

FALL EDITION 2010

October 25, 2010

Mediocrity

By: Dennis Spencer

Mediocrity is prevalent all around us and many of us face ordinary service when we go out to eat, shopping or picking up our laundry. When we stumble across excellent service, we make a mental note and possibly tell others about that service.

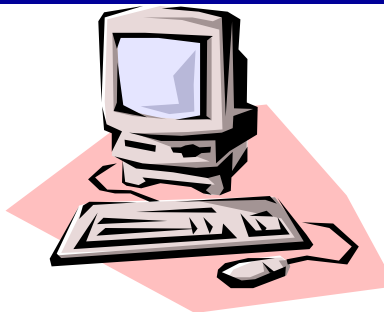
Wilber constantly strives to be that company that provides you excellent service. We are thankful for the positive feedback we receive from you throughout the years and desire to grow our partnership with you.

Wilber has taken great strides in 2010 to improve our Client Access Web (CAW). We know that many of you look at our new web site www.wilbercollect.com regularly to check the status of a file or to see how much money has been collected. Listed below are some ways to save you time:

- Click on the "Transaction" tab located at the top of the notes section and you'll see all the money collected by

Wilber each month. We also include the dollar amount retained by us so you know how much to expect each month.

- Click the "Comment" tab and here we'll weed out all the internal communication and system generated notes that sometimes cause confusion so the only data left is the direct notes written by a Wilber employee.
- Click the "Edit Account" tab to send Wilber a note about that particular file. You'll see when you click this tab, there are places for you to fill in new data or type us a brief note in the "comment" section.
- Click on "Upload Docs" tab and you'll see a pop up screen that will allow you to browse your systems, locate the new doc (i.e. Police Report, estimates and rental bill) and electronically send it over to us.



To use our Client Access Web log in to:
www.wilbercollect.com

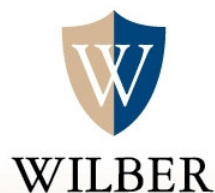
Much like the company you work for, Wilber doesn't settle for mediocrity. Our love for subrogation is a driving force. Here is a quote from *Good to Great* written by Jim Collins "But throughout the good-to-great companies, passion became a key part.... You can't manufacture passion or 'motivate' people to feel passionate. You can only *discover* what ignites your passion and the passions of those around you." Much of Wilber's success can be contributed to our passion to outperform the rest. We won't settle for mediocre.

Inside this issue:

Client Access Web	1
Contest Winner is...	2
NASP 2010	2
Wilber Rescues	3
Wilber Fall Festival	4
Chili/Dessert Cook-off	4
Employee Pictures	4

Calling all **HUNTERS** & *Subro Divas*

attending the NASP 2010 Conference.



Come pose for your photo
at booth #618!



PLUS, find out which exemplary subrogation professional was named

THE 2010 ULTIMATE

HUNTER or *Subro Diva*

Wilber Rescues *A Bad Day at the Auction*

Wilber TPA—Client Story (Written by Kim Briggs)

Once upon a time there was an operating location on the East Coast eagerly awaiting the arrival of a “geotechnical and environmental engineering service”. This was the company that would determine whether this location would be eligible to receive capital funds to re-pave their lot. Nothing cheers up an Auction like new asphalt with bright shiny yellow lines.

The Operating Location made sure “Dig Safe” had been there beforehand. The Facilities Manager was on hand this beautiful spring morning to “facilitate” any further needs the engineering company might have. The engineering company proceeded to drill many core samples throughout the site.

Just before noon, the Facilities Manager came upon the engineering company as they drilled and drilled to no avail. They hit something under the asphalt. The Facilities Manager yelled, “STOP”; as water and mud bubbled to the surface. The engineering company had hit our water main.

The Facilities Manager “facilitated” shutting off the water. Guess which building no longer had any water.....The Detail Shop! Guess which operating location had to send their Detail Shop employees home on the day before our sale. Guess which engineering company said they bore no responsibility for their incompetence.

