



NIAGARA UNIVERSITY

Niagara University, N.Y. 14109

NATIONAL FIRE ADJUSTMENT COMPANY INC.

Western New York Business Appreciation Award

Fire. Flood. Tornado. Hurricane. They're headline makers and homewreckers. All of us know someone whose business or home has been damaged or destroyed by such unexpected disaster. Truly, no generation has ever been spared. Yet as 18th century poet Oliver Goldsmith observed, "The greatest object in the universe ... is a good man struggling with adversity; yet there is still greater, which is the good man that comes to relieve it."

For nearly 80 years, National Fire Adjustment Company Inc. of Amherst has been relieving the pain of such cataclysmic loss for corporate and residential clients by "cutting through insurance red tape to secure fair, equitable settlements." Established in 1922, NFA has expanded to become the largest public insurance adjusting firm in North America with headquarters in Amherst and offices across the state in Rochester, Syracuse, Jamestown, Elmira and New York, as well as in Erie, Pa., Palm Beach, Fla. and Toronto, Ontario.

Ronald J. Papa, president and chief executive officer of NFA and a 1974 graduate of Niagara University, says he attributes his firm's growth and success to "our long established track record of exceeding our clients' expectations" and to a team of over sixty "dedicated and talented staff members." The company serves clients primarily in the U.S. and Canada, and also handles cases in Mexico and the Virgin Islands.

A third reason for the company's success is that it is the proud legacy of a Buffalo family. NFA was founded by an innovative insurance broker, Bernard Papa, during the "Roaring '20s." A few years after World War II ended, Bernard's son Frank joined the family business following completion of his law degree. And Frank's son Ronald, who says he was blessed to know when he was 6 that he wanted to follow in both his father's and grandfather's footsteps, eagerly joined NFA upon his graduation from NU. To Ronald Papa, Niagara is a "well-respected" institution which helped launch his business career. It also introduced him to a valuable network of students and professors, some of whom have become his clients.

Throughout the past decade, a number of well known clients were served by NFA. When Salvatore's Italian Gardens of Lancaster was destroyed by fire in 1996, NFA's expertise and diligence enabled the restaurant to rebuild and reopen quickly. In 1992, when Hurricane Andrew ripped apart Delaware North Companies' restaurant at the Miami Metro Zoo, NFA was there, helping the company settle its claim in full. And in January 1997, when a thaw caused a "100-year flood" in California's Yosemite National Park, an event which occurs only once a century, NFA assisted the park's concession services in preparing and settling its insurance claims. These are just a few of the thousands of cases the NFA team has handled through the years with outstanding expertise.

Indeed NFA has "grown in size, scope and reputation since Bernard Papa founded the company" in 1922. An industry pioneer, NFA was the first adjustment company to computerize claims processing, making its evaluation of claims highly accurate, swift and consistent. In addition, the company's cutting-edge communications technology also spans the globe, keeping its loss consultants in touch with its clients. Both technology and heart, however, have made the company an industry leader. NFA's commitment to the people it serves has remained the same since its very beginnings, "assuring the most equitable and prompt settlement possible while providing quality service."

In recognition of the vital role it plays as a Buffalo-based industry leader which is today North America's largest public insurance adjusting firm, Niagara University is pleased to present its Western New York Business Appreciation Award to National Fire Adjustment Company Incorporated.


Keith T. Miller, Ph.D.

Dean of the College of Business Administration

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