



Licensed Adjusters  
for the Policyholder



*National Fire Adjustment Co., Inc.*





- **Licensed Public Adjusters**
- **Building Estimators**
- **Licensed Architect**
- **Personal Property Appraisers**
- **Certified Public Accountants**
- **Lawyers**
- **Business Income Specialists**



*NFA is a proud recipient of the The Better Business Bureau's Torch Award which is given to companies that demonstrate a superior commitment to business ethics, customer satisfaction, and dedication to the community. The Award is determined by a panel of independent judges.*



# *From modest beginnings in 1922.....* **NFA is the largest public adjustment firm in North America**

## **NFA Milestones**

- 1922** B.J. Papa founds National Fire Adjustment Co.
- 1947** Frank R. Papa, B.J.'s son, joins NFA as an adjuster
- 1965** B.J. Papa retires and Frank becomes president
- 1967** NFA settles its first \$1 million loss
- 1968** The first NFA branch office opens in Jamestown, NY
- 1969-78** Branch offices open in Rochester, Syracuse, Elmira
- 1974** Ronald J. Papa joins NFA in the Rochester office
- 1975** NFA is the first adjustment firm to computerize loss estimating procedures
- 1982** NFA acquires New York Fire Adjustment Corp.
- 1984** NFA moves to new corporate HQ at One NFA Park in Amherst
- 1988** Toronto office opens; NFA now the largest adjustment firm in North America
- 1993** NFA settles its first \$100 million loss
- 1996** Frank Papa named chairman and Ron Papa president
- 2000** NFA opens NYC office
- 2005** Better Business Bureau awards NFA its prestigious Torch Award for marketplace ethics
- 2006** Florida office opens
- 2009** Now a fourth generation family company, Kelly, Jodie & Katie Papa join NFA
- 2012** Tennessee office opens

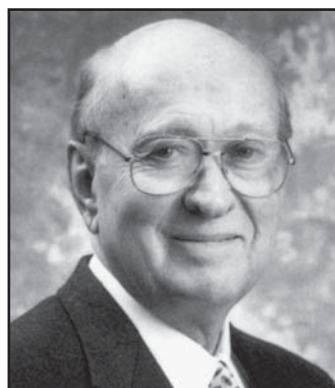
## **A family business for four generations**

Bernard J. Papa was an innovative insurance broker who saw a special need for his clients. Insurance companies had adjusters to handle claims, but the insured did not always have the same resources. Papa felt that his clients were not properly represented when they experienced a loss.

That was the concept that, in 1922, started the National Fire Adjustment Co., Inc. During the depression years, Bernard Papa worked with many financial institutions and law firms, as well as other businesses. As these clients grew, so did NFA.



*Bernard J. Papa (1895-1970)  
Founder of NFA*



*Frank R. Papa, J.D.,  
Chairman*



*Ronald J. Papa, SPPA,  
President*

Frank R. Papa began working for his father's business after World War II while a student at the University of Buffalo. After completing a law degree and being admitted to the bar, he started full time for NFA in 1951. That same year, his brother-in-law, the late Robert V. Flaglor, came on board.

Two of the biggest fires NFA handled in that period included a \$300,000 disaster at the Zimmerman Lumber Co. and the German Roman Catholic Orphanage fire, a loss of over \$500,000. "They were the biggest losses we had up to then," Frank Papa recalled.

## **Tremendous growth**

The sixties and seventies saw tremendous growth for NFA. As the firm grew, it moved to larger headquarters and expanded its staff. Bernard Papa retired in 1965, turning the business over to his son, Frank.

NFA opened its first branch office in Jamestown in 1968. The Rochester office began

in 1969, followed by Syracuse and Elmira offices. NFA acquired New York Fire Adjustment Corp., another Buffalo-based company, in 1982.

The third-generation Papa joined the firm in 1974 when Ronald J. joined NFA after graduating from Niagara University. He managed its branch offices for over 15 years and returned to corporate headquarters in 1993. He was named president and chief executive officer in 1996.

