



Report to the IAM Executive Committee

**Peggy Wilken, Chair
Claims Committee**

**San Diego, California
February 2 & 3, 2010**

New members to the committee are Jana Dailey, TMM; Gary Dootson, Suddath; and Nord Yamauchi, Pasha. Members not returning this year are Debbie Woodall, Catherine Goodrum, Billye Thoma, and Bill Rose. Members returning to the committee are Don Klein, Kevin Spealman, Linda Bluel, Sandra Rowe-Maier, and Tyler Smith.

The IAM Claims Committee has not formally met since the annual meeting last fall, although the committee members have been working on the DOD Claims Rules. As tasked at the Annual Membership Meeting, we are coordinating an effort to assist the Military Claims Services in getting legislative language to allow them to offer FRV settlements to service members, in exchange for removal of claims metrics from DP3 and removal of the requirement to use DPS for claims settlements. Additionally, we are working to get language changes in the proposed Claims & Liability portion of the Business Rules that are more acceptable to the industry, in a joint effort with AMSA. After a few months of working on this issue, we have a meeting set up in the DC Metro area on February 9, 2010 with representatives from IAM, AMSA, and all of the claims services. We are very hopeful that we will be able to get these important missions accomplished or at least well on the way to accomplishment in the very near future.

The task of removing claims metrics and the requirement of the use of DPS may be at some risk due to personnel changes within the Military Claims Services of late, most notably Joe Goetzke's untimely death.

We will continue to pay attention to other issues that ultimately have claims implications, such as servicing front load washers, authorization and payment for third-party crating where appropriate, handling of motorcycles, and internal special crating specifically on ITGBL shipments. This last item was just raised by Tyler Smith on January 25, 2010 and I am awaiting feedback from other claims committee members. These items are being attacked by SDDC from what appears to be a cost containment perspective, but we will try to enlist the help of the Claims Services to show that they have significant claims prevention value as well and that pinching pennies may cost dollars.

I have nothing further to submit at this time due to my relatively short tenure as chair of the committee. My thanks to Jan Moore for assisting me in the transition of the role of chairperson.



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I will continue to work closely with her, as well as the committee members, to make sure that we address claims items of concern to the moving industry abroad and within the United States.

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