



CRU CREW NEWS

Catastrophe Response Unit Newsletter January 2015

Weather Update

The freezer door opened on November 8, and for two weeks the central and northern U.S. as well as southern Canada found themselves dominated by a series of unrelenting arctic high-pressure systems that brought severe cold.

The first wave reached the southern Plains on November 10; west winds drove Lubbock's high on the 10th to a record 87 degrees just ahead of the cold surge. The leading edge of the arctic blast, the frontal boundary, was even visible on National Weather Service radar as the sharp density change between warm and cold air was detected.

Buffalo Batter & Buried in Lake-Effect Snow

Epic early-season snows, truly a once-in-a-lifetime event for the month of November, encased Buffalo, New York during the week before Thanksgiving. Massive drifts stranded drivers in their cars and made thousands of people prisoners in their own homes. The lake-effect lockout claimed numerous lives including two drivers whose pleas for help went unanswered (crews could not get to them). The city was literally strangled by the snow and commerce came to a virtual standstill. As of press time a total of 13 deaths were blamed on it. Southern Buffalo and the adjacent suburbs fared the worst.

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- Meet the new addition to the Winston family!



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CRU's 5th Annual Independent Adjuster Conferences

CRU is pleased to announce the scheduling of our 5th Annual Independent Adjuster Conferences.

This years conferences are scheduled for:

- Dallas, TX - Gaylord Texan Resort February 26th and 27th, 2015
- Toronto, ON - Delta Markham Hotel March 12th and 13th, 2015

This year we are happy to announce some new and exciting opportunities. There will be various experts, carrier executive management representatives, training opportunities, CE credits for both Texas and Canada, HAAG certification and social events. This event is a great chance to network and meet fellow insurance industry workers. As well as getting to know CRU and it's management team to ensure you are known and prepared for the next CAT deployment.

Please go to www.cruadjusters.com/training.html, for more information, fees, registration, and to stay current on CRU events.

If you have any questions regarding the conferences, please email register@cruadjusters.net.



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To keep up with CRU's growth both in Canada and the States, we have been actively recruiting qualified and experienced adjusters. We have a faster and more streamlined process. In the last three months, our roster has grown almost 30%.

We desire to continue this growth as we move into 2015. If you or someone you know is a licensed adjuster, not contracted to another firm, and interested in daily or CAT claims work, please reach out to us. We value your referrals.

Applicants must have experience in either (or all) commercial, residential, auto liability or catastrophe claims. It is beneficial to have a valid passport, as there are deployment opportunities in Canada, the US and internationally.

Please submit all resumes to resumes@cruadjusters.net.

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Environmental Services Update

GREAT NEWS FOR OUR ADJUSTING STAFF! Our newly formed Environmental Services has received its first assignment to close out the 2014 calendar year with great expectations for the New Year, 2015. It is a small event in California with more to come! Like many storm seasons there are a number of smaller events and eventually a big one hits! While the environmental events don't particularly have a set season, the large event is often preceded by a number of smaller occurrences.

The first CRU claim, at the Santa Clara Waste Water facility, had a chemical explosion and is still being actively investigated by the insurance carrier, authorities, and one of our more experienced adjusters, John Ruskin. John lives in New Orleans, Louisiana and has a B.S., Bio-Medical Engineering, Tulane University School of Engineering, 1978 M.S., Bio-Medical Engineering, Tulane University, 1983. J.D., Law, Tulane University Law School, 1984. He maintains his HAZWOPER certificate and many different licenses. He is the right person to lead this event for CRU.

The Santa Clara Waste Water event has made national news because of the type event and where it is located. Oland Robinson shares "I'm excited about this assignment, not because it is big but because our client trusted CRU with a very important assignment that will lead to future business"! It demonstrates CRU's commitment to staffing assignments with well qualified adjusters. Not everyone needs to have a JD or MS in Bio-Med, but this is one event that demonstrates the need for experienced adjusters in the environmental field.

CRU maintains a core group of adjusters with many years of experience in the different environmental events and seeks to continue its growth with new adjusters that have a desire to learn and prepare themselves for the assignments. The upcoming CRU Conferences in Dallas, TX February 26th & 27th, 2015 and Toronto, Ontario March 12 & 13, 2015 will provide the adjusters in attendance detailed information about getting certified as an environmental adjuster. Please make plans to attend!