In 1984, NFA moved into its state-of-the-art headquarters at One NFA Park in Amherst, N.Y. Then, in 1988, NFA opened its first Canadian office in Toronto making it the largest public insurance adjusting firm in North America.

NFA has expanded, covering losses wherever

disaster strikes. Having licensed adjusters throughout the U.S. and Canada allows the NFA team of professionals to be in place wherever your loss may be.

## **Leading innovator**

An industry pioneer and always striving to better serve its clients, NFA was the first adjustment company to computerize claims processing. This allowed highly accurate, swift and consistent evaluation of claims. NFA continues to define the industry, using leading-edge communications technology that spans the globe. NFA loss consultants can be reached within minutes, wherever they are.

NFA has certainly grown in size, scope and reputation since B.J. Papa founded the company nine decades ago. Its commitment to the people it serves, however, remains the same – to assure the most equitable and prompt settlement possible while providing quality service to all of its clients.

# NFA's Capabilities are Extensive

**W**e're proud of our name and its heritage that dates back to 1922. However, don't let it mislead you.

In fact, NFA can help with *any* type of physical loss to your commercial or residential location. A sampling of the types of losses NFA can assist you with include:

- Fire
- Flood
- Lightning
- Hurricane and Wind
- Earthquake
- Explosion
- Collapse
- Riot or civil commotion
- Vandalism or theft

- Smoke damage
- Frozen heating- or cooling-system pipes

**O**ften, your physical damage loss can trigger numerous additional related losses. NFA is able to assist you with the following coverage forms:

- Business Income
- Extra Expense and Expediting Expense
- Builders' Risk
- Leasehold Interest
- Inland Marine
- Mechanical and Electrical Breakdown
- Peak Season
- Condominium Association
- Condominium Commercial Unit Owner's
- Civil Authority

## Frank R. Papa, J.D., Chairman

Frank joined the company founded by his father in 1947 as a Licensed Public Adjuster and took over as President of NFA after Bernard J. Papa retired in 1965. Frank has earned an international reputation as a leader in the public adjusting profession and as an expert in property insurance law. He graduated from the University of Buffalo Law School and has a Juris Doctorate degree. He is admitted to practice law in New York and Pennsylvania.

## Ronald J. Papa, SPPA, President

Ron has been instrumental in NFA's growth for more than 30 years. He has successfully adjusted more than 2,000 insured losses working for a wide range of clients since 1971. Ron earned the prestigious designation of Senior Professional Public Adjuster and is accredited by the National Association of Public Insurance Adjusters (NAPIA), of which he is past president. He was named Person of the Year by NAPIA in 1996 for "outstanding leadership" and recently addressed the National Symposium of Insurance Commissioners at their conference in Florida. Ron is approved as an instructor by numerous State Insurance Departments, the New York State Bar Association, and the Society of CPAs. He graduated from Niagara University in 1974.



*Frank R. Papa, J.D., Chairman (left) and Ronald J. Papa, SPPA, President of NFA*



# *When Disaster Strikes, NFA Strikes Back™...*

## **Tornado leaves massive devastation in its path** *Joplin, Missouri Schools suffer losses in excess of \$100 million*

**N**FA was retained by Joplin (Missouri) Schools to handle significant losses incurred from a series of tornadoes. Four major schools were declared a total loss and several others sustained substantial damage. NFA had staff on-site in Joplin for months following the catastrophe. Damages exceeded \$100 million.

*“NFA has earned their fee many times over.”*

**Paul A. Barr, CPA,  
Chief Financial Officer,  
Joplin Schools**

“Joplin Schools engaged NFA to work with our insurance carrier. NFA’s expert staff raised issues that helped



*Steel, aluminum and concrete rubble was all that was left of Joplin High School in Joplin, MO after a massive tornado leveled the building. More than \$100 million damage was suffered throughout Joplin Schools. BELOW: An aerial view of the high school.*

us maximize our insurance claim over and above what the insurance company would have paid without their service. NFA has earned their fee many times over.

I am thankful Bernard Papa founded the company and that it is still going strong”, said Paul A. Barr, CPA, Chief Financial Officer, Joplin Schools.

