



The CHRONICLES Newsletter

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Please email all articles, letters to the editor, subscription inquiries etc. to thechronicles@shaw.ca

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Reporters: Robert Eyford, Ron Wilkes

THIS WEEKS FEATURES

SECOND ANNIVERSARY EDITION

SPECIAL EDITION

We are two years young with a solid base of readers from the insurance industry and sprinkled with reader from all walks of life. Thank you for your interest, and support. So let's look at who and what drives this machine called the Chronicles.

Walking Dog

Our editor in chief "Walking Dog" is a compilation of the canine unit at Rae-Tech. It is a tribute to these canines that demonstrate professionalism to the finest every day and can assist their handler in any type of investigation. They are well mannered and have been expertly trained. Well done Robert! Be proud of your kids.

Robert Eyford, CFEI, CCFI-C, CFII, CVFI

- 34 years investigation experience including law enforcement (RCMP) and private investigation (insurance fraud & fire origin and cause) overlapped by several years of independent insurance adjusting
- Certified Fire and Explosion Investigator
- Canadian Certified Fire Investigator
- Certified Fire Investigation Instructor (NAFI)
- Certified Vehicle Fire Investigator (NAFI)
- Hundreds of hours experience giving evidence in court
- Attended five weeks training at a police canine training academy, training and certifying the first canine in BC for the detection of ignitable liquid odours (1995). Trained a total of three accelerant detection dogs
- Experienced lecturer and trainer to fire departments, police and the insurance industry
- Owner of Rae-Tech Investigations Ltd. specializing in fire origin and cause

- Extensive fire investigation experience, both suspicious and otherwise including advising adjusters and claims examiners on investigation procedures in arson or suspicious fire cases
- Experience managing serious and complex files plus supervising other investigators
- Experience working with legal counsel, engineers and other experts on fire and other insurance matters
- Extensive experience investigating structure fires plus automobile, heavy equipment, heavy truck fires and marine fires augmented by work experience in the trucking and marine industry
- Experience doing risk assessments of residential buildings and commercial buildings plus marine surveys
- Court qualified expert

ON THE FLIP SIDE

Robert is a singer songwriter at heart. After growing up in his early years in Hay River in the North West Territories, he spent his early teens in Fort Simpson. While traveling around the north as an RCMP officer this has prompted him to write about his experiences and observations of the land. His latest CD, The Road to Great Slave Lake excels in describing his feelings and the vastness of the north. You can often find Robert in the evening in a lounge somewhere in Western Canada entertaining the locals. For more information or a copy of his CD please email Robert at reyford@goldcity.net



Rae-Tech Investigations Ltd.

International Fire & Forensic Consultants

Rae-Tech Investigations Ltd. is an international fire and forensic consulting firm based in Western Canada. We cover western Canada from our offices in British Columbia and Alberta. We service North America and other Pacific Rim Countries with affiliates in Philippines, Canada, United States, South America and Great Britain.

FIRE SCENE EXAMINATION & ANALYSIS

FIRE INVESTIGATION TRAINING & SEMINARS

FORENSIC INVESTIGATIONS

ABDUCTION RESCUE

TRAFFIC ACCIDENT INVESTIGATION

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Please come and visit us on the web at www.rae-tech.net

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FIRE SCENE EXAMINATION & ANALYSIS:

We do fire origin and cause investigations in structures, vehicles, heavy trucks and equipment, wild land, farm equipment, marine vessels and cargo. This includes photographs, computerized plan drawings, interviews & statements if required plus working with a host of other specialized experts we are affiliated with. For the benefit of our clients we use all the tools of the trade to most accurately determine the cause of a fire, including detection canines, hydrocarbon detectors, product recall databases and forensic laboratories, but most of all, years of experience.

RESIDENTIAL:



COMMERCIAL:



HEAVY TRUCK & EQUIPMENT:



WILDLAND:



MARINE:



VEHICLE:



FIRE INVESTIGATION TRAINING & SEMINARS:

After many years experience in insurance adjusting as well as investigating insurance fraud and other insurance matters, it became obvious that different Insurance companies and adjusting firms have different ways of handling fire claims. Because of errors and questionable decisions the costs of fire claims can easily become higher than necessary.

We have prepared a power point presentation entitled "Reducing Costs of Fire Claims" which has been designed specifically for adjusters and claims examiners

covering ten different reasons why fire claims can be higher than necessary. Feedback from everyone we have presented this 1 ? hour seminar to indicates that it is very helpful and educational to the industry.

We also have a presentation available to fire departments and fire investigators entitled "Preserving the Scene / Spoliation of Evidence." Please call for details and booking these seminars.

FORENSIC INVESTIGATIONS:

Over 34 years of investigation experience including law enforcement and crime scene analysis allows us to offer criminal or defense investigations to a wide range of corporate and private clients. This includes interviews & statements, crime scene photography & documentation, computerized scale drawings and location of witnesses. Our wide range of contacts includes document examiners, specialized engineers, statement analysts and other experts.

