

**Resume of H W "Donny" Reed Jr
11601 Mayfield Dr
Denton TX 76207
580.678.6139 Cell**

Experience:

**Auto Appraisal: 43 years
Heavy Equipment 43 years
Oil Industry Claims 15 years
Residential Property 42 years
Commercial Property 42 years
Worker's Comp 15 years
Motorcycles 8 years
Boats 18 years
Aircraft Hull 5 years**

Employment / Claims Handling History:

**1980 - 1997 – Adjuster, Manager, Regional VP – Lindsey Morden (Cunningham Lindsey) – locations – Heavy Equipment – Liability – Property Claims – Worker's Comp - Amarillo TX - Branch Manager Lawton OK – Branch Manager Wichita KS – Branch Manager Oklahoma City OK – Regional VP – North TX, OK, KS, NE, ND, SD
1989 – Hurricane Hugo CAT Adjuster
1995 – Alfred P Murrah Bombing Claims – Oklahoma City OK
1997 - 2002 – Owner - Southwest Claims Service – Lawton OK
1998 - 2005 – Oil Industry Claims – Downhole – Rig Related Heavy Equipment – Century Insurance – National American Insurance
2002 - 2005 – Owner - American Independent Adjusters - Lawton, OK
2005 – Hurricane Katrina Location Manager – Custard Insurance Adjusters - Mobile AI
2005 – 2008 – Assistant Director of CAT Operations – Custard Insurance Adjusters – Columbia SC
Property Trainer – Basic Property – Xactimate – MSB – Policy Coverage
2006 – Mass Flood Claims
2006 – Chemical Explosion Claims – Danvers MA
2008 – Hurricane Ike – Location Manager – Four Seasons Claims Service – Houston TX
2008 – 2010 – Four Seasons Claims Service – Director of Operations - Denton TX
2010 – Present – specialized in large apartment / condo complex property claim
2010 - Present – handled and supervised CAT losses in TX and OK for North Star Mutual – ANPAC – Columba Lloyds – Magna Carta – and other insurance carriers
2011 – Supervised CT Ice Dam Claims – remote
2013 – Supervised Hurricane Sandy Claims - remote
2010 – Present – Owner – Reed Insurance Adjusters, LLC
2017 – Retired from daily claims handling for carriers – now only handle appraisal and umpire assignment and consulting assignments**

1990 – Present - Appraiser for disputed Property Claims – Farmers – State Farm – Jefferson – Unitrin – Union Standard – Philadelphia – Markel International – USAA – Zurich – Wellington – Texas Farm Bureau and other insurance carriers.

Annual volume averages 60% as umpire – 20% represent carriers – 20% represent insureds.

Industry Associations and Designations:

**Associate in Claims – Insurance Institute of America – 1994
Registered Professional Adjuster – 1997
Former President - Oklahoma Claims Association – 2000
Former President – Lawton OK - Wichita KS Claims Associations
References: Furnished upon Request**

Forrest King

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Summary

Goal-oriented Executive dedicated to high level of customer satisfaction and meeting aggressive business goals. Decisive and conscientious with specialized knowledge in Insurance Claims and Leadership.

Skills & Abilities

- Judgement and Decision-Making
- Communication
- Critical Thinking
- Coordination
- Operation Monitoring
- Quality Control Analysis

Experience

King Claims Service

Owner- Umpire, Appraiser

- Extensive knowledge and involvement in the process of appraisal.
- Extensive experience representing both insurance companies and policy holders as an appraiser.
- Negotiated Claim settlements and recommend litigation when settlement cannot be negotiated.
- Extensive knowledge and experience handling files with outside experts and reports, including but not limited to engineers, HVAC techs, mold assessment and roof analysis.

Wardlaw Claims Service

Executive Vice President – Desk Operations 10/2017

- Negotiated contracts with Carriers.
- Updated search criteria in data base to track and deploy adjusters.
- Managed day-to-day Desk Operations.
- Greatly improved the company's profitability after 8 months by simplifying the company's structure and negotiating current contracts.

Eberls Claims Service

Vice President of Property Claims 08/2014 to 10/2017

- Managed operations (Market Area) of our State Farm (Fire) Client.
- Drastically reduced the reinspection finding within 9 months, moving from 4th place to 1st in the deployment strategy.

Forrest King



- Direct and oversee Daily and Catastrophe Operations, Field and Desk sites.
- Assisted Deployment Manager filling deployments.
- Support Executive Management to manage, train and evaluate Regional Managers, Field Managers, Quality Assurance managers, and Trainers to maximize field productions to enhance revenue.

Eberls Claims Service

Quality Assurance Manager 03/2013 to 10/2014

- Create and implement inspection and testing criteria and procedures.
- Review and update standard operating procedures and quality assurance manuals.
- Identify quality problems areas for improvement and recommend solutions.
- Review quality documentation necessary for regulatory submissions and inspections.

Eberls Claims Service

Field Manager/Trainer 01/2007 to 03/2013

- Supervise and train Independent Adjusters.
- Supervise claims adjuster to ensure proper procedures have been followed.
- Resolve complex, severe exposure claims, using high service-oriented file handling.
- Conduct detailed fee bill reviews.
- Coordinated catastrophe events overseeing 20 managers, 25 trainers and 500 adjusters.