“I have seen

many natural disasters in the last 30 years but nothing that caused the extensive damage that we witnessed in Joplin,” said Ronald J. Papa, CEO of NFA. The incredible extent of devastation within such a wide area was almost incomprehensible.”

NFA worked in close conjunction with the Federal Emergency Management Association (FEMA) to coordinate Joplin Schools’ recovery process.

Papa said he was privileged that the school district chose NFA to assist in their recovery.





# Tennessee Warehouse rebuilds following huge fire and explosions; Loss exceeds \$25 million

The call came into 911 from a passing motorist and the Dyersburg (TN) Fire Department responded with 12 vehicles.



When they arrived on the scene, the east wing of the 639,000 square foot manufacturing and warehouse building was totally engulfed. There were reports of flames

shooting as high as 30 feet.

As crews fought the fire, there were loud explosions.

An exploding electrical box blew the walls five feet out of the building. Numerous propane tanks blew up.



*“NFA’s overwhelming knowledge, experience, and family history in the adjustment business resulted in a much better-than-expected outcome.”*

**David Marks,  
Senior Vice President,  
Tower Investments, LLC**

The huge facility, originally home to a steel manufacturer, is owned by Tower Investments. Sun Products operated a soap products plant there.

NFA worked with Tower to recover more than \$25 million, allowing them to quickly repair the extensive damage to the surviving building and to replace the east wing which was a total loss.

## Massive fire destroys Plattsburgh hotel & healthclub

### *On the front cover:*

A 180,000 square foot building in the West End Business Center and Industrial Complex in Rochester, N.Y. was destroyed by a three-alarm blaze. NFA represented the building owner and the tenants, whose combined losses exceeded \$5 million.

### *On the inside front cover:*

The Wagner Toy Company was a major manufacturer and distributor of children’s toys. The fire shown on page one occurred in February 1970 at Wagner’s warehouse in downtown Buffalo. It devastated the building, causing hundreds of thousands of dollars in damages.

NFA worked quickly with the company’s owner so that they could financially recover from this tragic loss.

Photo by Cliff Preisigke  
Courtesy of Buffalo Fire Historical Society

The fire that destroyed the Comfort Inn Hotel and several businesses on Rte. 3 in Plattsburgh, NY was caused by an electrical malfunction that started in the sauna room and quickly spread through the inn’s main hallways. Fire crews tried to contain the fire to the center building by blasting in walls of foam but the flames continued, engulfing the adjoining Perkins Restaurant.

More than 20 fire departments were at the scene for many hours where smoldering rubble continued smoking six hours after the fire ignited.

Owner Terry Meron, J.D., said, “I would use the services of NFA again



without any reservations and would and have highly recommended them to others. They know how to deal with insurance companies.”

*"It took an extraordinary amount of skill, knowledge and energy to navigate the impediments that the insurers threw in the path of our goal to restore this beloved Cathedral (the world's largest)... We are grateful to NFA and your colleagues for persevering in helping us to negotiate a fair and ample settlement."*

**Stephen Facey, Executive Vice President  
The Cathedral of Saint John the Divine**



## Fire breaks out in Manhattan at world's largest cathedral

NEW YORK (AP) — Fire broke out Tuesday morning at the historic Cathedral of St. John the Divine, with black smoke billowing 40 feet from the Episcopal church that has been under construction for more than a century.

Police said it appeared that part of the roof of the cathedral had caved in the fire that came seven days before Christmas.

Scores of firefighters were called to the scene at about 7 a.m., about an hour before the first Mass of the day at what is believed to be the nation's largest church, as smoke poured from a gift shop in the rear of the church and scores of onlookers stood by.

"We were just crying all the way down here," said Margaret Hurwitz, whose son, Nicholas, 12, goes to the nearby Cathedral School.

"You know, after the World Trade towers, you want something to be secure," said Hurwitz. "This is where we came that day."

