

## Employee in Focus

Kevin Spealman, Vice President Claims and Customer Service and  
Vice President and General Manager, National Claims Services, Inc.

~IAM Hall of Honor Inductee 2016~

Kevin went to high school in LeRoy, Illinois, a small town in the central part of the state. After earning a Bachelor's Degree in Education with a double major in History and Music Education from Illinois State University, he worked as a teacher. After a few years, Kevin moved to the Chicago area to try his hand at business. We are fortunate that in 1987 he chose National Forwarding Co., Inc. to start his business career as Claims Adjuster.

Kevin took the lead in establishing National Claims Services, Inc. which provides claim settlement services to other carriers. Due to Kevin's efforts, our Claims Department actually makes money. Kevin has also taken the lead in representing our industry as a representative on claims panels through the International Association of Movers, the American Moving and Storage Association, and in various business process working groups established by the Surface Deployment and Distribution Command. He has played a strategic role in drafting The Claims Memorandum of Understanding, the Claims Business Process Working Group for DP3, the Surface Deployment and Distribution Command Mold and Mildew Working Group, and the Defense Personal Property System Claims Module rewrite. Kevin's is a voice that is well known and respected by the industry and military representatives alike.



Kevin's accomplishments in representing our Industry pale in comparison to the contribution he has made to NFC, where he is most appreciated for his outstanding management of our Claims Department and NCS as well as in his willing assistance and support to other departments. Working claims day in and day out is difficult, but Kevin has been able to do so and maintain a department with very high morale, a cohesive sense of purpose and, most importantly, a good sense of humor. We are very proud and fortunate to have Kevin as one of the leaders of our company.

Kevin and his wife Jill live in Glen Ellyn, IL and are avid travelers. Kevin enjoys jazz, tennis, and beer! He has been an accomplished brew master, having brewed beers that have won national and regional awards.



**National Forwarding Co., Inc.**  
2800 Roosevelt Road  
Broadview, IL 60155  
Ph: 800-722-9144  
[nfcnewsletters@nationalforwarding.com](mailto:nfcnewsletters@nationalforwarding.com)

## IN THIS ISSUE

<b>Employee Focus</b>	<b>1</b>	<b>2017 Julian Calendars</b>	<b>3</b>
<b>IAM Meeting &amp; Expo Photos</b>	<b>2</b>	<b>2017 Dispatch Convention</b>	<b>3</b>
<b>Parts Boxes</b>	<b>3</b>	<b>Agent Kudos</b>	<b>4</b>
<b>Peak Season Notes</b>	<b>3</b>	<b>Company News</b>	<b>5</b>

# IAM Meeting & Expo Photos

Held October 21 – 24<sup>th</sup> in New Orleans the Expo served as a great chance to meet and greet with international agents as well as learn new things in the moving industry. In addition, our very own Kevin Spealman received the IAM Hall of Honor award!



Left: NVL International, NCS & NFC booth



Right: Kevin Spealman accepting his Hall of Honor award

Right: Jill & Kevin Spealman, at the IAM Membership Breakfast



Below: Jill Finnigan & Susan Staszewski proudly displaying the NFC donation for the Alan F. Wohlstetter Scholarship Fund

Below: The Nightly Show with Chuck "Conan" White. From left: Brian Limperopulos, Chuck White, Tim Helenthal, Peg Wilken



## A Word from Claims about Parts Boxes

We continue to have problems with parts boxes. Typically, the party that is delivering the shipment to residence will report the parts box as missing, and therefore they cannot reassemble the items on the shipment.



Failure to unpack and reassemble have always been two of the top score killers. When we are advised by an agent or hauler delivering the shipment there is no parts box, and if the agent cannot go get parts, we will have no practical alternative but to use third party services that are able to, at a moment's notice, jump in and reassemble. The downside of course is that this alternative is much more expensive. Costs associated with replacing parts and reassembly will be fully borne by the party responsible for losing the parts box. Additionally, we will be tracking, going forward, the frequency on the agent/hauler level, of missing hardware or parts boxes, and it will become part of the overall criteria that we use to determine SIT distribution.