Eberls Claims Service

Field Claims Adjuster 01/1999 to 01/2007

- Negotiated claim settlements and recommend litigation when settlement cannot be negotiated.
- Interview and correspond with claimants, witnesses, or other relevant parties to determine claim settlement.
- Adjusted over 15,000 residential property claims, 1000 commercial losses in excess of \$30,000,000.00 settlements.
- Adjusted claims for State Farm, Farmers, Safeco, AAA, NFIP, Lloyds of London, Citizens, TWIA, Germania.

Education

Lubbock Cooper High School- Class of 1990

Texas Tech University- 1990-1991

Designations

- Chartered Property Casualty Underwriter- CPCU
- Associate in Claims- AIC
- Associate in General Insurance- AINS

Mark Anderson
Prestige Claims Service
700 West FM 78 Suite 101
Cibolo, TX. 78108
Cell (210)601-2326 Fax (210)658-9295

Education:

Southwestern University-Georgetown
BA-Business, 1982
Basketball Scholarship 1978-1982

Organizations:

Board of Directors-YMCA Schertz
Associate in Claims
Insurance Appraisal and Umpire Association

Employment:

Farmers Insurance
Special Claims Representative
Large Loss Adjuster /Commercial 1983-1994

Prestige Claims Service, LLC
Executive General Adjuster/Large Loss Adjuster/Executive Appraiser
1995-Present

Skills:

Xactimate Sketch /Estimating
Appraisal/Umpire Services/Claims Consultant
Texas Department of Insurance Approved Umpire 2016-2018
Insurance Appraisal and Umpire Association-Certified Appraiser/Umpire

Description:

I have 40 years' experience in the insurance adjusting field. In addition, I have over 35 years' experience in estimating with Xactimate. I am a large loss adjuster who specializes in residential, commercial and complex losses. I have been designated as an Executive General Adjuster based on my experience and time as an adjuster by several carriers. I have been involved with appraisals in Texas since 1996 and have appraised for insurance carriers, defense attorneys along with general contractors. I take pride in bringing problematic claims to a resolution while working on both sides of the insurance claims industry. As umpire, I work diligently with each appraiser to come to a fair and reasonable appraisal settlement.

Current Territory for Appraisal/Umpire assignments: State of Texas, Arizona, New Mexico, Colorado and Florida. Large Loss Appraisals/Umpire: Texas, Oklahoma, Colorado, Mississippi, Louisiana, New Mexico, Florida.



James “Randy” LeBlanc

J RANDOLPH, LLC dba All Star Adjusters, USA

4808 Fairmont Pkwy. Ste 191, Pasadena TX 77505

Office: 281-741-8045 Cell: 832-731-4333

allstaradjusters@gmail.com

CERTIFICATIONS LICENSES / EDUCATION

- Texas Property & Casualty Adjuster License #
1308588
- CPAU - Certified Property
Appraiser & Umpire
- Listed on Texas Department of Insurance’s
Appraisal Roster
- OSHA10 Certified
- Earthquake Certified
- Mediator Certified
- Stephen F. Austin State University
(Business Major)
- Graduate of Spring High School, Spring, TX
(1975)

Exhibit F

ABOUT ME



Experienced
and respected
independent
Commercial and
Residential umpire,
appraiser, inspector,
and estimator.

I also provide expert
testimony in property damage and Special
Investigative Unit (SIU) cases.

My hands-on experience as a commercial and
residential roofer, followed by years
of adjusting commercial and residential property
claims as a licensed Texas Property and Casualty
Adjuster, provides me the expertise to
objectively evaluate property damage claims at
all levels.

As an umpire, my foremost commitment is to uphold
the principles of fairness and honesty. I strive to make
impartial decisions to ensure a level playing field for all
parties involved.

EMPLOYMENT HISTORY

J Randolph, LLC dba All Star Adjusters USA (2012 - Present)

- Provide services as an independent commercial and residential umpire, appraiser, inspector, estimator, and expert.
- Commercial and residential inspection report includes the verification of storm-related damages, extensive photographs and detailed written analysis of damages, and a comparison chart to identify discrepancies between the Insurance Carrier and Plaintiff's estimates.
- Assignments include SIU fraud investigations.
- Insurance carriers include Germania, State Farm, Allstate, Texas Windstorm Insurance, Texas Fair Plan Association, Nationwide, AAA of Texas, Garfield Mutual, Southern Vanguard, Citizens Ins. Co. Florida, Tower Hill Ins. Co., American Family Ins. Co., and Wellington.

