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**Castle Claims Service**<sup>®</sup>  
*Serving Western Pennsylvania*



## THIS ISSUE

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## Message from the President:

*Mark Blackburn*

Can anyone believe the weather this past year? Coming off of a mild winter, Western Pennsylvania experienced a calm, albeit hot, summer and now we've started fall off on a chillier note.

On July 26, 2012, Castle Claims Service employees could be seen at the Lake Erie Claims Association Golf Outing. Our Marketing Representatives, Angela and Jessica Blackburn, kept the golfers refreshed and hydrated by providing bottled water to all the participants.

We recently learned of a scam that is going on in the insurance industry, to learn more about this check us out on Facebook. We are having another drawing this issue for a \$50 gift card. To enter, "like" both our Facebook page and the video regarding the scam before 5:00 p.m. on Wednesday, October 10. We will notify the winner on Thursday, October 11. Congratulations to Tauna Berry of Safeco Insurance, the winner of the gift card from the previous Castle Chat issue.

Mid-September marked the halfway point of hurricane season. Make sure you follow all necessary precautions to stay safe this fall!

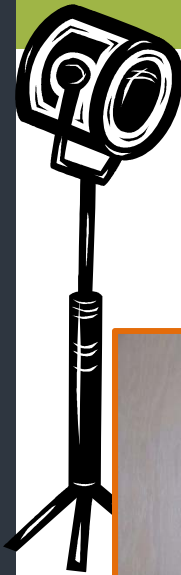
*Mark*

**EMERGENCY  
AFTER-HOURS  
PHONE NUMBER  
412-343-3223**



Check our Facebook for the most up-to-date achievements!

We are proud of our employees' new achievements and designations. We encourage all employees to continue their education so that we provide the most progressive service for you!



## THE SPOTLIGHT'S ON...



**GENERAL ADJUSTER  
WV #7004333  
PAUL PAVLIK**

In January, Castle Claims Service officially welcomed Paul Pavlik to our Pittsburgh office. Paul, who is also a licensed adjuster in West Virginia, allows us to increase our service area into a new state.

Paul is a graduate of West Virginia University and GAB Business Services, Inc. Multi-line Claim School. He has worked in the claims/insurance industry for 36 years and brings an array of qualities, experiences, and expertise to our company. Paul is a dedicated employee who strives to insure all of our clients are satisfied.

Prior to working at CCS, Paul was a partner at Penn Claims Services. He brings over 30 years of adjusting experience with him.



**PROPERTY ADJUSTER  
HRIC# 201209108  
JOHN BIFULCO**

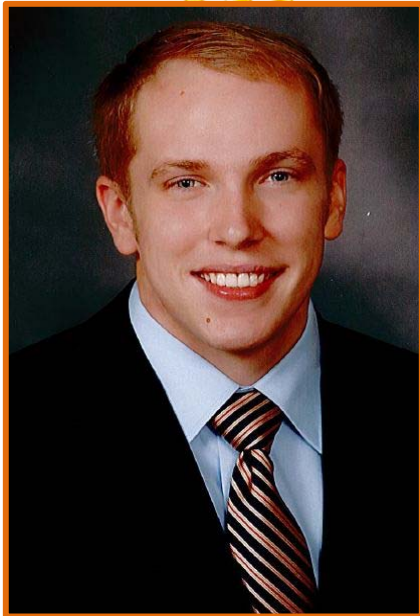
Castle Claims Service sends a warm welcome back to Adjuster John Bifulco. From September 11<sup>th</sup> through the 13<sup>th</sup>, John was in Columbus, Ohio successfully achieving HAAG's Residential Roofing Inspector Certification. John isn't limited to the Erie area; he's available to go throughout western Pennsylvania.

John has been with our Erie office since February 2009. Prior to working for CCS, John was in the construction and roofing field for over 20 years and has been able to bring a great deal of well-rounded knowledge to the job.



**CONGRATULATIONS JOHN!**

# My *Summer* with Castle Claims Service



By: Alex Johnson

My internship with Castle Claims Service introduced me to the many facets of the insurance industry, specifically dealing with claim management for property damage. As an actuarial science student, my summer position with Castle Claims provided me knowledge of how claims are handled and valued, which is what actuaries use to develop rates associated with the risk management of such claims. The numerous insurance carriers for whom Castle Claims provided their services exposed me to many different types of claims, such as fire, flood, wind, and hail damage. Through the use of Xactimate, I was able to produce detailed estimates for each claim and use my technical knowledge to help

others with the estimating or sketching processes in any way possible.

By shadowing Mark Blackburn and other staff adjusters, I was able to learn the claims adjusting procedures quickly and efficiently. The workflow processes practiced at Castle Claims Service allowed for efficient processing and the ability to handle a large volume of claims at one time.

With the large volume and diversity of claims I was exposed to, I was able to follow a claim through from start to finish by the end of my three month internship; this included the inspection of the claim and developing the estimate for repair. I am now currently employed as an actuarial analyst and my opportunity to work at Castle Claims Service gave me extra knowledge of how to manage risk, which I can apply to my current career.

*Congratulations Alex!*

Alex now works for CBIZ, one of the nation's leading professional service providers, as an actuary, specializing in pensions and other post-employment benefits.

## SUBMITTING New Loss Assignments



There are many ways our offices will accept new claim assignments. We will still accept assignments over the phone or via fax, but now you can send by e-mail, Xactimate Address ([BLACKBURN.ERIE.PA](mailto:BLACKBURN.ERIE.PA)) or submit information through our website at [www.castleclaims.com](http://www.castleclaims.com). When submitting a new loss via our website, go to FORMS, and select Assignment Form. Please fill out claim information and submit.



Look for the next issue to spotlight other valuable employees!

## Upcoming Events

- CEU Seminar presented by Rainbow International® Restoration & Cleaning of Erie – October 2, 2012. Adjusters Steve Johnson and John Bifulco will be attending this seminar on Successful Remediation of the Fungus Amongus.
- CEU Seminar presented by Service Master of Greater Pittsburgh – October 12, 2012. Adjusters Mike Karalewicz and Don Schleicher are scheduled to attend this seminar on Mold Remediation and Water Damage Mitigation.
- PAIIA Fall Claims Seminar – November 9, 2012 – Mark and Sherri Blackburn are scheduled to attend the Fall Claims Seminar in Lancaster, PA.



Are you familiar with our Claims Management Program, FileTrac®? We've been utilizing FileTrac® since 2009. It has helped our adjusters immensely with organizing claims, setting up reminders/diaries, billing, and storing documents electronically. FileTrac® has improved our everyday work efficiency.



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