



Los Angeles Risk and Insurance Management Society

# Quarterly Newsletter

March 2014

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# President's Message

*From Scott Ritto*



Welcome to the first Newsletter of 2014. I am very proud to be serving as the President of the Los Angeles Chapter of RIMS for 2014, and we are looking forward to having a great year as a Chapter. We have already conducted two very well-attended luncheons for January and February. We have an exciting luncheon scheduled for March as well, but will be dark in the month of April for the RIMS Conference being held in Denver, CO. I am sure to see a number of familiar faces around the Convention Center and other events while in Denver this year. The luncheon schedule will resume in the month of May, as we lead up to the Annual Golf Tournament at Brookside Country Club in June.

The golf tournament has really turned into the premier event for the Chapter, and we could not make it such a successful event if it wasn't for the continued support of our vendor partnerships and membership. We continue to maintain great support for all of our events and luncheons throughout the year, and it is what has allowed the LA Chapter to grow and operate as one of the premier chapters for the RIMS Society. This support continues throughout the year with our Education Day, and as we round out the year with our Annual Holiday Party. We are one of the five largest chapters of the Society, and we strive every year to improve. We are fortunate to attract excellent speakers for our luncheons, and strive to have topics that are current and relevant to our risk management careers, with information that can be taken back to our organizations and put to immediate use.

I would like to thank everyone for their involvement in the Chapter, and will be so bold as to thank you for what you will help us accomplish this year. The Board and I will be discussing the use of various committees this year, so there will be opportunities for others to participate in these committees and the guidance of the Chapter. I have been contacted by a few individuals expressing interest, so I will look to get this moving. It is a great way to see some of the behind the scenes of the Chapter, become involved, and explore the possibility of serving as a member of the Board of Directors. Please continue to monitor the website, read the newsletter, look for email blasts, or contact any member of the Board to stay connected to what is going on and upcoming events. I am grateful to be able to lead such a great group of Board Members and a wonderful Chapter. Please make it a point to be a part of our successes in 2014 and beyond. I will see you at the next luncheon.

Best Regards,

Scott Ritto  
LA RIMS Chapter President

# Meet our 2014 Board Members

## ***President***

***Scott Ritto - Kilroy Realty Corporation***

## ***Treasurer***

***Vincent Monastersky - Fox Entertainment Group***

## ***Secretary***

***Becky Smith - Fox Rent-a-Car, Inc.***

## ***Past President/Chapter Delegate***

***Kurt Leisure - The Cheesecake Factory, Inc.***

## ***Director of Membership***

***Maling Huang - Newegg, Inc.***

## ***Golf Chair/Communications***

***Chad Smith, CPCU, ARM - Macerich***

## ***Director of Special Events***

***Armando Beltran - Guess? Inc.***

## ***Director of Legislative Affairs***

***Dennis Healy - Poms & Associates, Inc.***

## ***Directors at Large***

***Manny Chavez - Princess Cruises***

***Sharon Drabeck - Trader Joe's Company***

***Jeff Stolle - Dole Food Co., Inc.***

***Rumana Yasmin - Neovia Logistics***



# Upcoming Events!

## *Mark your calendars!*

March 19, 2014

“School & Workplace Violence”