### Peak Season Notes

SDDC released its peak season shipment volume for 5/15 – 8/27

- Domestic – 82,428 shipments
- Intrastate – 9,880 shipments
- Domestic Interstate – 170,230 shipments
- International – 41,229 shipments

### 2017 Julian Calendars

NFC will be mailing out the Julian calendars in November. If you need an additional supply contact:

[agencyervices@nationalforwarding.com](mailto:agencyervices@nationalforwarding.com).

### 2017 Dispatch Convention

St. Augustine, FL

April 20 - 23

Hosted by National Forwarding Co., Inc. the 42<sup>nd</sup> Annual Dispatcher's Convention will be held in St.

Augustine, FL from April 20 – April 23, 2017.

We have secured two hotels with group rates for our convention.

The details of the convention can be found on our website

[www.nationalforwarding.com](http://www.nationalforwarding.com) along with the agenda and registration form.

We look forward to seeing you there!





## WHAT OUR CUSTOMERS ARE SAYING

### POSITIVE CUSTOMER SATISFACTION SURVEY COMMENTS

*Driver was excellent. Made sure that everything went right. The destination TSP crew was excellent as well.*

Hauler: HI-Line Moving & Storage, Great Falls, MT  
Destination: City Moving & Storage Co., Lawton, OK

*Pleasure to work with. Showed up on time. Were very professional and overall did an outstanding job. If I could use these guys every time I would.*

Origin & Hauler: Harrison's M/S Co Inc., Chesapeake, VA

*The driver did an excellent JOB.....he flexed his schedule to help me.*

Hauler: Enterprise Van Lines, Congers, NY

*This was the best move we have ever had and this was our seventh move! Art the driver he is the best and is fantastic.*

Hauler: Moovers, Inc., Pittsburg, CA, under National Van Lines authority, driver Art Zmuda

*This was my 9<sup>th</sup> PCS in 14 years and this was the best. Excellent crew. They really took great care packing and wrapping, and did a fantastic job at delivery positioning boxes and items in storage. Thank you very much. I wish all my moves had been this good.*

Origin & Hauler: County Moving of Abilene, Abilene, TX

*The destination driver and crew were AWESOME! They were by far the best move-in crew I've ever had. I thoroughly appreciate the drivers courtesy, willingness to work with us, and his organization of the crew. They did a fantastic job.*

Hauler: Moore's Furniture & Piano Movers Inc., Chicago, IL

*The service level was professional and they knew what they were doing. Ready to provide a service that's what you can't buy. You don't get this type of customer service everywhere.*

Origin & Hauler: Lone Star Van Lines, Fort Worth, TX



**Agent Kudos**

# COMPANY NEWS

## HAPPY ANNIVERSARY

October 26

Rachel Davis

Billing Technician

6 years

## EDITOR'S NOTE

Our September 2016 article "Impactful Changes to the 2016 400NG," Crating was listed as 45" X 85" X 97" at 195 cu ft. This was incorrect and should have been: 45" X 85" X **87"** at 195 cu ft.

## NFC GIVES BACK

NFC held a big fundraising event for [Honor Flight Chicago](#), an organization that sends military vets to Washington D.C. for a day of remembrance. A BBQ was held in the warehouse for a donation where we had hot dogs, hamburgers and various sides. In addition, the SOS committee held a raffle with three fabulous prizes:

- ❖ Vizio 55" 4K Ultra HD TV
- ❖ Booze Basket consisting of 10 different kinds of spirits
- ❖ Mystery Box - clues were given as to the contents of the box, but were not revealed until a winner was drawn.

In 2016, the SOS Committee raised \$4000 for Honor Flight and since 2011, NFC employees have donated \$21,800, sending 43 vets to Washington DC!



Left: Charity lunch. Grilling was done by Deanna Munizza and employees donated side dishes.



Right: Mystery box winner, Cheryl Garamoni. She received: a tablet, a fitbit, Southwest airlines gift cards and cash!