



SCM Continues Expansion in U.S. with the Addition of the Ouellette & Associates, Team to Nixon & Company, Inc.

12 September 2019

Indianapolis, IN - SCM Insurance Services, today announced that Indianapolis-based Ouellette & Associates team members will join Nixon & Company.

Ouellette & Associates is an independent insurance claims firm with offices located in Indianapolis, Fort Wayne, South Bend, and Vincennes. They handle property and casualty claims for clients throughout the state of Indiana and the bordering counties of Illinois, Kentucky, Michigan and Ohio.

SCM, the largest insurance service provider in Canada, first entered the U.S. market in May of 2017 with the acquisition of Nixon & Company, Inc. A full service, multi-line adjusting organization that has been in business for more than 40 years and is headquartered in St. Louis, Missouri. The organization provides clients throughout the Midwest with market leading offerings in third party administration and innovative adjusting solutions.

“We’re excited about the possibilities that our newly expanded team will offer to existing Ouellette & Associates clients,” says Mark Nixon, President, Nixon & Company. “Not only does this mean increased services and expertise, but also strength, security and service continuity to the overall client base.”

“The Ouellette team is well-respected and has built a solid reputation in the business,” adds Scott Goodreau, SCM’s Chief Operating Officer - USA. “We want to continue to leverage and build upon that strength with market leading technology, management information, and skilled professionals, as we continue to grow our presence in the U.S.”

Joseph Ouellette, President and father of Ouellette & Associates founder, added, “this is a great opportunity for our two organizations and exemplifies our commitment to our customers by combining our knowledge and experience to offer them best in class services.”

In the coming weeks, all Ouellette & Associates, Inc. employees will transition over to Nixon & Company.



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About SCM Insurance Services

SCM Insurance Services has been supporting the insurance and risk management community for more than 30 years with over 200 locations and over 3,000 employees providing claims adjusting, third-party adjusting (TPA), risk management, investigative, surveillance, risk mitigation, medical services, forensic engineering services, and risk intelligence. SCM has distinguished itself through innovative technology, expert staff, and solid customer service. The SCM Insurance Services Group of Companies includes ClaimsPro, International Programs Group (IPG), Xpera Risk Mitigation & Investigation, Cira Health Solutions, Pario Engineering & Environmental Sciences, ParioQuantify, Opta Information Intelligence, Nixon & Company, Inc, and Pario Forensic Accounting.

Visit www.scm.ca to learn more

About Nixon & Company

Nixon & Company is a full service, multi-line adjusting organization, headquartered in St. Louis, Missouri. Founded 40 years ago, the organization provides its clients with market leading offerings and innovative adjusting solutions. In 1984, Nixon & Company expanded its services with the creation of Claim Management Inc, known as CMI/Nixon & Company, to include independent Third-Party Administration and claims services for Lloyd's market in London, domestic insurers, and self-insured entities. Nixon & Company Inc. has additional offices throughout the Midwest servicing the states of Illinois, Indiana, Missouri, Arkansas, Southern Wisconsin and Eastern Kansas.

FAQ – Sales: Customer Questions



Q. What is the current situation with Ouellette & Associates?

For the past 16 years, from our four offices located in Indianapolis, Fort Wayne, South Bend and Vincennes, Ouellette & Associates has handled property and casualty claims for clients throughout the state of Indiana and the bordering counties of Illinois, Kentucky, Michigan and Ohio. Ouellette & Associates founder, Matt Ouellette, passed away suddenly in 2017. His son, father and the estate had been running the company, which must now be transitioned as required by Matt's last will. All assets are being sold and all current offices are being closed.

Q. What will happen with Ouellette & Associates employees?

All of the employees of Ouellette & Associates have been offered employment with St. Louis-based Nixon and Company, Inc. President Mark Nixon and Matt Ouellette were close friends and frequently went on joint marketing and sales calls together. In fact, over 70% of Ouellette & Associates revenue come from common clients with Nixon and Company.

Q. Who is Nixon and Company?

Nixon and Company is a 43-year-old all lines independent adjusting company serving Southern Wisconsin, and the states of Illinois, Missouri and Eastern Kansas. Just two weeks ago, Arkansas was added to the list with two full time senior property adjusters.

In 2017 Nixon and Company, Inc. was acquired by SCM Insurance Services, Canada's leading independent adjusting service. SCM Insurance Services has been supporting the insurance and risk management community for more than 30 years with more than 200 locations and more than 3,000 employees providing claims adjusting, third-party adjusting (TPA), risk management, investigative, surveillance, risk mitigation, medical services, forensic engineering services, and risk intelligence.

Q. What will happen with the open loss adjusting claim files?

The claim files belonging to the valued clients of Ouellette & Associates will remain secure while notifications go out, allowing clients to make an informed decision about the future handling of the open assignments.

Clients will have the choice to let the current Ouellette & Associates adjuster transfer the file to Nixon and Company, another adjusting company, or have them returned.

Q. What will happen with the closed loss adjusting claim files?

The electronic claim files are located off site on the claim management system overseen by Nixon and Company. These files will remain in that state indefinitely. Access will not be terminated over time.

Q. What is the timeline for this transition?

Notifications were sent out to current clients advising them of this event beginning the last week of August.

Clients wishing to continue using Ouellette & Associates, knowing they will transition over to Nixon and Company, may continue to make assignments as normal through their usual channels.

At close of business, Friday September 13, 2019 Ouellette & Associates will cease accepting any new assignments.

On Monday September 16, 2019, the entire Ouellette & Associates team will report for duty at the Indianapolis branch of Nixon and Company.

Same great team, new location.

Q. How will I reach my adjuster with questions?

All existing telephone, fax, e-mail, etc. will remain active and answered by the same great team.

Q. Will pricing be impacted?

For now, no. Any changes in pricing will be discussed with clients beforehand.

Q. Will I see any changes in the service levels?

No, service levels will not change. In fact, we anticipate an increased level of service for all of our clients. The team at Ouellette & Associates have built a solid reputation in the business. This, combined with Nixon's expertise and market leading offerings, will enable us to be a powerhouse in the industry. Bringing our two organizations together will allow us to further expand our service offering and expertise to both existing and new clients across the Midwest.

Q. We have pending invoices to remit payment for, what do we do with those?

Please remit payment as you normally would. We will handle receivables on our end.

Q. Will there be a change in Federal Tax ID?

Yes, there will be a new TAX ID for all matters after September 13, 2019. New assignments after that day will be handled by Nixon and Company, Inc. We will submit W2's with invoices going forward.