Julie Garcia SPHR, ARM-P - Regional Director, Civil Rights Specialist

Monthly Luncheon - Beverly Garland Holiday Inn, Studio City, CA

May 21, 2014

Monthly Luncheon - Beverly Garland Holiday Inn, Studio City, CA

June 4, 2014

Golf Tournament

Brookside Golf Course, Pasadena, CA

July 16, 2014

Monthly Luncheon - Beverly Garland Holiday Inn, Studio City, CA

August 20, 2014

Monthly Luncheon - Beverly Garland Holiday Inn, Studio City, CA

September 17, 2014

Monthly Luncheon - Beverly Garland Holiday Inn, Studio City, CA

October 15, 2014

Education Day

Beverly Garland Holiday Inn, Studio City, CA

November 19, 2014

Monthly Luncheon - Beverly Garland Holiday Inn, Studio City, CA

December 2014

Installation of Officers and Holiday Party

Woodland Hills Country Club, Woodland Hills, CA

# Welcome

## New RIMS Members

Jackson Barton	The Walt Disney Company
James Boyd	The Salvation Army
Edward Burkhard	Broadspire Services, Inc.
Ben Figlock	Occidental Petroleum Corporation
Calvin Joe	City of Los Angeles
Stephanie Lee	Frasco Investigative Services
Lisa Hilton	AARP
Roanld Homan	Homan & Stone
Toshia Johnson	PTPN
Hsin-yi Lin	The Walt Disney Company
Kathryn Zarkos	CAPS Payroll



# *Education Day October 16, 2013*

## *Sponsors*

*Crawford GTS  
Locascio Law A.P.L.C.  
Interstate Restoration  
FM Global  
The Greenspan Co.*





# *Thank You For Attending Holiday Party December 5, 2013*

## *Thanks to our Sponsors:*

*Adelson, Testan, Brundo, Novell & Jiminez*

*AJG*

*AON*

*Arthur J. Gallagher*

*FM Global*

*Interstate Restoration*

*Liberty Mutual*

*The Hartford*



# Preparing Before a Disaster Strikes

## **ROBB GREENSPAN, SPPA**

*The Greenspan Co /Adjusters International  
Claims Consultant For The Policyholder*

By definition, disasters are rarely tame and almost never predictable. Few businesses or residences are truly prepared for the full extent of a disaster when it strikes. While recovery is never easy, there are a few key steps Risk Managers can take before a loss occurs to help make your insurance claim go smoothly.



### **Prior to a Claim**

It is important to take many photographs or videos of your business once a year, especially after any additions or remodeling projects have been completed. Make sure your photos detail both the interior and exterior of your property, as well as its contents, to assist you in proving the extent of the damages in the event of a fire. It is a very valuable memory tool when you are preparing your inventory of “total loss” goods.

Back up Critical Business Information (such as pre-loss inventories, books and records of account, customer and sales data, etc.) and store them in an off-site location. After a loss, you will need to retrieve key client information and financial history, to run your business and to prove your claim. At least two years of prior financial information will be needed for your insurance claim. Any physical inventories taken on a monthly or yearly basis should also be copied and kept off-site to prove your inventory losses.

### **Have a Response Team in Place**

Putting together a Claims Management Team before a disaster strikes can solve many claim problems before they even occur. Assigning a lead spokesperson that is knowledgeable about your business and the insurance coverages in place can be a valuable asset to you. This person can interact with your carrier and lead your staff in preparing the claim and rebuilding the business. Keep in mind that the smallest comment made to an adjuster can make a big difference on how much money you will ultimately recover. It is best to have only one spokesperson working with the adjuster.



### **Review Your Insurance Coverages Annually**

Coverages that were good last year may not be adequate this year, so you must review and update your policies annually. Notify your insurance agent or broker about any new acquisitions, construction, furniture, fixtures or equipment added in the last year. Likewise, any changes in income should be communicated to your insurance agent or broker and reflected in your policy of insurance. The most common problem that occurs in claims is having the wrong values in place.



### **Settling the claim**

Be sure to document all conversations and agreements that are made with your insurance agent and carrier in writing. The only proof you have of what insurance you asked for and what was sold to you is the written record. If in the event of a claim you discover that you did not get what you asked for in coverage, you will need proof to argue this point. Date these records and keep them off-site for future reference.

### **Pre loss claims scenarios**

A great exercise to run within your company and as part of your disaster planning work is to simulate a fire, flood or other shutdown of your business on paper. Asking hypothetical questions as to how you will respond to a fire or flood prior to a disaster will help you prepare and to move quickly reestablishing your business. These questions can be general, such as “what will we do if the plant burns?” and “how will we operate and get back into business?” or they can deal with more specific issues, such as “will we lose telephone service or data service?” and “where will we relocate to and how will we deal with customers?”

The questions are endless, but will lead you to a better understanding of what your needs will be and how your insurance will respond. Issues like “do we need extra expense coverage or versus more business interruption coverage?” will become apparent when you first consider all of the possibilities.