The Facilities Manager “facilitated” cleaning up this mess to the tune of \$5,866.00. This does not include what our Detail Shop Manager and employees went through. Is this the end of our tale, *A Bad Day at the Auction*? No, no, no.....read on..... there is more.

At 4:30 pm the Human Resources and Safety offices were contacted and told the engineering company had driven their core sample truck across the lot and cut through many parking spaces. The right rear tire of their core sample truck caught the front fender and bumper of a customer’s vehicle. The engineering company’s truck kept moving. They pulled off the front fender of our customer’s vehicle. At this point the engineering company’s employees gave all their identification paper work to the Safety Coordinator; because, even incompetent people could tell they had just totaled a car.

The Facilities Manager and the Safety Coordinator of the operating location brought all the information they had gathered to the Human Resources Manager. Little did they know; the Human Resources Manager had just completed a Webinar on Wilber and the subrogation process. The HR Manager went over the invoices, estimates and AS400 reports. The amounts were staggering. This was the Great Recession. What operating location can afford to throw \$7,461 out the window? That would be \$5,866 for the water main \$1,595 for the customer’s vehicle.

The HR Manager saw red (ink?) and fired up her computer. She reported the liability to Broadspire – A Crawford Company.....and for the first time....Wilber. All three worked tirelessly to share documentation and information.

Long story short.....I just got an e-mail from Brenna Cassady at Wilber that states; \$2,775.25 was paid out on the vehicle. \$1,595 was recovered from salvage. The remaining \$1,180.25 was received through subrogation. It was received at Wilber today and the payout will be on 8/15. The water main break was set up as a completely different claim and went straight to subro. Wilber received the recovery money (\$5,866) and processed it on 6/21. This portion will be remitted to the operating location on 7/15.

Wilber rescued this operating location from....*A bad day at the Auction*...and this HR Manager is grateful.

WILBER & ASSOCIATES

816 Eldorado Rd.
Suite 1
Bloomington, IL 61704

Phone: 309-663-6700
Fax: 800-313-5179
www.wilbercollect.com



Faithfully Serving.

WILBER FALL FESTIVAL 2010

Wilber held it's annual Fall Festival, complete with a chili and dessert cook-off! Ken Wilber hosted the party at his house this year. Almost all of the families from Wilber were represented. We had well over 30 kids that got to paint pumpkins, play kick-ball, roast hot dogs and make s'mores! Ken provided a travelling "coffee cart" for people to enjoy. Glory Beans Coffee from Lake Mills, WI served all the hot and cold coffee and tea drinks you could imagine. The weather was absolutely beautiful and the Wilber employees really got to spend some quality "fun" time together! It was great to see everyone's families and just sit back and relax!

Ken and Wendy Wilber were the official judges for the chili and dessert cook-off. The winners this year were Juan Rivera and Freddy Trevino for the chili and

Kevin (Nancy) Woolfolk for a banana split dessert that really hit the spot! They all received gift cards, certificates and their names engraved on our official cook-off plaques! They are also enjoying bragging rights for the next year!

Ken had 2 hogs butchered and handed out over 400 lbs of pork to the Wilber Employees. Wilber believes that having a great internal morale and getting to know each other on a personal level is really a key to our success. We strive to treat our clients with that same attitude and respect!



Wilber Kids Painting Pumpkins



Our Bonfire



Crystal, NaShaun & Becky



Marsha Hooker & Curtis Ealy



Roasting Hot Dogs



Glory Beans Coffee



Jeff & Tiffany Gilbert



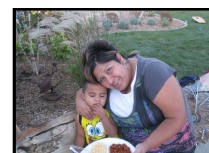
Juan Rivera and "Little Juan"



Janet and Larry Butler



Ray and Kayla Vann



Sandra Garza & Angel



Becky, Edgar & Matthew Norton



Ken Wilber, Freddy Trevino & Juan Rivera



Brenna, Colton & Carson Cassidy



Pinky, Lindsey Kuhnke



Charlotte Humes, Dana Edwards & Sophia Rivera



Maria Bright & Kevin Woolfolk