## Collapse and fire at Georgia carpet warehouse causes \$100 million damage

Diamond Rug & Carpet Mills, Inc. was breaking industry records for growth and profits. Financial projections predicted another banner year until an early spring morning which brought one of the most powerful storms of the century to northern Georgia. A record two feet of snow fell, causing the collapse of the roofs of four of Diamond's six manufacturing plants. Most of its machines were damaged and sensitive equipment and inventory was exposed to huge amounts of water from melting snow and broken sprinklers as well as to

freezing temperatures.

Using acetylene torches to expedite reconstruction, workers accidentally ignited a fire which burned for over two weeks, completely destroying the warehouse. Total damages exceeded \$100 million, one of the largest insurance claims in history.

Diamond was virtually wiped out when it hired NFA which brought in experts to quickly inspect and analyze the damaged and destroyed equipment and assisted Diamond in resuming operations.



PHOTO BY DONALD R. POWERS

*"NFA's insight regarding our insurance coverage, building damages, stock valuations, equipment losses and, especially, business income and expense claims was invaluable to us."*

**Sam Burchfield,  
Risk Manager  
Diamond Carpet Company**



## ***Hurricane Hits Hotel U.S. Virgin Islands***



AP/WIDE WORLD PHOTOS

*It was a rough night at the Holger Danske Hotel in Christiensted, U.S. Virgin Islands when Hurricane Hugo walloped the Caribbean. The water level rose so high a sailboat was dumped right into the lobby. The hotel was devastated again when Hurricane Marilyn pummeled the region.*

*NFA worked with the hotel's owners on the financial recovery from heavy losses sustained in the two disasters. Today, the hotel remains one of the most popular in the Virgin Islands.*



PHOTO BY SCOTT MCCLUSKY

## ***Flood Covers Race Track Wheeling, WV***

Wheeling Downs Race Track in Wheeling, WV almost disappeared under massive volumes of water when the Ohio River overran its banks. The popular greyhound race track is located on an island in the middle of the river and suffered more than \$2 million in damage.

The NFA team was quickly on the scene to assist the track's owners with settling the claim.

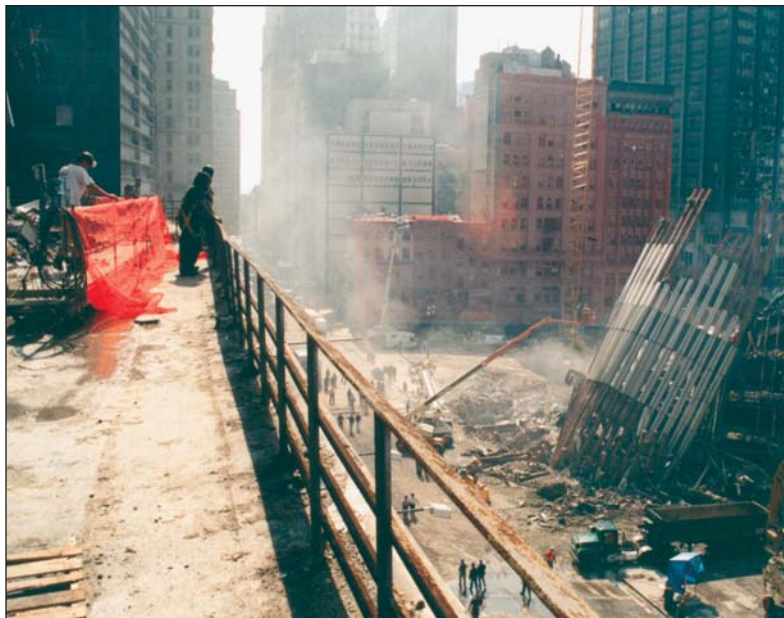


PHOTO BY DONALD R. POWERS

## **NFA team dispatched to NYC for 9/11 Ground Zero claims**

NFA personnel inspect the roof of Century 21, a famous lower Manhattan department store directly across from where the World Trade Center towers stood. The devastation of 9/11 caused major damage to the Century 21 building and the store's contents which were covered with ash and soot. NFA was retained to assist the owners with their financial recovery and the store was open for business quickly.

