

# Neither rain nor wind will prevent us from educating dedicated professionals



Who said you can't come home again?

This is the second issue in what we hope will become a standard in the insurance workplace: *Claims Education Magazine*, a publication produced to solidify the materials presented to students of the International Insurance Institute (III) and support the concept of continuing education for every professional in the insurance industry.

We want to thank all of you who have been waiting patiently for this second issue. Hurricane Katrina forced us to relocate out of our corporate offices in New Orleans to drier quarters at the International Insurance Institute branch office in Franklin, TN.

This Winter issue will examine and review the challenges facing professionals in the claims arena through reinforcement of theoretical classroom topics with real-world scenarios.

Kevin Quinley, the senior VP at Medmarc Insurance Group, takes a close look at the time constraints facing claims professionals and offers his personal list of resolutions. My own offering is the first installment of *The 8 Characteristics of an Awesome Adjuster*, a must-read for the elite in our industry.

Student of the Quarter and the Trainer of the Season highlight two individuals who have made the most of their education to rise to the top of their fields. Both of our featured professionals began their careers in the mailroom and have sustained careers as claims professionals for more than a quarter of a century.

In what is certain to be the best-read section of *Claims Education Magazine*, we list the hundreds of students who graduated from our III courses during the past three months. Read and save the section on Training Tips that reviews highlights from two of our most popular classes.

This issue also serves as a transition. Ken Bohn will succeed Ken Sanders as editor of this fine publication. Ken will use his experience and position as assistant vice president of III to develop *Claims Education Magazine* into a publication that serves as required reading and doubles as a trusted resource. You can contact Ken at [KenBohn@InsuranceInstitute.com](mailto:KenBohn@InsuranceInstitute.com). You can always contact me directly with comments or suggestions at [CarlVan@InsuranceInstitute.com](mailto:CarlVan@InsuranceInstitute.com) or by calling (888) 414-8811.

Until next quarter,

Carl Van  
President and CEO  
International Insurance Institute

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