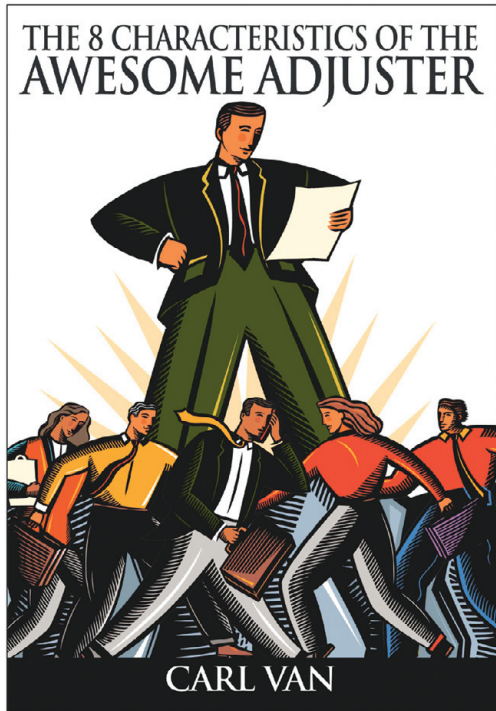


## Claims Professional Books

FEATURE BOOK THIS ISSUE:



This was written especially for the claims adjuster that is not a technical manual. Nor is it a novel, because every bit of it is true. It's a first of its kind. A unique look into what makes awesome adjusters truly awesome.

Through first hand examples and stories of actual events, the author explores the traits and characteristics of the elite group of people known as awesome adjusters. Without heavy handed preaching, he offers advice to those who are searching for it.

Written by Carl Van. (Paperback \$24.95 available at [www.ClaimsProfessionalBooks.com](http://www.ClaimsProfessionalBooks.com), [www.Amazon.com](http://www.Amazon.com), and other on-line book sellers; Kindle \$9.99)

Visit [www.ClaimsProfessionalBooks.com](http://www.ClaimsProfessionalBooks.com) to view all of the books available:

- *The 8 Characteristics of the Awesome Adjuster*
- *Gaining Cooperation: Some Simple Steps to Getting Customers to do What You Want Them to do*
- *Gaining Cooperation for the Workers' Comp. Professional: How to get 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*

## New Customers

We are delighted to welcome our newest members who have joined International Insurance Institute's member list, either through on-site training, on-line video training or training materials.

### UNITED STATES

- Karen Libby - Patriot Insurance-Yarmouth, ME
- Stephen Betley - Insurance Auto Auctions- Westchester, IL
- Jason Reinwald - Insurance Auto Auctions- Westchester, IL
- Anne Baskette - Virginia Farm Bureau-Charlottesville, VA
- Rich Burgoyne - Idaho Farm Bureau-Idaho Falls, ID
- Steve Carabases - The Navigators Group-Stamford, CT
- Jonah Mull - Miller's Mutual-Harrisburg, PA
- Aaron Kaufman - Berkley SE Group-Lawrenceville, GA
- Mike Wagner - CIRSA-Denver, CO

### INTERNATIONAL

#### India

- Ashu - Max Life Insurance – New Delhi, India

#### Australia

- Claire Kuan - Gordon, Australia

#### Ethiopia

- Yared Legesse Zewide - NIB Insurance Co.  
Addis Ababa, Ethiopia

#### Canada

- Julie Yandt - The Commonwell Mutual Insurance  
Lindsay, Ontario
- Carmel Greene - The Commonwell Mutual Insurance  
Perth, Ontario
- Jennifer Hope - The Commonwell Mutual Insurance  
Lindsay, Ontario ■