

## KERNAGHAN ADJUSTERS

# Turning 60 – and still having fun!

**T**urning 60 is a milestone for any business, but in the highly competitive independent adjusting field, there's no question it's a recognizable achievement.

"We have the right people across our branches," says Patti Kernaghan, president and ceo. She credits those around her for the company's success.

"We're working very well together and have accomplished critical benchmarks in delivering our product to clients across the country."

KA's senior management team has worked together for a number of years. Its business acumen, advanced insurance claims expertise and a strong sense of community have helped develop the branches across Canada.

"We're growing faster right now than at any other time during my tenure as president," Kernaghan says.

Quality control is led by Marja Welton, the Alberta regional manager. One of her most important objectives is to eliminate late reporting. For Welton, an on-time report isn't just one of the firm's key performance indicators, it's the bottom line requirement for her adjusters.

"It takes the monkey off the adjuster's back, the examiner is happy and so is the insured," says Welton. "Most importantly, communication flows."

She's pleased with the results.

"In March we reached an important corporate objective of 100 per cent com-

pliance. Our adjusters just get it, and due to this important initiative, we're attracting more business."

Hiring practices at KA have attracted talented adjusters across Canada, and it has grown its transportation team nationally in particular. Kernaghan says the company not only attracts seasoned specialists and develops younger claims adjusters, but it also seeks people with transferable skills from other industries like trucking, construction, even architecture.

"Our hiring practices and keen management focus are making a difference," she says.

The recent launch of KA's new permission-based authorization feature puts the firm into the leadership category for "segmented multiple security access"

in an independent adjusting claims management system.

"We allow insurers, brokers, risk managers and insureds to access claim information according to their specific role and assigned permissions," says chief programmer Reza Samiei.

The company's enterprise-wide, web-based claims system has another new feature: a KEA claims status portal for multiple-claimant status updates.

"When there's a large event – a multi-floor condo fire, say, or water damage – we post regular updates, producing instant communication to the affected parties," says Blair McGregor, B.C. regional manager. "It has proven extremely valuable with our large loss condo claims."

For more information, call 1-800-387-5677 or visit [www.kernaghan.com](http://www.kernaghan.com). **iw**

**The team: Russ Fitzgerald, Steve Pitkanen, John Hall, Phil Harris, George Noroian (Giant Leap Consulting), Patti Kernaghan, Marja Welton, Raymond Smith, Blair McGregor and Grant Rerie.**

