

ROANOKE CLAIMS ASSOCIATION

"An organization of professional claims personnel and the associated restoration and recovery industry"

On a cold February day in 1952 six men met for dinner at the Patrick Henry Hotel on Jefferson Street in Roanoke, Virginia and discussed the need for a formal professional organization of local claims managers and the personnel of insurance and adjusting companies located in the Roanoke area. All of these men were actively involved in the handling of claims, most were veterans of either or both World War II and the Korean Conflict and each had a strong commitment to making claims adjustment an honored and respected profession.

This small group grew out of a much larger informal group of men who gathered nearly every Friday after work for a smoke, a six and a half ounce bottle of Coca Cola and a pack of NABs at the Lucas Brothers Garage at the corner of Luck Avenue and First Street in downtown Roanoke. There they talked "war stories", both fresh and real from just a few years back while in uniform in either Europe, Asia or the Pacific, as well as those more recently experienced in their claims handling jobs. To this "Greatest Generation" then, it was a gentlemen's occupation and it was not unusual to see settlement checks and releases exchanged on those days between opposing companies or a handshake given to seal a compromise on a questionable or complicated claim.

These six men on that night in the Patrick Henry Hotel; John Eakin of U S F & G, Burgess G. "B G" King of Kemper Insurance, George Scruggs of Gay & Taylor, Fred Tucker of the General Adjustment Bureau, Charlie Yost of Motors Insurance and the then claim manager for Allstate Insurance, whose name has unfortunately been lost from the Association's history, are recognized as our founders and each of them were committed to excellence and fair dealings in the settlement of claims. Their contributions over the years have been immeasurable and as a group they were responsible for the training and supervision of thousands of claims people, many of whom still remain active in the business and loyal to the profession and those who would serve it.

After preparing some documents for discussion, including consideration for the organization's constitution and invitations to other claims persons not present at the hotel dinner; they met for the first time as an organization on Thursday March 13, 1952, again at the Patrick Henry Hotel. Since that date, the Roanoke Claims Association has continuously met, although modifying the meeting schedule many years ago to exclude the summer vacation months from June through August. For every year that has passed since, this organization has both influenced and educated thousands of claims handlers, attorneys, contractors, auto service personnel, nurses and various medical professionals with informative speakers, entertaining events and responsible social interaction. .

From this organization spawned the Richmond Claims Association two years later and from that association the Virginia State Claims Association was formed in 1965. All three of these organizations continue to be viable and relevant claims organizations and have since been joined by other local associations in this commonwealth that seek similar goals in educating and informing claims handlers in both formal and social settings.

Also, from this organization the first local claim service "Directory" in the Commonwealth of Virginia was published. In later years the first scholarship award program for the children of members was developed by the late Michael Collins of State Farm Insurance, Dave Stoepker of Kemper Insurance and Randy Layman of Fagan's ServiceMaster and continues to offer tuition assistance to member's children and grandchildren in the Roanoke area. Around the Commonwealth our brother claims associations have followed our example by offering their own scholarship programs.

For more than 55 years now, the members of the Roanoke Claims Association have given time, talent and resources to the development and education of both the professional claims handler and other people who make their living restoring the damage and injury that occurs from insurance claims. It is a lasting tribute to those who have led this great Association; faithfully attended the numerous meetings, seminars and other events over these many decades, that this Association continues its excellence and relevance to this day.

Randy S. Layman, AIC- Historian
Roanoke Claims Association
September 13, 2007

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THE PURPOSE OF THIS ASSOCIATION SHALL BE:

1. *To insure better understanding and to promote professional and social intercourse in the insurance industry.*
2. *To provide an organization to facilitate an interchange of ideas and information on subjects of common interest.*
3. *To assist members in enabling themselves to render their companies reliable and professional services.*
4. *To adopt and enforce the following code of ethics compatible with the best interests to all in our profession.*
 - A. *To conduct ourselves and our profession so as to inspire public confidence by fair and honorable dealings.*
 - B. *To promote by our attitude towards the public, the proper regard for the profession of claims representatives.*
 - C. *To approach the investigation of claims without prejudice or bias.*
 - D. *To render complete and truthful reports of facts and conditions bearing on the case.*
 - E. *To disregard influences tending toward unfair settlements of claims, or losses.*
 - F. *To render at all times a service of the highest quality to the insured, the claimant, and to the companies we represent.*
5. *To discourage and combat attempts that might be made by any individual or groups espousing the ideals of bargaining or unionization. This Association shall not support or engage in any practice that would make it an agent in idea or fact for such groups or organizations.*

Final version with corrections adopted
at the regularly scheduled meeting of
Roanoke Claims Association
November 11, 1982