

The TGIF CHRONICLES

For Friday July 30, 2004

Volume 2 – Issue 25

HAPPY ANNIVERSARY

SPECIAL ANNIVERSARY EDITION

We are one year young this Edition

THIS WEEKS NEWSLETTER CONTAINS:

1. MEET THE CHRONICLE STAFF
Executive Editor Rick (Sir Richard) Collis
 2. MEET THE CHRONICLE STAFF
Editor Ron (The Old Man) Wilkes
 3. MEET THE CHRONICLE STAFF
Reporter Robert Eyford
 4. HISTORY
Ron Wilkes
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1. RICK (SIR RICHARD) COLLIS

After retiring from the armed forces in 1981, Rick began his insurance career as bodily injury adjuster with the Insurance Corporation of British Columbia. In 1987, he opened Colonial Claims Adjusters Ltd which he owned until he became the Canadian Claims Manager for the Travel Insurance Co-ordinators in 1993.

Rick was growing restless in that position and decided to try his hand as a broker for several years before returning to his first love – adjusting. He returned to the company ranks as a senior claims examiner in Calgary, but soon got itchy feet moving back into the field as a working branch manager for a large independent adjusting firm in Northern Alberta. But when the Lower Mainland called, he soon took the opportunity to move back and is currently with CGI Adjusters Ltd. in Surrey as a Senior Property Adjuster.



Aside from claims negotiation and settlement, Rick experience incorporates private investigation, provincial emergency program flood and disaster assistance, and mentor for junior adjusters. His services were rendered in the field during Hurricane Andrew in 1992 and he has participated in several other cat losses in Canada.

He graduated from Carleton University in 1974, holds his Associate of the Insurance Institute of Canada (AIIC), Fellowship in the Insurance Institute of Canada (FIIC), and Fellowship Certified Insurance Professional (FCIP). Rick worked for over 10 years as an Instructor and Facilitator for the Insurance Institute of B.C. and 2 years as a Facilitator for the Insurance Brokers Association of B.C.

When he resided in Chilliwack, he served as Vice-Chairman of the Chilliwack Emergency Services Program.

2. RON (THE OLD MAN) WILKES

Ron has been involved in insurance, and its related industries, for over 40 years. His experience includes sales, marketing and management of building material wholesalers, restoration firms, property inspection firms, insurance companies, and insurance brokerage firms.

During his insurance career, Ron's experience has consisted of commercial and industrial underwriting, and the sales, marketing, and inspecting of risks/accounts for insurance companies, international brokerage firms, and local agencies. This experience includes property, liability, crime, business interruption, loss inspections, and surveys. Positions held have been special agent, inspector, branch manager, underwriting manager, insurance marketer, and insurance broker.



In addition to this, he has been involved in all facets of heritage and insurance restoration in different regions of Canada. He is fully conversant in emergency management, emergency service, pack-outs, cleaning of building and contents, floor coverings, odor control, source of loss investigation, chemicals, restoration of buildings and reconstruction of buildings. This includes project management, estimation, sales, marketing and administration.

He has been based in Hamilton, Winnipeg, Toronto, Ottawa, and Edmonton, as well as Vancouver. He has served on one "cat" team in Ontario, and two "cat" teams in Alberta.

Some of the insurance companies he has held positions in are; Boiler Inspection & Insurance Company of Canada, Strathcona General Insurance Company, Reed Stenhouse Ltd., Lowndes Lambert (Alberta) Ltd., Coyle & Associates Inc., and Quinn Hoffman Insurance Ltd. In the construction field he has served with Hamilton Lumber Ltd, Wilkes Construction Ltd, Dominion Disaster Restoration Services Ltd., ServiceMaster of Vancouver, and Integra Restoration Services. He was the senior inspector in Vancouver for Equifax Canada as well.

His formal education is sales and sales management, marketing and marketing management, but Ron has also received accredited education in councilor selling, carpet and upholstery cleaning, and smoke and water damage restoration. He has been certified by Marshall & Swift and IICRC as well as being an Associate with the International Society of Appraisers (A.I.S.A).

3. ROBERT EYFORD



Robert Eyford

Robert, who is the owner of Rae-Tech Investigations Ltd., provides a wide range of investigative services, specializing in fire cause and origin and insurance fraud. He has extensive fire investigative experience, both suspicious and otherwise and has advised adjusters and claims examiners on investigation procedures in arson or suspicious fire losses. He not only investigates structure fires but also specializes in heavy equipment, heavy trucks, auto and marine fires.

Robert's more than thirty years experience includes law enforcement (R.C.M.P.), private investigation and insurance adjusting. He is a certified Fire and Explosion Investigator (NAFI), Canadian Certified Fire Investigator (CAFI), a Certified Fire Investigation Instructor (NAFI) and an experienced lecturer and police trainer. He has spent hundreds of hours giving evidence in court.

In addition to the above, Robert has more than twenty years experience in the training of canines for obedience, tracking, protection and detection and is a consultant for canine training and behavior problems. In 1995, Robert attended a five-week training program at a police canine training academy, where he was involved in the certification of the first canine in B.C. for the detection of ignitable liquid odours.

He is affiliated with: Private Investigators Association of BC, Fire Investigators Association of Alberta, Canine Accelerant Detection Association, Canadian Association of Fire Investigators, National Association of Fire Investigators, and International Association of Fire Investigators.

4. HISTORY

It was in the early spring of 2003 that two old friends started to correspond by email trading not only the normal industry gossip but valued information. Some of this information was sent on a regular basis to other acquaintances sometimes one and two times a week. So by early summer of 2003 the very raw form of the TGIF Chronicles came into being which was sent every Friday morning to 6 people. During that week information was gathered by either of the friends and sent out.

So by the end of July in 2003, Rick asked Ron to start producing the chronicles with a readership list and others were added by nomination of a reader on a weekly basis. There are no archives of this primitive format, but by Friday, November 21, 2003, with a readership of 26 people the current format was introduced and there are copies kept of each edition since then.

By this time new features were introduced such as “You Asked”, “Letters to the Editor”, and “Statements from the Claims Files”. Guest columnists were prevalent during these times and membership began to grow on a rapid pace.

Today our readership which is no longer published has grown to over 150 people who are no longer nominated to receive the publication but have to request it themselves in order to get their free weekly copy. In fact some managers actually send the copy they receive out to their own staff individually.

Our readership not only consists of insurance personnel such as brokers, adjuster, underwriters, managers, and mentors, but is read by lawyers, accountants, appraisers, project managers, investigators, auditors, and Corporate Executive Officers. Our newsletter is now received and read from the Pacific Ocean to as far away as the Ottawa River.

All contributions, opinions, and articles by everyone are welcome and this information will appear in print in the next available edition of the TGIF Chronicles. We want to hear from you this coming year.

Oh and by the way, the original six who still receive the weekly chronicles are: Rick Collis, Ron Wilkes, Robert Eyford, Russell Sorsdahl, Dan Lambert, and Grant Molsberry. If you haven't guessed it by now – the friends are Rick Collis and Ron Wilkes.

We leave you with this Japanese Proverb

“Fall seven times, stand up eight.”

Have a great weekend!

Executive Editor Rick Collis
Editor Ron Wilkes
Feature Reporter Robert Eyford
Publisher Integral Property Loss Services

If you have changed your email address or if you wish to be added to this newsletter or removed from this newsletter please email us at integral@shaw.ca

All QUESTIONS, OPINIONS, & ARTICLES WELCOME, please send them to Letters to the Editor at integral@shaw.ca

Please support our following sponsors of this newsletter.

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