



"Proudly Serving Military Families"

NATIONAL FORWARDING CO., INC.

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DATE: October 28, 2016
TO: Agents and Haulers of National Forwarding Co., Inc. and Affiliates
FROM: Kevin Spealman, Vice President, Claims and Customer Service
SUBJECT: AMSA Military Claims – Full Day Class by Kevin Spealman

I often get inquiries as to when the next Military Claims Class may be, as I have presented them before on behalf of AMSA and their training department (MaryScott Tuck).

I wanted to put the word out that we now have an official date, time and place for a Military Claims Class. Since these have not been a frequent occurrence lately, this may be the only opportunity in the near future for your company to send someone to the class.

While typically the class is geared toward beginning experience levels, I do try to include sufficient advanced content and materials so that people of any experience level can learn from the class. There are always contributions from class attendees as well. It is a full day, very comprehensive and includes extensive handout materials.

Dave Hauenstein is also doing his excellent and popular class on non-military claims.

The attached provides information for the class – it's in the Alexandria, Virginia area, and is easily accessed from Reagan Airport in DC. The date is Tuesday, December 6th for the military class.

KRS/ab
Enclosure

Register Now for AMSA's

CLAIMS TRAINING 2016



December 5-6

Improve your successful management of customer claims by attending this fall's [claims training](#), offered by AMSA at the [Holiday Inn Carlyle](#) in Alexandria, Va.

Dave Hauenstein, AMSA's former vice president for compliance and government affairs, will lead Claims 101 training on Monday, December 5. On Tuesday, December 6, Kevin Spealman, the general manager of National Claims Service, will present an all-day session on military claims.

CLAIMS 101: Back to Basics

During the basic claims session, Dave will cover COD claims, valuation, basic customer service, claim settlement strategies, and how best to use the mandatory arbitration program. Participants will practice settling claims and review arbitration case studies. At the end of the seminar, attendees can take the Certified Claims and Arbitration exam.

MILITARY CLAIMS

On Tuesday, the military claims session will cover many of the ins and outs of doing business with the military and what must happen during its claims process. A large part of the afternoon will be devoted to the DP3 program and what it means for claims handling and settlement.

Attend both days for the low price of \$379, or just one day for \$199. Your [registration fee includes](#) all materials and lunches

[Register now](#)

AMSA has secured a group rate of \$139 plus tax per night at the [Holiday Inn Carlyle](#) in Alexandria, Va. You must book by Monday, November 21, to take advantage of this offer; just mention that you are with the American Moving & Storage Association. You may also call (703) 960-2000.

For more information, contact [MaryScott Tuck](#).