Daily & CAT Adjuster (2011-June 2012)

Team One Adjusting Services, LLC – Dallas, TX

- Receive residential, commercial & large loss claims; contact insured & schedule appointments for scope of damages.
- Meet with insured, scope and photograph damage; prepared estimates
- Meet with Engineers, negotiate damages with Public Adjusters & Appraisers
- Worked as Desk Adjuster/Team Lead during Hurricane Irene @ Selective Insurance Company, Richmond, VA.
- Worked daily claims for Texas Windstorm, GeoVera Specialty Insurance, Liberty Mutual and Western World
- Worked as an independent Appraiser and Umpire

Core CAT Adjuster (2004-2011)

Pacesetter Claims Service, Inc. – Catoosa, OK

- Receive residential, commercial & large loss claims; contact insured & schedule appointments for scope of damages
- Meet with insured, scope and photograph damage; prepared estimates
- Meet with Engineers, negotiate damages with Public Adjusters & Appraisers
- Worked cleanup for Citizens on Hurricane's Frances, Jean, Katrina & Wilma – Performed SIU inspections
- Prepare estimates – upload files via XactCentral or CommCentral
- Closed claims with insured if required by vendor
- Worked hurricanes Ivan, Charley, Frances, Dennis, Rita, Katrina, Wilma, TS Fay, Ike and Irene
- Worked various hail storms throughout the USA
- Worked Texas Windstorm Insurance Association as an Appraiser & Clean-up CAT Adjuster. I have been meeting with attorneys performing many pre-mediation inspections for various law firms that represent TWIA and other insurance carriers. I have been called upon as an expert witness, photo witness at court hearings and mediations. During large or small catastrophes I have been involved with Special Investigation Unit (SIU) cases for fraud.

Structural & Mechanical State of Texas Inspector All*Star Inspections, LLC – Houston, TX (1988-2004)

- Commercial & Residential Real Estate Inspector
- New Construction Inspector
- Consult with home buyer in making the right decision
- Instructor of Real Estate Inspection Continuing Education Classes @ USA Real Estate School

Contractor, Home Remodeling & Roofing (1979-1988) Benchmark Home Improvements – Houston, TX

- Residential & Commercial Remodeling
- Residential & Commercial Roofing

SKILLS PROFILE

- Experience in scoping Commercial, Residential & Large Loss claims
- Proficient in Xactimate, XactAnalysis, MS Excel, MS Word & MSB software
- Good Organizational skills
- Experience as an appraiser, umpire, expert for purpose of pre-mediation inspections, and providing expert testimony in federal and state court, including the preparation of inspection and causation analysis reports and photographs
- State Office of Administrative Hearings (SOAH)
- Ability to receive & schedule inspections in timely manner
- Strong customer-relations background
- Work with Attorneys and their staff to prepare documentation for Court Trials or Mediation

EXPERIENCE

EXPERT WITNESS (2012-2022)

7/26/2016 - Cause No.: 2015-CVF-002858 D3; Beatriz Diaz and Gabriel Diaz v. State Farm Lloyds and Curtis Rasmussen; In the 341st Judicial District Court; Webb County, Texas

2/25/2022 - Cause No. 1112892; Richard & Lisa Wiginton v Texas FAIR Plan Association; In the County Court at Law No. 1, Harris County Texas

DEPOSITION TESTIMONY AS EXPERT WITNESS(2012-2021)

12/04/2013 - WELO Enterprises, Inc., vs. Citizens Property Insurance Corp. – Case No.: 10-56249 CA 2

12/10/2014 – Archiga v Safeguard – Claim No: 2055858; Salon Real Del Valle, 4631 S. I Road, Edinburg, TX 78539

8/13/21 - Adan Ramirez v. Allstate - Claim No: 0506600963 - 2909 Pecan Ave, McAllen, Texas

3/11/2021 - Islamic Society of Greater Houston, Inc, vs, Church Mutual Insurance Company
Civil Action No: 4:19-cv-03626

APPRAISALS: (2015 – 2021)

1700 Performed

Commercial & Residential Ranging from \$50,000.00 to \$8,750,000.00

UMPIRE: (2010-Present)

3500+ Performed

Large Losses for Commercial and Residential. Ranging from \$200,000.00 to \$11,600,000.00

- Villas at Valley Ranch: 505 Ranch Tr., Irving, Texas 75063
- Live Oak Plaza (Zurich): 1305 E. 8th. St., Odessa, Texas 79761
- Union Station Buildings: 333, 401, & 415 S. 18th. St., St. Louis, MO. 63103
- Trout St. Bar & Grill: 104 W. Cotter Ave., Port Aransas, Texas 78373
- Chateau Lafitte: 711 Holiday Dr., Galveston, Texas 77550
- Mustang Towers: 6109 Hwy. 361, Port Aransas, Texas 76418
- Islamic Society of Greater Houston: 8830 Galveston Rd., Houston, Texas 77034
- Villages by the Beach: 14834 Leeward Dr., Corpus Christi, Texas 78411
- ZEBA LLC. (Hotels): 2838 South Padre Island Dr., Corpus Christi, Texas 78401
- Casa Condominiums, Inc.: 4903 Hwy. 361 S., Port Aransas, Texas 78373
- Bassham Foods Corporation: 627 SW. Loop 820, Ft. Worth, Texas 76115
- Hayat Ahmadzai LLC (Strip Centers): 1703-1821 N. Frontage Rd., Beeville, Texas 78102



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