***“Within hours of retaining NFA, they were able to dispatch a highly professional team of building estimators, content specialists, CPAs and adjusters who worked tirelessly to assemble a well-documented claim. Without NFA, we would not have been the first major retailer in lower Manhattan to reopen after the 9/11 tragedy. We are most grateful they were recommended to us.”***

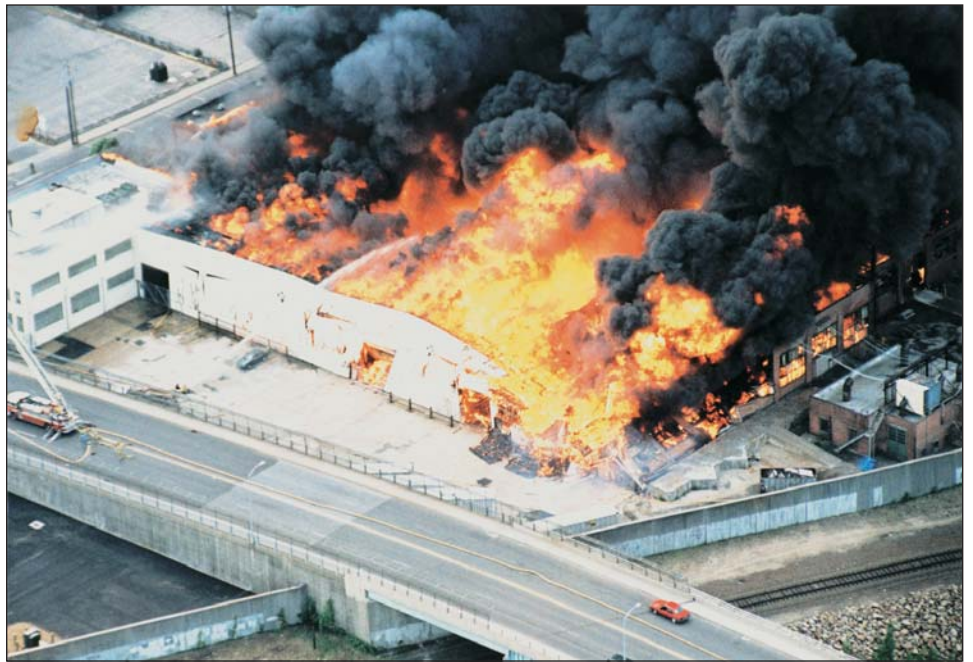
**Raymond Gindi, Chief Operating Officer  
Century 21 Department Stores**



*“As I reflect on the horrific fire that completely destroyed our facility, I appreciate NFA even more. NFA was instrumental in enabling us to achieve the global settlement with the insurance companies within months. This feat provided our company with the financial wherewithal and managerial latitude to achieve what most considered to be impossible: the complete rebuilding of our business, allowing us to not only regain, but also to increase our market share!*

*With Thanksgiving approaching, please know that each year at this time, we will think of you and the NFA team.”*

**Steven Russo, President and CEO  
Latex Foam International**



### ***Massive Factory Fire Ansonia, CT***

The Latex Foam Products complex in Ansonia, CT was destroyed in a fire that ravaged its 284,000 square foot production plant. Damages were in excess of \$50-million, effecting more than 200 employees. NFA's team of adjusters, CPAs, building appraisers, and property estimators worked on this major loss that achieved the insurance recovery within months.

The Latex Foam fire was one of the most dramatic factory destructions in recent years. Due to NFA's coordination, the company was able to operate on an emergency basis from temporary locations. Getting this claim adjusted and finalized promptly and efficiently was of utmost importance to the policyholder.

### ***NFA Helps Develop the “Yosemite Factor” Yosemite National Park, CA***



*A January thaw caused a “100 Year Flood” at Yosemite National Park that damaged scores of structures and their contents. Yosemite Concessions Services immediately retained NFA to assist in the preparation and settlement of the insurance claims.*

*A specialized team of estimators and adjusters was*

*dispatched to northern California to assess the damages and deal with the unique issues of the loss. The “Yosemite Factor,” which NFA assisted in developing, proved to be an effective way to properly measure this unusual claim and was accepted by the insurers and the National Park Service, part of the U.S. Department of the Interior.*

### ***Salvatore’s Italian Gardens Lancaster, NY***



***“NFA secured large cash advances from the insurance company which freed me up to rebuild my restaurant as fast as possible.”***

**Russ Salvatore, Owner**

Salvatore's Italian Gardens has been a Buffalo landmark for decades. Owner Russ Salvatore was out of town the night a fire destroyed his business. When he arrived the next morning, he hired NFA and they helped coordinate the clean-up and reconstruction process as well as settle the claim. One week after the fire, Russ had his first check to begin rebuilding. Because of NFA's experience and diligence, Salvatore's was open for business quickly.



