

Kernaghan Adjusters

Building success through good times and bad

In May Kernaghan Adjusters celebrated its 56th year in business. Although the industry has changed over the years, this iconic national adjusting firm remains a constant presence.

Patti Kernaghan, president and CEO, is the first to admit KA would not exist without its dedicated and hard-working employees.

"We are like a family," she says. "Through good times and bad, we build success. We celebrate our successes and work together to overcome rough spots."

KA's core competencies place it in the forefront of the independent adjusting field. Its web-based system ensures internal staff and clients have 24/7 access to file information and reporting capability. This puts KA at the leading edge of industry

The B.C. operation, under the guidance of regional manager Blair McGregor, continues to grow. In the past year several experienced adjusters, notably adjusting veteran Alan Austin, have joined the Vancouver branch, bringing expertise in transportation, property and liability claims. Brett Roberts, with nearly 10 years of experience in property, condominium claims and other multi-line losses, has also joined the team.

After 28 years Jim Magnan retired as Winnipeg branch manager and passed the torch to Grant Rerie. Magnan's steady service-oriented attitude will be greatly missed, but Rerie and his team will main-

tain the legacy built over the years. data management capability. To ensure client confidence, it hires adjusters with experience, expertise and dedication.



The Kernaghan team: Patti Kernaghan, Blair McGregor, Gary Winston, Marja Welton, Grant Rerie, Jim Magnan, Steve Pitkanen, John Hall.

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As Magnan remarked, "It's all about people and family at KA; without people and a commitment to fair practices, you have nothing."

Ian Alexander joined the Winnipeg operation last summer.

"It's exciting to be on the inside," he said, "to see the passion and pride with which Patti directs the company."

In northern Manitoba, Janet Velemirovich took the helm, giving her exposure to complex property and liability claims as far north as Nunavut, Rankin Inlet and Churchill.

John Hall leads the Toronto operation;

The business now has dominance in transportation losses across Canada. Edmonton manager Russ Fitzgerald and

his team have successfully developed the transportation operation by working with major players to cover transportation losses.

"KA," he says, "has specialized adjusting expertise in Vancouver, Victoria, Edmonton, Calgary, Winnipeg, Thompson, Kenora, Orangeville, Toronto and Halifax.

"With Kernaghan's flexible and dedicated leadership, the company will go from success to success."

Deanna Peters joined the team last fall. She and Roy Atkinson are the eastern focus for transportation losses. The Nova Scotia operation is led by Phil Harris, a liability authority who made Kernaghan home a year ago. Along with the other managers, he stays connected through the many conference calls Patti Kernaghan conducts with managers nationally.

"At KA," said Patti Kernaghan, "the whole is greater than the sum of its parts. The whole team works together to focus on our commitment to service excellence."

Readers can learn more at the website www.kernaghan.com or by calling toll-free 800-387-5677. **IW**