

Sept. 14, 2009

Hello from Canada to our friends in the industry throughout the world.

The claims insurance industry in all parts of Canada is hectic and some company adjusters are crying “burnout”. It all has to do with the weather that has affected the northern part of North America since June 2009.

Property claims resulting from freak storms have been the topic of front page newspapers from British Columbia to Newfoundland. Property adjusters that I have spoken with this past summer have not taken holidays and they do not see a break in the action until early winter. We all know that winter carries its own weather related risks so we see adjusters in Canada remaining active and busy well into the New Year.

As I mentioned in my earlier report, the large National firms are under always under pressure to develop new business but the last few months have been generous to all who want to work in the industry. Our own small firm has grown from 4 senior adjusters to 6 senior adjusters and 2 junior adjusters in one year. We believe that our fellow adjusting companies are following the same path as it relates to volume.

In closing, the industry overall is strong and healthy. We see some government changes from time to time in the automobile insurance industry but nothing drastic that would change the way claims are done in any of the Canadian Provinces.

Licensing and education are still primary on the minds of all of us who strive to maintain professionalism in the insurance industry. We support any avenue that leads to a more learned adjuster and in doing so we all can be proud of the industry we serve.

Best Regards, Michael Orazi, A.Sc.T

President & Co Owner –Canadian Shield Adjusters