

Winter 2020

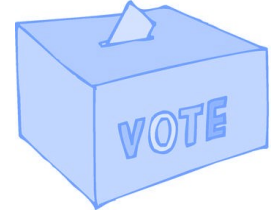
“A forum for the exchange of information and ideas relating to claims law.”



NEWS!

National Trustee Election

[Vote Online Today!](#)



The Society of Claim Law Associates is governed by a Board of Trustees consisting of seven members. Of these seven Trustees, one Trustee is appointed by the President of American Educational Institute (AEI) and one is the Immediate Past President of the Society. These two Trustees are not elected. The Executive Director of the Society is a non-voting member of the Board of Trustees, also appointed by the President of AEI and serves as Board Secretary. The remaining four Trustees must be elected by the general membership for a two-year term that begins January 2021 and ends January 2023. Once elected, the Trustees choose from among themselves who shall serve as national President, Executive Vice President, Vice President of Administration, and Treasurer.

The term of office for the current Trustees expires on December 31, 2020. In order to provide an orderly transition of leadership, the Board of Trustees scheduled November 6, 2020 as the last day for nominations for Board of Trustee consideration. On November 9, 2020 the Nominations Committee recommended the following members be presented to the general membership for election to the Board of Trustees for the term January 2021 to January 2023: Sarah Hudson, SCLA, Catherine Krane, SCLA, Laura Stengl, SCLA and Charles Wendland, SCLA. These four individuals, who have been nominated to serve as national Trustees, together make one slate.

Each dues-paid member has one vote; you may vote either YES or NO for the entire slate. December 14, 2020 at 5pm is the last day to cast your vote. A brief biography of each nominee is included on page 2. All matters presented to the general membership for a vote shall be decided by a simple majority. The newly elected Trustees will then convene to select the national officer positions. Election results will be announced via email at the end of December.

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Cast Your Vote Online Today

[Click here](#)

(see candidate bios on page 2)

Nominated SCLA Trustees 2021-2023

The following members have been recommended by the Nominations Committee to be presented to the general membership for election to the SCLA Board of Trustees for the term January 2021 through January 2023



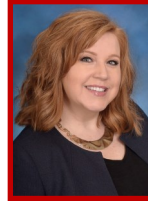
Laura Stengl, SCLA

Laura has worked in claims for Zurich Insurance Company since 2003 and is presently a Sr. Claim Specialist. Laura attained her SCLA designation in 2006 and earned the SCLA Silver and Gold awards in 2007. She is presently serving as Executive Vice President and has been nominated for a fourth term to the Board of Trustees.



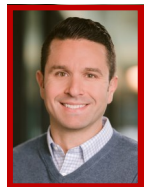
Catherine Krane, SCLA

Catherine is currently the Risk Manager for the Norman campus of the University of Oklahoma. Before that she spent over 16 years at Great West Casualty Company in the subrogation department in several positions, including Subrogation Manager for the eastern region. Catherine earned her SCLA in 2017 and also achieved other designations; CPCU, AIC, AINS, SM and a AIC-M. She is presently serving as Treasurer and has been nominated for a second term to the Board of Trustees.



Sarah Hudson, SCLA

Sarah is currently a Director of Claims Operations at USAA. Prior to joining USAA, Sarah worked for State Farm Insurance from 1997 through 2019, most recently as a Claim Section Manager. She earned her SCLA in 2018 and holds her CLU and ChFC designations, as well as her Six Sigma Green Belt. Sarah is presently serving as Vice President – Administration and has been nominated for a second term by the Board of Trustees.



Charles Wendland, SCLA

Charles is the Head of Claims at Branch Insurance and also President of Branch's nonprofit organization, SafetyNest. Previously, he worked for Progressive, Travelers and most recently as the Director of Claims for National Interstate Insurance. He earned his SCLA designation in 2014. He is a former President, Vice President, and current board member of both the Northeast and Central Ohio CLM and Chair of the Ohio Association of Civil Trial Attorneys Insurance Claims Executive Committee (OACTA). He is the 2018 recipient of the OACTA Committee Chair of the Year Award.

Thank you SCLA Leadership!

Thank you so much Melissa Studeny for your leadership and hard work over the past two years as SCLA President. Your guidance has been instrumental in advancing the mission of the SCLA. Thank you to Marilyn O'Brien, Immediate Past President for your dedication to the Board through the years. Beginning in January 2021, Melissa will assume the position of Immediate Past President on the SCLA Board for the 2021-2023 term.

Claims Education Conference Update



Unfortunately, the Annual [Claims Education Conference](#) scheduled for May 11-14, 2021 has been canceled due to the pandemic, but we are already planning for the 2022 conference (May 10-13, 2022). All attendees who would have been recognized for their earned designations at the 2021 Designation Conferment will now be recognized at the 2022 conference.

Conference Speaker Sponsors:

Listed below are our Conference Speaker Sponsors. We thank them all for their continued support and look forward to have them all back to speak at the 2022 Claims Education Conference.



Apply or Nominate a new SCLA Designee

Distinguished SCLA Designee Award Applications Accepted until 2/5/21

This award is presented each year to a new SCLA designee for their demonstrated commitment to professionalism and outstanding service to the insurance industry. Since the 2021 conference has been canceled the award recipient will address their fellow designees during the Conferment Ceremony at the [2022 Claims Education Conference](#) (May 10-13, 2022) on Wednesday, May 11th in New Orleans. The award recipient will receive a conference registration, hotel accommodations, cash prize, along with other gifts.



