

# Update

THIRTEENTH ISSUE

MARCH 2016

## 2016 April Fool's Blog Preview

### Workplace Improvements at the NCS Office



*Despite the many requests we have received regarding our April Fools Blog, I regret to inform our readership that we're not going to stop.*

*Kevin Speakman, VP & GM,  
National Claims Services*



**National Claims Services, Inc.**

- Expert Military Claims Settlement
- Setoff Appeals
- Knowledgeable Staff
- Great Customer Service
- Professionalism

**New Claims Business Rules Addition:** Starting with all claims filed after April 1st, the TSP gets one extra day to settle the claim every time the claimant calls in to ask the status. In an effort to obtain this concession however, the claimant gets an extra day for the 75 days for both birthdays and anniversaries.

### NCS to start microbrewery!

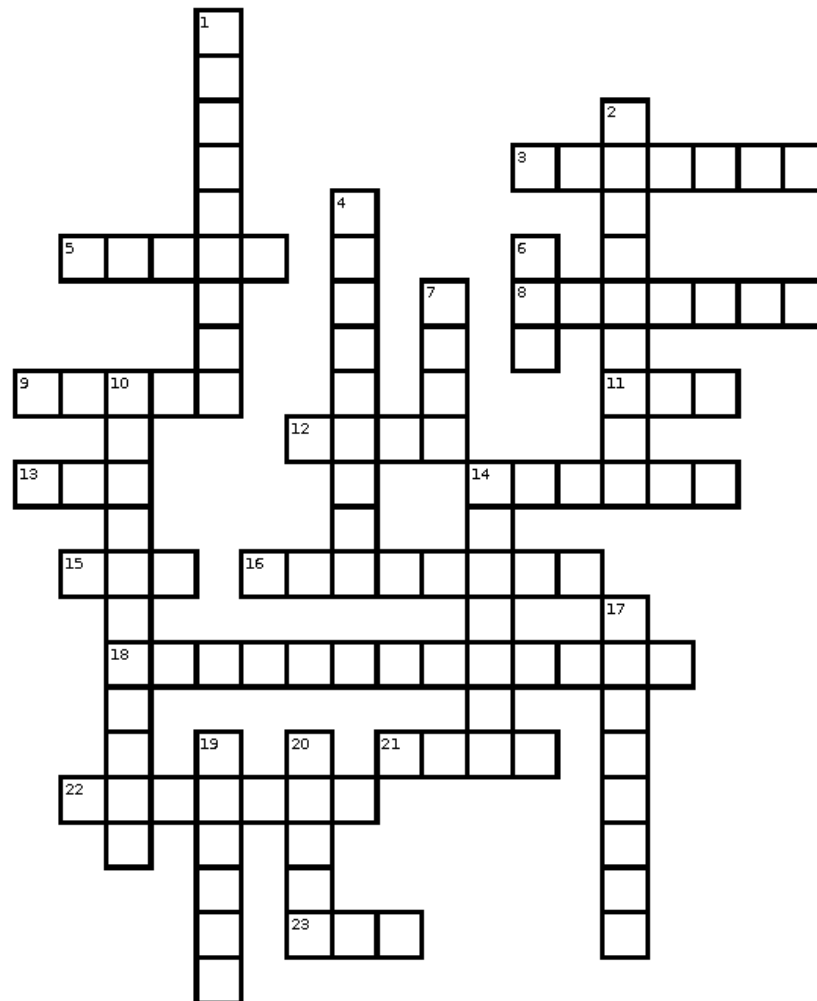
Rumors have been circulating already about its flagship beer:

**Prima Facie Pilsner** - You start drinking in a certain condition, stop drinking in a different or damaged condition and wake up the next day assessing the measure of damages.



[www.ncsclaims.com](http://www.ncsclaims.com)

# Claims Crossword Puzzle

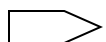


## Down:

1. items like mattresses and medical equipment
2. not the same as insurance
4. you need one for the \$70,000.00 coffee table
6. shipments not picked up from residence
7. inherent
10. actual cash value liability
14. settlements that are like horse trading
17. hurricane
19. first element of establishing a prima facie case
20. a false claim

## Across:

3. like kind and
5. days we have to trace for missing items
8. searching for lost items
9. number more important than serial
11. association for worldwide movers
12. number of months after delivery to get FRV
13. one of the parties bound by the GBL
14. FRV does not apply to these
15. damage that was there before the move
16. important to have a policy for shipping these
18. claim on a delayed shipment
21. happens sporadically and a growing problem
22. to be locked up before movers come in
23. government rules



Crossword puzzle answer key available on our website: [www.ncsclaims.com](http://www.ncsclaims.com)