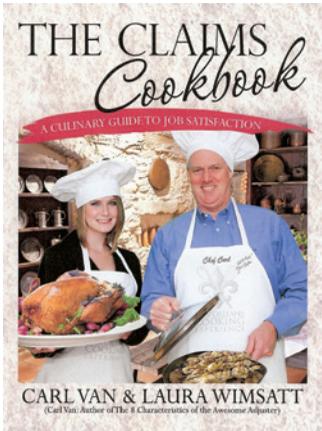


CLAIMS PROFESSIONAL BOOKS

FEATURE BOOK THIS ISSUE:

The Claims Cookbook: A Culinary Guide to Job Satisfaction



Yes, this is a real cookbook, but one with some dishes only claims professionals can appreciate. Since we are all making more meals from home these days, we thought this book might come in handy. You can enjoy recipes like *The SUB-Rotation sandwich*, *Chicken TORTellini*, *The DUI Daiquiri*, *Boston "Claim" Chowder*, *Claimant Crab Cakes*, *Attorney Red Beans and Lies*, *Delay Soufflé*, *So Sue Me Sushi* and plenty of others.

A word from Carl Van:

I believe most claims people are hard workers. As a claims person myself, I know that after a day of upset customers, argumentative attorneys, unrealistic time demands and too much work to do, the last thing a claims person needs is to start work all over again by trying to come up with something to eat.

So, I decided to create some special recipes just for you, my fellow claims professional, so that perhaps, as a claims person yourself, you know someone is out there thinking about you. To this end, I have solicited the help of my niece, Laura, who has lived her entire life in New Orleans, LA, the finest city in the world for good eating. In this book we have some New Orleans standards, but mostly we have chosen these dishes because we liked the way their names rhymed.

So...Here's to you!

Written by Carl Van and Laura Wimsatt. Paperback \$34.95 available at www.ClaimsProfessionalBooks.com, www.Amazon.com, and other online book sellers.

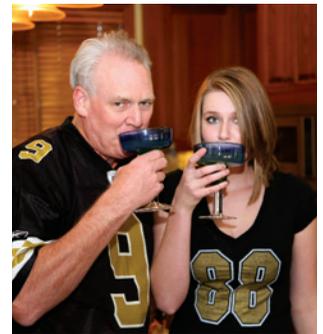
In New Orleans, the city where the cocktail was invented, and where "go-cups" are freely used in bars so that you can walk around the streets without having to waste a precious drop, the Daiquiri is king. Please enjoy, responsibly of course, the following recipe for the DUI Daiquiri.

Ingredients:

12 oz frozen limeade concentrate	1 cup of strawberries
16 fl. oz. rum	Ice

Directions

Blend the limeade, strawberries, rum and ice together until the mixture is smooth. Then serve in fancy glasses and garnish with strawberries. Perfect for a nice summer day out by the pool!



If you decide to try this recipe or any of the recipes from *The Claims Cookbook*, please take a photo of the finished product and send it to Lisa Ferrier lisa@insuranceinstitute.com and we'll include it in our next issue.

Visit www.ClaimsProfessionalBooks.com to view all of the books available:

- *The 8 Characteristics of the Awesome Adjuster*
- *Attitude, Ability and the 80/20 Rule*
- *Gaining Cooperation: Some simple steps to getting customers to do what you want them to do*
- *Gaining Cooperation for the Workers' Comp. Professional: 3 simple steps to getting the Injured Worker to do what you want them to do*
- *Attitude, Ability and the 80/20 Rule: The Makings of Exceptional Performers*
- *The Eight Characteristics of the Awesome Employee*
- *The Claims Cookbook: A Culinary Guide to Job Satisfaction*
- *Negotiation Skills for the Claims Professional*