At The Greenspan Company/ Adjusters International, we are frequently contacted by businesses and their brokers to review the coverage in place from a claims point of view. We discuss how the coverages in place will apply should disaster strike. We also use our unique perspective in handling various types of business claims and apply our experiences to their issues, analyzing what is really needed to protect the financial investments of the company.

As a RIMS member, we are happy offer these reviews to other RIMS members at no cost.

Robb Greenspan, SPPA is a senior partner of The Greenspan Company/ Adjusters International, a public adjusting firm established in 1946 in Los Angeles. Greenspan/AI is dedicated to representing the policyholder's interest in property claims only. Robb has written numerous articles and papers on insurance and has been teaching continuing education classes for Agents and Brokers as well as other Risk Manager professionals for over 25 years. Robb Greenspan is currently serving as a member of the Curriculum Board for the California Department of Insurance and was a past member of the Insurance Commissioners Consumer Complaint and Unfair Claims Practices task force. He holds the Senior Professional Public Adjusters accreditation issued by the National Association of Public Adjusters.

Visit [www.greenspan.com](http://www.greenspan.com) for more information.

# Check out our website at [www.larims.org](http://www.larims.org)



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23	24	25	26	27	28	

Click on any highlighted dates for further information

## LOS ANGELES RISK AND INSURANCE MANAGEMENT SOCIETY

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Scott Ritto  
President

### President's Message

I would like to start this message to everyone by stating how happy I am to be taking over as President of the LA RIMS Chapter for 2014. I continue to truly enjoy the work with the chapter and my fellow Board Members, as it is a rewarding experience. As we start another year, I think it is prudent to look back over 2013 and reflect on some of the great things that occurred with the Los Angeles Chapter of RIMS.

The chapter continues to look for exciting and relevant topics for monthly luncheons, and I think this was evident with the speakers that were arranged in 2013. We had wonderful attendance for the luncheons, so thank you for that and I look for that to continue. The National Conference in Los Angeles was also a success, and it was nice to not have to get on a plane. As the host chapter, we were able to be involved in a number of things, and it was a great opportunity to interact with the Society Board Members and RIMS staff. We also held another super successful Golf Tournament at Brookside Country Club, a very educational Education Day in October, and rounded out the year with another festive Holiday Party at the Woodland Hills Country Club. Not a bad year, and I would like to thank Kurt Leisure for stepping up to the plate and bringing his guidance and leadership to the chapter as President.

[read more >>](#)



Connect with LA RIMS on:  
[Linked in](#) [Find us on Facebook](#)



### 2013 Holiday Party



**Next Meeting:**  
February 19th, 2014  
**"ERM: Beyond Theory to Practice"**  
Chris Mendel, SVP Strategic Solutions, Sedgwick, Inc.  
(former CRO for USAA)



**NOW AVAILABLE !**  
**RIMS Polo Shirts**  
**\$45 (includes shipping and handling)**  
**to order on our site go to**  
**<http://www.larims.org/store.php>**



**LA RIMS ANNUAL GOLF TOURNAMENT**  
**WEDNESDAY JUNE 04, 2014**  
**BROOKSIDE GOLF COURSE**  
**REGISTRATION/SPONSORSHIP FORM**  
**TOURNAMENT CORPORATE SPONSOR PRESENTED BY**



**LOCATION: BROOKSIDE GOLF COURSE**  
**1133 N. ROSEMONT AVENUE**  
**PASADENA, CA 91103**

**10:00 AM: REGISTRATION & RANGE OPENS**  
**10:30 AM: PUTTING CONTEST COURSE OPENS**  
**11:00 AM: BBQ OPENS**  
**12:00 PM: SHOTGUN START**  
**5:00 PM: NO HOST (CASH) BAR**  
**6:00 PM: DINNER, PRIZES & RAFFLE**

