

TENCO SERVICES, INC.
GENERAL ADJUSTERS AND SURVEYORS

NEWSLET

Serving Insurance and Commerce for 58 years

claims@tenco.com

December 2005

Happy Holidays!

*Tenco Services wishes you and your family
a joyful holiday season.*

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New Cincinnati Manager

We are pleased to announce the promotion of Tim Feldman, our Regional Accounts Manager in Cincinnati, Ohio, to Cincinnati Branch Manager.

Tim has been vigorously helping us maintain contact with as many of our clients as possible to make sure we keep that all-important communication between us well tended. His quality approach coupled with his extensive claims experience demonstrated a managerial calling that we could not ignore. Congratulations, Tim!

Happily, our previous manager, Clem Reker continues as our primary casualty adjuster in Cincy. Clem's solid performance will continue to help our northernmost office succeed to serve you better. Please call Tim or Clem anytime at 859-426-9100 to say hello. They love hearing from our clients!

Lloyd's TPA Up and Running

TencoNet, our Claims Management division, is proud to announce that we have once again earned a TPA contract associated with Lloyds of London. Our Senior Vice President of Operations, Rebe Trickey, will be guiding our adjusters and coordinating this account with the monthly bordereaux etc.

This new commercial property account is underwritten by a loyal client who is a Lloyd's syndicate, in conjunction with a large MGA in east Tennessee. Policies have been written since July 1, and the account was completely claim-free until only recently. (Perhaps the underwriting was a tad *too* thorough?... Perish the thought!)

Tenco IT Update:

Cyber-communications are moving at light speed around here lately thanks to our super IT gurus Matt Kely and Ben Longberg. They have recently completed upgrading all 11 of our branch offices with new Domain Controller Servers. (These slick guys were able to keep the cost of this improvement low and environmentally friendly by using prior Tenco PC's.) This will decrease bandwidth requirements, and it adds redundancy on our branch data, reducing data-loss concerns. Speaking of bandwidth, in early spring we will be switching internet providers and gaining a whopping 1/2 of a 'T' or more of guaranteed open pipe in all our offices. This will be great for quickly handling the ever-increasing emailed correspondences with attachments that the insurance claims world is evolving to. Before you know it we'll be sneaking 'streaming claims mini-movies' onto our website!

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