# How NFA Works for You

NFA's trained staff of licensed adjusters, estimators, appraisers, certified public accountants and attorneys assist you in claims you may have due to fire, water, windstorm, explosion or other perils. Seven days a week, 24 hours a day, NFA is there for you.

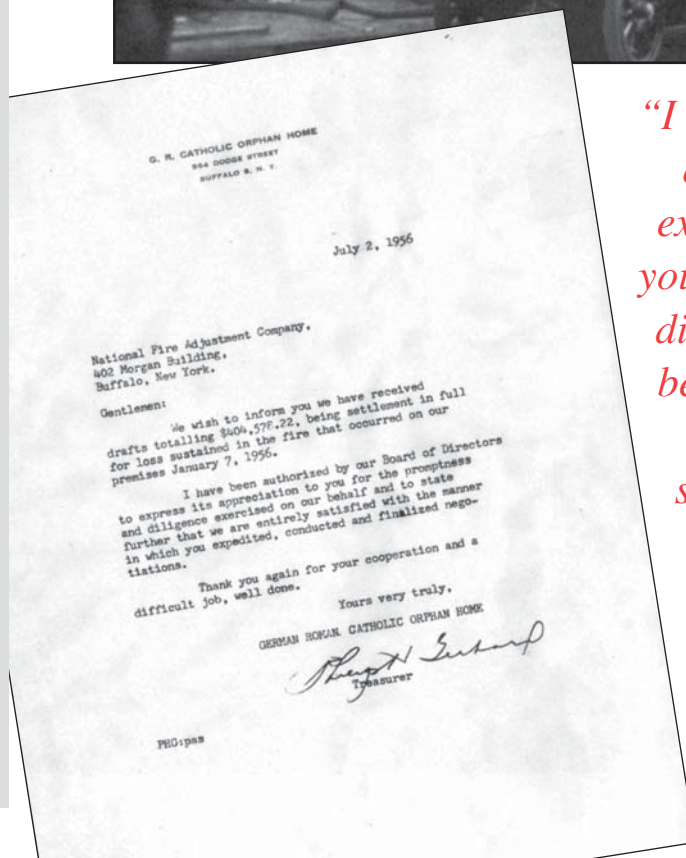
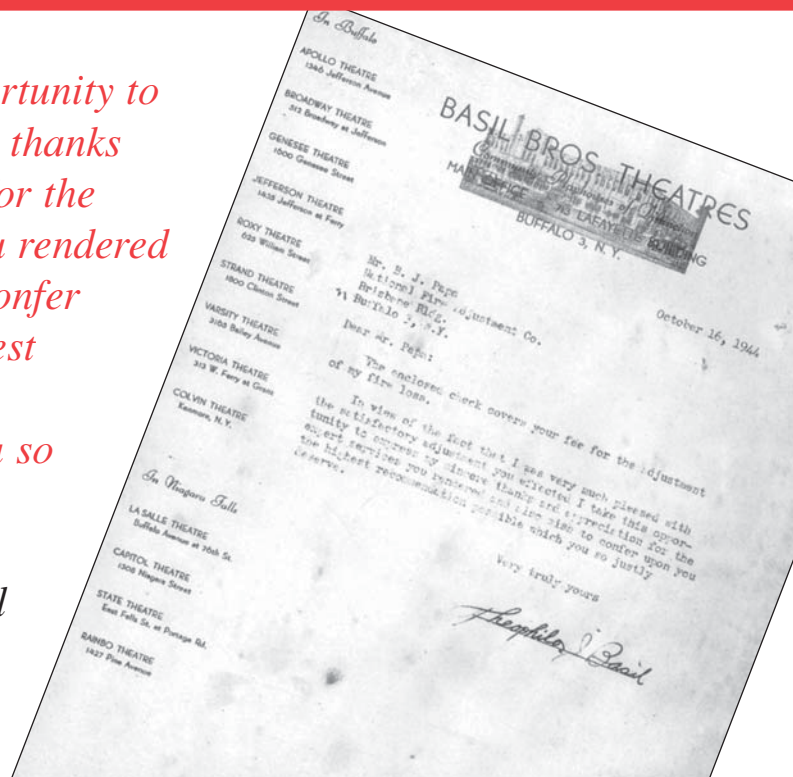
Using many decades of experience and knowledge, data from your loss is compiled and then processed through NFA's sophisticated computer center. Our system accurately takes into account regional price differences as well as fluctuations in the market price of materials.

