

# Claims Education

INTERNATIONAL INSURANCE INSTITUTE *e*magazine

## TRAINING || TALK

Greetings Claims Education Magazine readers. We hope that all of you are staying safe and healthy during these trying times.

In this issue we feature a story about Herndon & Associates, a pioneer in the vehicle fire investigation industry. You'll learn about some of the cool things they are doing to support advancements in vehicle fire investigations.

We also sat down (virtually, of course) with Shawn Knauts, VP of Claims and Lyn Scrivner, Regional Claims Director of Shelter Insurance to talk about what makes their company special, including high employee satisfaction as well as top marks in customer service.

Until we can train in person again, we continue to offer online insurance training. Check out pages 8-9 for more information.

Finally, we are very excited and proud to introduce our latest publication, *Awesome Claims Customer Service – Part 1* written by Carl Van and Jon Coscia. This collaborative effort between Carl and Jon was a labor of love and we are delighted to share it with you. We hope you enjoy reading it as much as they enjoyed writing it!

International Insurance Institute welcomes your contributions to CEM and we encourage you to contact Lisa Ferrier at [lisa@insuranceinstitute.com](mailto:lisa@insuranceinstitute.com) for any input. Please feel free to direct any questions, feedback, articles, claims success stories, and/ or even topics that you would like to see discussed in the magazine. ■



**Carl Van**  
President and  
CEO International Insurance Institute

## FEATURE || STORY

# HERNDON & ASSOCIATES: IN THE LINE OF FIRE

It's true that the majority of investigation firms across the country investigate fires; however, they mainly focus on commercial structural fires, which can be quite different than vehicle fires. Herndon and Associates is one of the few firms in the U.S. that specialize in vehicle fires. Founded in 1979 by Walter Herndon, current COO Tim Herndon's father, Herndon & Associates has built a solid reputation in the insurance industry.

**"...the best way to learn this business is by doing it day in and day out – on the job training."**

Walter, Tim and their associates pioneered vehicle fire investigations in Michigan and across the country. Although Tim does have a multitude of credentials, including a Criminal Justice degree from Schoolcraft College as well as a degree in Fire Science, which he earned in 2001, he claims the best way to learn this business is by doing, "True that there is a lot of science involved, but the best way to learn this business is by doing it day in and day out – on the job training"

This specialized knowledge of vehicle fires has led to a strong partnership between Latitude Subrogation Services and Herndon & Associates. Together they created the Vehicle Investigation Recovery Program, VIRP, where Tim helps Lat-