ABDUCTION RESCUE:

Special training and experience, plus international contacts and affiliations permits us to offer an abduction rescue service to corporations or persons with family members, friends or employees who are being unlawfully and/or forcibly held against their will anywhere in the world. Security requires that website information on this subject be kept to a minimum. If you require further information on this service, please contact us directly. Discretion is assured.

TRAFFIC ACCIDENT INVESTIGATION:

The best tool to assist you if you are involved in a motor vehicle accident is a professional quality investigation of the circumstances surrounding the accident. Most of our clients for traffic accident investigations are law firms. Sometimes these law firms are representing insurance companies and sometimes they represent private individuals or corporate clients who have been involved in an accident. Usually there is a question of liability and our expertise in this area allows us to provide our clients with scene photos and measurements, a computerized plan drawing to scale, inspection and photographs of vehicle plus locating and interviewing witnesses.

We use the most modern technology to prepare a coloured plan drawing with all items to scale, including the vehicles involved. Our extensive court room experience allows us to provide a top notch product to our clients at very economical rates.



Ron Wilkes

Ron Wilkes 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, and branch manager, underwriting manager for Canada, 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, and 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 property inspector at 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).

ON THE FLIP SIDE

Ron, who most people do not know other life, is Associate Producer for The Royalty of Rock and Roll and Country Legends Shows, a division of Blue Train Entertainment, has been commissioned by some of the stars of the Grand Old Opry to dispose of excess memorabilia. Some of the stars that Blue Train Entertainment has are Chubby Checkers, The Drifters, Mary Wilson's Supremes, Del Reeves, Joan Jett & The Blackhearts, The Coasters, Gene Pitney, Jeanie Sealy, The Platters, Tommy James and the Shondels, Tommy Overstreet, John

Kay & Steppenwolf, The Shirelles, Paul Revere & The Raiders, Davy Jones, Herman's Hermits with Peter Noone, The Buckingham, etc.



Integral Property Loss Consultants are committed to providing loss prevention and managing property losses that are innovative, responsible, and cost effective by assisting the consumer in restoring their property to its origin design, quality and value. We provide a consulting service that assists private and business consumers to make highly informed decisions with regards to a property loss in settling insurance claims.

- GRC APPRAISAL REPORTS ~ LOSS REPORTS ~ ASSESSMENTS OF DAMAGE REPORTS**
- CONDITIONS OF RISK INSPECTION REPORTS ~ UNDERWRITING INSPECTION REPORTS**
- RESTORATION MANAGEMENT SERVICES ~ REPLACEMENT MANAGEMENT SERVICES**
- CONFLICT RESOLUTION SERVICES ~ DISPUTE RESOLUTION SERVICES**

*CONSULTANTS FOR THE
GRIMSHAW TORNADO, THE
NORTHERN ALBERTA
WINDSTORM, AND THE
BARRIERE - KELOWNA
FIRES IN 2003*

Ron Wilkes

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Please come and visit us on the web at www.integralconsultants.ca

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We provide a consulting service that assists private and business consumers to make highly informed decisions with regards to a property loss in settling insurance claims. Our service includes:

OUR APPRAISAL SERVICES

- Our GRC Appraisal Report provides an underwriter, broker or consumer with full Replacement Cost, and/or Actual Cash, and/or Projected Catastrophic Values to ensure you have sufficient limits on the insurance policy.
- Our Loss Appraisal Report provides an adjuster or consumer full Replacement Cost, and/or Actual Cash, and/or Projected Catastrophic Values in order to determine payout after an insured loss.
- Our Assessment of Damage Report provides an unbiased Scope of Damage, and an Assessment of Restoration cost in order to provide an adjuster or consumer with documentation and budget in order to obtain compatible bids from restoration contractors.

OUR INSPECTION SERVICES

- Our Conditions of Risk Inspection Report is designed for loss prevention for a consumer and will optionally include a Damage and Improvement Assessment.
- Our Underwriting Inspection Report is designed for risk submission to an underwriter and will optionally include a valuation of the building.

OUR MANAGEMENT SERVICES

- As a Restoration Manager, we will scope the damage, assess the conditions of the risk, estimate the cost or repair, provide a schedule of the work to be performed, provide all necessary loss reports and revisions, qualify the contractor and sub trades, and obtain WCB and CGL certifications, negotiate permits, attend all site meetings with engineers, inspectors, etc., site supervision, quality control inspections, etc., provide weekly status reports, until the completion certificate is signed and the deficiencies are corrected to the satisfaction of the insured.
- As a Replacement Manager, we will list the non restorable items before they are disposed of, assess the replacement value, assist the insured in completing their statement of values, and oversee the replacement of the items to the satisfaction of the insured.

OUR ABRITRATION SERVICES

- Our Conflict Resolution Service assists the consumer in providing a reasonable sufficient proof of loss in order to substantiate their claim including investigating the loss in order to provide the facts, verify the quality of assets, assist in completing a statement of values, assist in completing a proof of loss, assist in presentation of the proof of loss,

oversee the completion of the restoration process, oversee the distribution of funds and maintain management of loss until it is completed.

- Our Dispute Resolution Service represents the consumer, or insurer in a pre litigation circumstance and we can act either as an appraiser or umpire.



And there you have it for this edition.....exit stage left!



Walking Dog