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*Serving Western Pennsylvania*

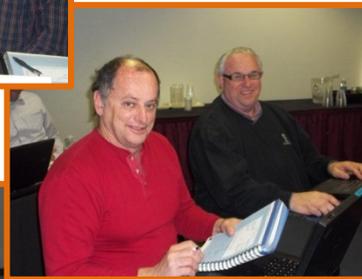
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## Xactimate 27 Training April 24<sup>th</sup> – 26<sup>th</sup>

We are very happy to announce that all the adjusters at Castle Claims Service have completed the Xactimate 27 Training Course. On April 24, 25, and 26, 2012, Castle Claims Service hosted an Xactimate 27 training seminar in Pittsburgh. In attendance were our adjusters, Paul Pavlik, Michael Karalewich, Donald Schleicher, Shane McCoy, Steven Johnson and John Bifulco. Several contractors from our service area also attended.

Pictured bottom left is our Claims Supervisor from our New Castle Office, Shane McCoy. Standing behind Shane is the XACTWARE Instructor for the Seminar, Shane Howarth. Pictured middle right are Adjusters, John Bifulco and Steven Johnson from our Erie Office. Pictured middle left are two of our Pittsburgh Office adjusters, Mike Karalewich and Don Schleicher.

EMERGENCY  
AFTER-HOURS  
PHONE NUMBER  
412-343-3223



How many of you are on Facebook? Well, we've joined the social media website too and are looking for your support. We'd love to have your business "like" us. Follow us via Facebook and find out what's new and exciting with our company and where we'll be next!



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## Message from the President:

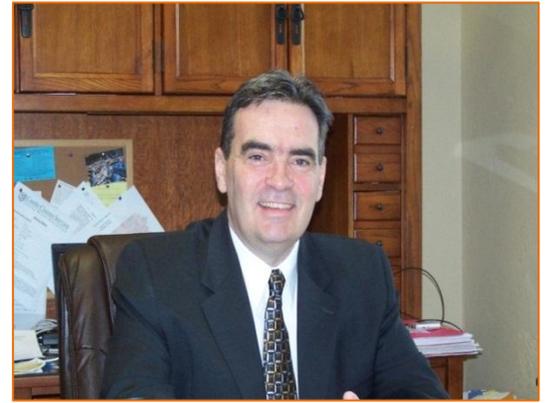
### Mark Blackburn

With such a mild winter in Western Pennsylvania, Castle Claims Service has been working on the betterment of our company. Since the start of this year, we have established some new procedures and requirements for our adjusters. Our hope is to provide all our clients and customers with professional high-quality service.

Here are some of the things we've been working on:

·We have stepped into the 21st century and have joined the Facebook revolution; if you're a user make sure you "like" us. In addition, check out our website, [www.castleclaims.com](http://www.castleclaims.com). You might not know that losses can be submitted directly through our website. We even have staff pictures and bios to better acquaint you with the adjusters and office staff.

·We now require our adjusters to



continue their education in our industry. Since we initiated this, Don Schleicher, Mike Karalewich, and Steven Johnson earned their Registered Professional Adjuster designation (RPA) in April. As well, Shane McCoy has completed and passed the first test toward the Associate In Claims (AIC) designation. John Bifulco and Steven Johnson attended a Continuing Education Credit Course on May 3<sup>rd</sup>, 2012; the course was on Successful Mitigation of Category Three Black Water.

Paul and I saw many of you at the PAMIC Claims Summit in March. This seminar was an excellent venue for renewing associations and making new acquaintances.

We thank you for your continued business and we look forward to serving you in the future.

 **Castle Claims Service**<sup>®</sup>  
*Serving Western Pennsylvania*

## PAMIC Claims Summit

We were glad that many of you visited our vendor booth at the PAMIC Claims Summit on March 20, 2012 in Gettysburg, PA. This year we had the pleasure of attending the conference as a vendor for the first time, and plan to continue our “Wheel of Misfortune” at other events.

We gave away tons of prizes for spinning our wheel; ice scrapers to get rid of your ice buildup, water bottles to help extinguish the fire, shoulder bags to hold on to your belongings during the high winds, flashlights to help see when lightning strikes, and can koozies to shield you from hail damage. We also gave away a \$50.00 gift card to Red Lobster with a Castle Claims Service Tervis® Tumbler. The lucky winner was Carl Inglesby from Centre County Mutual Fire Insurance Company. Thanks to all who stopped by, visited our booth, and took a spin on our Wheel of Misfortune. We look forward to seeing you at the next event!



*Pictured above: Jessica Blackburn, (Castle Claims Service Marketing Representative) with our Wheel of Misfortune and many of our give-aways at the PAMIC Claims Summit.*

## SUBMITTING New Loss Assignments



There are many ways our offices will accept new claim assignments. We will still accept assignments over the phone or via fax, but now you can send by e-mail, Xactimate ([BLACKBURN.ERIE.PA](mailto:BLACKBURN.ERIE.PA)) or submit information through our website at [www.castleclaims.com](http://www.castleclaims.com). When submitting a new loss via our website, go to FORMS, and select Assignment Form. Please fill out claim information and submit.

## Our Service Area – Expansion into West Virginia

During the past several years our service area has included Western Pennsylvania, and six counties in Ohio. This year we were able to expand our service area into West Virginia and select counties in Maryland. Thanks to the addition of our adjuster, Paul Pavlik, we can better serve your needs in this expanded area. Contact our Pittsburgh office for more details at 412-343-3223 or [pittsburgh@castleclaims.com](mailto:pittsburgh@castleclaims.com).



Learn more about General Adjuster Paul Pavlik (pictured above) in our next Castle Chat issue coming in July.

## Upcoming Events

- **Hail Damage Seminar**

May 24, 2012 Presenter Jerry Paulick – Forensic Engineer – through Pittsburgh Claim Association, attending from our company – **Don Schleicher, Michael Karalewich, & Paul Pavlik**

- **PLRB / LIRB 2012 Regional Adjusters Conference**

EASTERN Conference June 26 - 27, 2012, - Providence, RI

- **PAMIC 2012 Mid-Atlantic Mutual Advantage Convention**

To be held at The Homestead in Hot Springs, Virginia, Sunday, August 5 to Tuesday, August 7, 2012.



Are you familiar with our Claims Management Program, FileTrac®? We've been utilizing FileTrac® since 2009. It has helped our adjusters immensely with organizing claims, setting up reminders/diaries, billing, and storing documents electronically. FileTrac® has improved our everyday work efficiency.



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