

Quality Claims Presents at Annual First Party Claims Conference

The annual First Party Claims Conference (FPCC) was held October 2013 in Warwick, RI. The conference provides continuing education credit for Insurance Adjusters and attorneys. The sessions are conducted either as panel discussions or forums where adjusters, contractors and attorneys openly discuss current industry trends and best practices.

This year, a new session was added to the agenda: "Banks: Negotiating Road Blocks in Releasing Encumbered Insurance Payments, Claim Checks and Adjusting Fees." The presenters were Quality Claims' President Ron Reitz, and Jacki Thompson, Client Relations Manager.



The session focused on improving the communication and outcomes when public insurance adjusters work with the loss draft departments within mortgage servicing companies. There was dialogue around the role of Lender-Placed Insurance companies in loss draft processing and their evolving relationships with banks and servicers. Best practices were discussed to support public insurance adjusters' efforts to work with servicer loss draft departments when assisting their clients with a claim. Also discussed were insights into negotiating fees both before and after foreclosure and tips on how to determine when legal advice may be warranted.

The session was well attended and the attendees eagerly engaged in the open forum question period.