ELIGIBILITY: Anyone who has or will have achieved their SCLA designation between January 1, 2020 and February 5, 2021 is eligible for this award (*Note:* SCLA designation must be successfully completed by February 5, 2021, but application can be made before SCLA is completed). [Applications may be submitted directly from the Designee, or the Designee's colleague may provide a nomination.](#)

Click [here](#) for more information & to apply

Refer A Friend To AEI

Let your friends know about AEI and earn some great prizes

Our current student and designee referrals are a top source for qualified future designees. You know firsthand the quality of our programs and how claims professionals benefit from American Educational Institute (AEI) coursework. This is why we created the AEI Refer a Friend program to help streamline the referral process and reward our designees who help to spread the word about our programs.

If you know someone you think would be interested in AEI coursework, please click the referral form link below. The Marketing Department will then contact the person you refer with more information and mention you referred them.

Referral Thank you Gifts:

For every two people referred who enroll in full programs or enroll in individual courses during a calendar year, the referrer will receive a special AEI gift that will be mailed to them. The person enrolling must be a new student in order for the referrer to be eligible.

We greatly appreciate all of your support and dedication to AEI and thank you for participating in this new campaign.

Click [here](#) for Referral Form

Share Your AEI Story!

Highlight your achievements & share advice to potential AEI students

Each one of our Designees has their own reason why they pursued coursework through AEI and each of their stories is unique. We have launched a campaign that showcases our Designees by having them share why they pursued coursework, how the coursework helped in their career, and words of wisdom for new claims professionals. The campaign is

being used on the AEI & SCLA websites, social media and print material. We are very excited to share the testimonials with all of our Designees, as well as those interested in becoming part of our AEI community. Thank you to all who have taken part, we enjoyed sharing your story.

Click [here](#) to participate

"AEI offers program options to increase my claim knowledge. Even after over 30 years of claims handling, I find that learning is never ending and the AEI program has taught me things that I didn't know. The textbooks are written in a way that non-lawyers can understand legal principles and coverages as they relate to day-to-day claim handling. It has increased my knowledge of litigation strategies and defenses. I have recommended AEI to many others since I have started and I only wish I had taken this program 25 years ago!"



Denise Schad, LPCS
Litigation Specialist



Courses Re-validated for College Credit

The National College Credit Recommendation Service (NCCRS) recently completed its re-validation of AEI's courses. The comprehensive review is conducted every five years to determine whether the courses continue to merit NCCRS's credit recommendations to colleges and universities across the country. These recommendations allow students to obtain college credit for completing AEI courses. The outcome of this year's evaluation was extremely positive and all AEI courses submitted for review were approved for college credit.

"We're pleased to report that the NCCRS evaluation team was highly impressed with the 'depth, scope, and breadth' of AEI's course content. The evaluation team was particularly impressed by the 'applied nature of the material and the valuable scenarios included in the readings.' This practical approach to claims law training based on real claims situations is a hallmark of AEI's courses and programs and we're pleased to be recognized for it. It's been the goal of AEI for over 50 years to provide value-added content to our students and to receive this evaluation is wonderful validation!"
-Amy Koernig, AEI President

For more information about AEI's college credit recommendations visit www.nationalccrs.org. Please note that the NCCRS college credit recommendations require a proctored exam, so any interested student should contact AEI before completing any exams for which college credit is desired. Please call AEI at 800-631-8183 for more information.

Continue Your Education Beyond SCLA

Enhance your claims law education and further your career. Having a diverse insurance education and a proper understanding of the law is crucial in today's competitive claims environment. AEI students who have achieved their SCLA designation can earn the SCLA Silver Award by completing a fifth program and the SCLA Gold Award by completing a sixth program.



In addition, there is a \$100 discount on the full tuition for any program taken beyond the SCLA. For more information about the SCLA Silver and Gold Awards, please contact AEI at 800-631-8183, aei@aeiclaimslaw.com, or visit aeiclaimslaw.com.

Become a Society of Claims Law Associate Member

Society of Claim Law Associates (SCLA): Are your annual dues up to date? Access to the recently updated Claims Law Guide and past issues of AEI's Claims Law Updates are reserved for dues paid members of the Society. Yearly dues are \$70. Click [here](#) for more information.



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sclasociety.org



2019-2021 Board of Trustees:

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2021 AEI Tuition Update

AEI remains committed to providing the best and most cost effective coverage and claims law training and for the past four years our tuition has not increased. At this time, however, increased costs make it necessary for us to implement a modest increase in both our Full program and Individual course tuition.

Beginning January 1, 2021 tuition will be: Full Program - \$990 & Individual Course - \$185. Note: All other fees are unchanged for 2021. We appreciate your continued support and look forward to another year of delivering the most effective, practical and flexible claims law training.

For Your Information...

- AEI Textbooks Recently Revised:
 - #010 Fundamentals in Coverage and Claims Law
 - #212 Law of Evidence
 - #220 Products Liability
 - #222 Alternative Dispute Resolution
 - #311 Fire and Extended Coverage Perils
 - #616 Law of Auto Insurance: Business Insurance Coverage
- If students have questions or are looking for help in understanding the materials, our counselors are available by phone (toll-free 1-800-631-8183) Monday through Friday.
- Has significant time gone by and you have not completed your coursework? If so, please call our office at 800-631-8183 and ask to speak about the "Reinstatement Process." For a small fee you can return to your coursework and complete your designation.
- Customized frames for your SCLA certificate. To order your frame, click [here](#).
- Society of Claim Law Associates LinkedIn Group Page: Share ideas and connect with colleagues in the industry. Click [here](#) to join the group.