NFA's results ensure you get a thorough and complete claim that will maximize your insurance recovery.

We can also determine other insured losses such as business income, rental income, improvements and betterments, extra expenses, and make sure all provisions in your insurance policy are fulfilled.

*"...I take this opportunity to express my sincere thanks and appreciation for the expert services you rendered and also wish to confer upon you the highest recommendation possible which you so justly deserve."*

*Theophilos J. Basil*



*"I have been authorized by our board of directors to express its appreciation to you for the promptness and diligence exercised on our behalf and to state further that we are entirely satisfied with the manner in which you expedited, conducted and finalized negotiations."*

*T. Gerhard, Treasurer*



## What do NFA Adjusters do?

An NFA adjuster represents those who have sustained an insured loss. NFA handles every detail of the claim, working closely with the insured to provide the most equitable and prompt settlement possible. NFA inspects the loss site immediately, analyzes damages, assembles claim support data, reviews the insured's coverage, determines current replacement costs and exclusively serves you, the client.

## Why do you need NFA?

NFA works for you, not the insurance company. NFA adjusters know the insurance business and are familiar with all procedures so they can work quickly to expedite payments. A typical fire policy, for example, contains hundreds of provisions and stipulations, constantly changing forms and endorsements, and many complex details such as inventory appraisals and real estate evaluations required in case of a loss. Most policyholders do not know that the **burden of proof is theirs**. The highly stressful period following a loss is a difficult time for individuals and organizations. NFA can take those major headaches away and let you get back to business.

## Why choose NFA?

Experience and professionalism. NFA has been in business since 1922 and is the largest public adjusting firm in the United States and Canada. In the past nine decades, NFA has served over 40,000 clients and handled loss adjustment claims worth hundreds of millions of dollars. Clients list NFA in their official disaster plan. When a catastrophe strikes, they call NFA first. National Fire Adjustment Co., Inc. is an accredited member of the National Association of Public Insurance Adjusters (NAPIA) and has two past NAPIA presidents on staff.

## Will you be kept informed?

Yes. Your participation in the process is vital. NFA loss consultants will communicate with you throughout the process and keep you advised of your claim status. NFA is available at all times to answer your questions. This is **your** claim and you are the final authority.

## When should you call NFA?

Immediately! Your equitable and expeditious settlement can depend on it. A call to NFA assures you that trained professionals are on the job, protecting your interests and informing you of your rights. Remember, we work for you!

*“Public adjusters are licensed by the Insurance Department. They represent you and not the insurance company. They will negotiate on your behalf with the adjuster from the insurance company.”*

— New York State Insurance Department



Main St., Snyder, NY, 2012

## How are NFA's licensed public adjusters different from independent adjusters and staff adjusters?

### Licensed Public Adjuster

Retained by you, the policyholder on a loss-by-loss basis. The insurance policy requires that many conditions be met when a claim is made. Your public adjuster serves your interests exclusively when dealing with the insurance company's adjusters.

### Independent Adjuster

Self-employed or works for an independent adjusting firm that is retained by several insurance companies on a loss-by-loss basis.

### Staff Adjuster

An employee of an insurance company who serves the interests of his/her employer.



