

In this issue we feature a story about the newest claims endeavor, a musical CD devoted exclusively to claims professionals by Carl Van and the Awesome Adjuster Band. The CD, entitled “I’m a Claims Man”, is a completely tongue in cheek look at the claims world.

See our News Briefs section for announcements on the newest book offered at Claims Professional Books, The Eight Characteristics of the Awesome Employee. We will also provide updates on subjects covered in our claims blog, and the newest free training claims at the Carl Van You Tube Channel.

And finally, one of the saddest topics we have ever had to cover, we say goodbye to a wonderful friend and a great claims man, Mike Noakes.

As always, we here at International Insurance Institute welcome your contributions to CEM and encourage you to contact Karla Alcerro at karla@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. ■



A handwritten signature in black ink, appearing to read 'Carl Van', written in a cursive style.

Carl Van
*President and CEO
International
Insurance Institute*