultants Inc
- Damian Bertot, Specialty Adjusting International
- Keith Brown, Armada Public Adjusting
- Christopher Choquette,
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- Kerry Clanton, LandNat
- James Cloud, Cloud Design Build, LLC
- Brian Cogar, Armada Public Adjusting
- Harvey Cohen, Cohen Law Group
- Timothy Couch, Crawford GTS
- Mark D'Amico, First Coast Claim Consultants
- Matthew Danahy, Danahy & Dunnavant, P.A.
- Walter Files, Alacrity Solutions
- Andrew Mauricio Gonzalez, Wired Out, Inc.
- Irving Gonzalez, Ig Adjusting
- Juan Goyco, Juan Goyco, PE Consulting Engineers
- Dennis Green, Law Office of Dennis D. Green, Jr., P.C.
- Ralph Hargrove, Hargrove Claims Service LLC
- Willie Harris, Alternative Dispute Resolution MA
- Ross Huffstutler, Alexander Shunnarah
- Anthony Husband, Q & A Solutions
- Mark Hutcheson, Hutcheson Consulting
- Lisa Jacobs, The Property Advocates
- Ryan James, Liberty Adjusters
- Tyrone C. James II, American Integrity
- William Jones, Green, Klein, & Wood
- Kortni Keckler, Kort Co.
- Gary Kenyon, SASS
- Dan Kessinger, Meridian Experts
- Jason Khoury, SafePoint Insurance
- Mary-Ellen King, Thompson, Coe, Cousins & Irons, LLC
- Jonathan Kline, Jonathan Kline, P.A.
- Javier Ledesma, Envoy Claim Solutions LLC
- Clark Lodge, Claims & Construction Management Group
- Thomas Long, Tutwiler & Associates
- Shon McGuigan
- George Medeiros, Aloha Public Adjusters
- Damion Morse
- William Mullins, Mullins Consulting
- Timothy Nelson, TJN Public Adjusters, LLC
- Dave Nguyen, D&K Claims Group LLC
- Douglas Oliver, MGM Builders, LLC
- Mark Phillips, ClaimsGPS.com
- Caroline Pineres, Pineres Law Firm
- Ford Pollard, MBP Engineering
- Victor Ramirez, Teleclaims
- Max Ray, Velawcity
- Brian Roberts, MKA International, Inc.
- Dan Robinson, ClaimPros
- Clint Rogers
- Jason Runyon
- Sunday Sallot
- Danny Sartor, Allied American USA
- Scott Scariano, Property Insurance Experts
- Craig Setzer, Setzer Weather LLC
- Ashley Sever, Severe RPMS Claims Inspectors and Adjusters
- Michael Sikora, Sikora Holdings
- Scott Siler
- Kayed Sinnukrot
- Michael Skryd, Right Way Public Adjusting
- Brett Smith, Kaufman Dolowich Voluck
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- Jamie Wesselski, WesGroup Consulting LLC
- Matthew Wilson, Pro Adjusting Services LLC
- Kevin Wisniewski, 1500 Miles, Inc.
- Emma Withers, DBI Construction Consultants
- George Wright, Compass Adjusting Services
- Brian E. Zettle, Boyette Zettle

Do you know someone who would benefit from being a part of the Windstorm Insurance Network? Encourage them to join today at windnetwork.com/membership.