**GOLF & DINNER PACKAGE (INCLUDING RANGE, LUNCH, ETC.): \$ 225 PER PERSON**  
**DINNER ONLY: \$ 75 PER PERSON**

**EARLY BIRD HOLE SPONSOR PACKAGE:** (INCLUDES 2 HOLES, 2 FOURBOMES, AND MORE!)  
**\$2,250 – SPACE PERMITTING!**  
**HOLE SPONSOR:** (INCLUDES FOURBOME – DEADLINE: 5/01/14)  
**\$1,750 (WITHOUT FOURBOME)**

**HOLE SPONSORSHIPS:** LA RIMS IS PROUD TO CONTINUE OUR “OWN THE HOLE” THEME. THIS ALLOWS HOLE SPONSORS TO CREATE A CONFERENCE TYPE ATMOSPHERE ON THEIR HOLE. YOU ESSENTIALLY OWN THE HOLE, WHICH INCLUDES MORE THAN SIMPLE SIGNAGE. WE ENCOURAGE YOU TO MAKE IT INTERACTIVE WITH A BOOTH (TABLE & CANOPY), AND INCLUDE YOUR COMPANY REPRESENTATIVES, CONTESTS, DRINKS, HANDOUTS, PRIZES, ETC. THE WINNING HOLE SPONSOR WILL RECEIVE RECOGNITION IN THE TOURNAMENT PROGRAM AND LA RIMS NEWSLETTER + A FREE HOLE SPONSORSHIP & FOURBOME IN 2015!

<b>NAME:</b> _____	<b>DINNER ONLY:</b> _____
<b>COMPANY:</b> _____	<b>ADDRESS:</b> _____
<b>TELEPHONE:</b> _____	<b>EMAIL:</b> _____
<b>GUEST:</b> _____	<b>COMPANY:</b> _____ <b>DINNER ONLY:</b> _____
<b>GUEST:</b> _____	<b>COMPANY:</b> _____ <b>DINNER ONLY:</b> _____
<b>GUEST:</b> _____	<b>COMPANY:</b> _____ <b>DINNER ONLY:</b> _____
<b>CREDIT CARD TYPE:</b> _____	<b>CREDIT CARD #:</b> _____
	<b>EXPIRATION DATE:</b> _____

**TO PAY BY CHECK, MAKE CHECKS PAYABLE TO: LA RIMS CHAPTER & MAIL CHECK & REGISTRATION FORM TO: LA RIMS, 210 N. GLENDALE BLVD., SUITE C, BURBANK, CA 91502 (PLEASE ADVISE BY EMAIL IN ADVANCE)**

_____ <b>GOLF &amp; DINNER PACKAGE</b>	_____ @ \$ 225 = _____
_____ <b>DINNER ONLY</b>	_____ @ \$ 75 = _____
_____ <b>CORPORATE SPONSORSHIP</b>	_____ @ \$5,000 = _____
_____ <b>EARLY BIRD HOLE SPONSORSHIP</b>	_____ @ \$2,250 = _____
_____ <b>HOLE (WITHOUT FOURBOME) SPONSORSHIP</b>	_____ @ \$1,750 = _____
_____ <b>RANGE SPONSORSHIP</b>	_____ @ \$1,000 = _____
_____ <b>LUNCH OR DINNER SPONSORSHIP</b>	_____ @ \$1,000 = _____
_____ <b>BEVERAGE SPONSORSHIP</b>	_____ @ \$1,000 = _____
_____ <b>HOLE-IN-ONE SPONSORSHIP (4 AVAILABLE)</b>	_____ @ \$1,500 = _____ <b>(INCLUDES PREMIUM)</b>
	_____ <b>RAFFLE PRIZE DONATIONS</b>

**PROVIDE BRIEF DESCRIPTION & VALUE OF THE PRIZE:**  
**TOTAL:** \_\_\_\_\_

**DEADLINE TO REGISTER IS MAY 21, 2014 – PLEASE FAX REGISTRATION TO: 818-843-7423 OR EMAIL TO: [LA@RIMSCHAPTER@LA-RIMS.ORG](mailto:LA@RIMSCHAPTER@LA-RIMS.ORG) – IF ANY QUESTIONS, PLEASE CALL: 818-843-2245**