We live in environmental sensitive times. Oil spills, gas explosions, train derailments, and chemical plant explosions seem to be an everyday occurrence but they are not. The news media often gets hold of a story and expands its impact. Learning to address each of these events with expertise and a passion to help people recover, is what makes CRU stand tall among other companies in our business. We are the leader that our current clients, and many future clients, will call upon to address these many different events in the US, Canada, and other parts of the world. Our capability to respond quickly anywhere our client need us gives CRU a distinct advantage in this marketplace!

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2014 went out with a great learning event as our first HAAG Residential Roofing Certified Inspector class was held in conjunction with CRU/AIA. The course saw more than 70 attendees participate with lots of great learning had be all. The next series of these classes will be held in Dallas from Feb 23rd to 25th (preceding the 5th Annual CRU USA Independent Adjuster Conference) and then in Toronto on March 9th to 11th (preceding the CRU Canadian Conference).

Immediately preceding the HAAG Certification Training, AIA hosted a 2 day Basic/intermediate Course to a

AIA had a great 2014 providing learning opportunities to adjusters across Canada and the USA. With courses in all our locations we traveled a long way in our journey to be the first choice for independent insurance adjusters in both countries when they want to learn new skills or expand their abilities and increase their opportunities in their careers.



packed classroom in our Calgary Alberta training facility. The feedback was very positive and the class was a huge success! Participants were treated to AIA's one of a kind Xactimate course. New adjusters who had never used Xactimate before the course, were able to write an estimate from start to finish by the end of the 2nd day of class and students of all levels learned newly found skill sets to help them become more efficient at writing estimates. AIA will be back in Calgary Jan 29th/30th offering the our Basic/Intermediate Course in addition to a 1 day Advanced Xactimate Course Jan 31st. Seats need to be reserved early as space is limited.

In 2015 AIA will add new classes including using Symbility estimating software and

Automobile adjusting and will expand the number of courses offered at each of our three training locations. We will be offering a new 5 day SPX course (Scoping/Policy/Xactimate) that is designed for the newer adjuster entering the adjusting field as well as the less experienced adjuster who wants to improve their skills for the next storm.

Our affiliation with CRU as their sole choice for training their adjusters has helped CRU grow and provide top quality adjusters in both Canada and the United States. We offer a 50% discount on all courses for CRU adjusters or past CRU seminar/ course attendees.

Let AIA help you become better at your job – in addition to our new course offerings for 2015 we also offer courses in Basic and Advanced Xactimate; Construction; Damage Recognition; Policy coverage; Scoping and lots more. For a full list of current courses and to learn more about AIA visit www.aiacenters.com.

For questions or information email Jonathan Rice @ jrice@aiacenters.com. Hope to see you soon at one of our 3 course locations – Ardmore, OK, Calgary, AB, Gulf Breeze, FL - Happy New Year!

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Meet the newest member of the CRU Executive Management Team

The founders and partners of CRU Inc., Gary and Kyle Winston, are pleased to announce that Mike Laberge has joined the Executive Team at CRU in the role of Senior Vice President Corporate Development. Mike will be working with all the members of the CRU group of companies in Canada and the USA including the Catastrophe Response Units; the Academy of Insurance Adjusters; as well as CRU's Environmental Services teams to assist them to further expand their business presence and to continue the path of phenomenal growth that CRU has realized in the last few years.



Joining CRU from Rochon Engineering, Mike looks forward to continuing to help insurers, brokers and their clients by providing the best in customer service, indemnity management and resolution of claims through the services of the CRU team.

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Please welcome the newest member of the Winston family!

Please join us in congratulating Kyle and Sari Winston in welcoming a beautiful 7.8 lb. baby boy named Rain Sawyer to their family.



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Please head over to
www.facebook.com/Catastropheresponseunit and “Like” our page.

We update this page with important information about events, possible deployment opportunities, helpful articles and tips, training opportunities and much more.

Make sure you stay up to date with all that’s happening at CRU at
<http://www.cruadjusters.com/> and www.facebook.com/Catastropheresponseunit

Also, please check out the CRU LinkedIn page at <https://www.linkedin.com/company/cru-adjusters-toronto-canada>

As always, you can contact us at:

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