

Kelly LaFollette

EXPERIENCE:

- January 2008 – present Fire Investigator
- Conduct fire origin and cause investigations after fires damaging residential and commercial structures as well as vehicles.
 - Responsible for more than 1430 fire investigations.
- September 2005 –
January 2010 Technician / Investigator
- Conduct background investigations in support of the origin and cause investigators, mechanical engineer and electrical engineer. This includes interviews of insureds, witnesses, fire service and law enforcement personnel. Other duties include courthouse searches, gathering financial records, conducting neighborhood canvasses, collecting and securing artifacts, etc.
 - Assist mechanical and electrical engineers with their investigations.
 - Maintain artifacts in a storage facility per ASTM E 1492.
 - Investigate theft and fire losses with indicators of possible fraud.
- January 1998 –
September 2005 Claim Specialist – State Farm Special Investigative Unit, West Des Moines, Iowa
- Investigated claims with indicators of insurance fraud, tailored to the needs of the files. Included homeowners, commercial, renters, boat, rental dwelling and automobile claims.
 - Conducted interviews of insureds, claimants, witnesses, fire service personnel and law enforcement officials.
 - Coordinated expert assistance in evaluating the origin and cause of fire losses and assisted the experts with the analysis of the fire debris.
 - Managed legal counsel and directed the handling of legal issues.
 - Analyzed all relevant issues and evaluated the merits of each claim investigated. Prepared written preliminary, progress, and closing reports, as well as detailed investigative reports on complex claims. Presented findings to management.
 - Developed and maintained relationships with law enforcement in order to enhance cooperation under arson and fraud immunity statutes.
 - Presented insurance fraud awareness speeches to various civic and insurance organizations.
 - Provided training to State Farm claim employees.
 - Instructor at the Iowa State Fire Marshal's two week fire investigation school.
- April 1992 –
December 1997 Claim Specialist – State Farm Fire & Casualty Company, Waterloo, Iowa
- Adjusted property claims. The duties included writing and evaluating damages in losses such as fire, earthquake, wind or water losses. Managed contractors who completed work on insureds' homes.
 - Adjusted liability claims. The duties included investigating bodily injury and property damage losses. Evaluated damages incurred by the claimants. Negotiated settlements with claimants.
 - Developed and maintained relationships with State Farm Agents and employees of other State Farm Companies.
 - Trained new claims representatives.
- May 1991 – March
1992 Claim Representative – State Farm Fire & Casualty Company, Lincoln, Nebraska
- Adjusted minor homeowner claims. The duties included evaluating damages of first and third party claims over the telephone, as well as evaluating the documents the insureds or claimants submitted.

**PROFESSIONAL
DESIGNATIONS:**

- Licensed Private Investigator – Iowa # 94822
- Licensed Private Investigator – Minnesota # 2085
- Certified Vehicle Fire Investigator, 2009
- Crash Data Retrieval System Operator Certification, 2009
- Crash Data Retrieval Technician Course, 2009
- Certified Fire & Explosion Investigator, 2008.
- Certified Insurance Fraud Investigator, 2002. The CIFI program is an accrediting process for individuals with the specialized skills required to detect, investigate and deter insurance fraud. The program has a high standard for admission and testing which includes adherence to International Association of Special Investigative Unit's code of ethics, and a demonstrated competency through mandatory continuing professional education.
- Chartered Property & Casualty Underwriter, 2001. CPCU is a professional credential recognized throughout the property-liability insurance business. A candidate must pass a series of nine tested courses, with a tenth related studies requirement. Candidates must also meet ethics and experience requirements to receive the CPCU designation.
- Associate in Claims, 1995. AIC is a professional credential recognized in the claims adjusting industry. A candidate must pass a series of four tested courses in order to receive the AIC designation.

**SPECIALIZED
TRAINING:**

- 03/2020 Asbestos Safety Awareness
- 08/2019 Accidental Common Fire Causes, CFITrainer.net
- 07/2019 Magnetek Case Study, CFITrainer.net
- 06/2019 Wildland Fire Investigation, CFITrainer.net
- 06/2019 Understanding Fire Through Candle Experiments, CFITrainer.net
- 06/2019 Process of Elimination, CFITrainer.net
- 07/2017 OSHA Fall Protection
- 09/2016 Investigating solid fuel-burning appliance fires, Fire Findings, LLC
- 10/2015 Investigation of gas and electric appliance fires, Fire Findings LLC
- 07/2014 OSHA HAZWOPR HAZ MAT Technician and Hazardous Waste Site Worker training
- 05/2014 Electrical Safety, CFITrainer.net
- 05/2014 Residential Electrical Systems, CFI Trainer.net
- 05/2014 Basic Electricity, CFITrainer.net
- 02/2013 Ventilation-Focused Approach, CFITrainer.net
- 01/2013 Scientific Method, CFITrainer.net
- 12/2012 Arc Mapping, CFITrainer.net
- 7/2012 Fire Investigator Scene Safety, CFITrainer.net
- 6/2012 Expert Report Writing, Denver, CO
- 8/2010 ALOA/IAIL Forensic Locksmith
- 10/2009 NAFI Vehicle Fire Investigation
- 2/2009 Crash Data Retrieval System Operator Certification
- 2/2009 Crash Data Retrieval Technician Course
- 9/2007 IAAI – IA Chapter Seminar, tested
- 9/2004 IAAI – IA Chapter Seminar, tested
- 4/2004 IA – NE Chapter International Association of Special Investigative Units annual seminar.
- 9/2003 IAAI – IA Chapter Seminar, tested
- 4/2003 IA – NE Chapter International Association of Special Investigative Units annual seminar.

- 9/2002 IAAI – IA Chapter Seminar, tested
- 5/2002 NFPA 921 update presented by International Association of Arson Investigators, tested
- 4/2002 IA – NE Chapter International Association of Special Investigative Units annual seminar.
- 3/2002 IAAI – MN Chapter seminar, tested
- 10/2001 CPCU conferment and seminar, Seattle, WA
- 10/2001 Advanced Arson Investigative Techniques for the Insurance Industry Seminar, tested
- 5/2001 North Central Regional Chapter International Association of Auto Theft Investigators Seminar
- 4/2001 International Association of Special Investigative Units IA-NE Chapter Seminar
- 9/2000 IAAI – IA Chapter Seminar, tested
- 4/2000 International Association of Special Investigative Units IA-NE Chapter Seminar
- 9/1999 IAAI – IA Chapter Seminar, tested
- 5/1999 Advanced Auto Theft Seminar
- 9/1998 IAAI – IA Chapter Seminar, tested
- 9/1998 Denver, CO Fire Department Arson Investigation Seminar, tested
- 6/1998 State Farm SIU II School, tested
- 5/1998 Advanced Auto Theft Seminar
- 6/1996 Explosives Recognition Course, IA State Fire Marshall's Office
- 9/1995 IAAI – IA Chapter Seminar, tested
- 12/1994 State Farm SIU I School, tested

PROFESSIONAL MEMBERSHIPS:

- International Association of Arson Investigators
- International Association of Arson Investigators – Iowa Chapter
- National Association of Fire Investigators
- International Association of Special Investigative Units
- International Association of Special Investigative Units – Iowa / Nebraska Chapter
- International Association of Investigative Locksmiths

EDUCATION:

- B.S. in Economics, 1991
- University of South Dakota, Vermillion, SD