



Jackie Agner

*IAM Core Members Representative; Chair, Core Members Management Board
Director of Household Goods, Covenant Transport Solutions, Inc.
Fife, Washington USA*

Jackie Agner has nearly 40 years of experience in the transportation industry. The opportunity to manage all functional areas of the moving and storage business—including operations, sales, and administration for military/government and commercial movement—has afforded her the knowledge and connections needed to sell linehaul and port services for Covenant Transport Solutions, Inc. It has also given her the opportunity to serve IAM's Core Members as their Representative and to chair the Core Members Management Board. In addition to working on new regions, the IAM Code of Ethics, new membership categories, and by-laws, Jackie and several of the CMMB board members have submitted exceptional articles to *The Portal* magazine, often sharing the challenges they face in their countries. In addition, Jackie's efforts have been instrumental in the formation of the IAM-YP (Young Professionals) group and in the founding of the Alan F. Wohlstetter Scholarship Fund, for which she currently serves as Secretary-Treasurer.



Laura Bernardo

*Traffic Management Specialist, JPMO HHGS
Scott Air Force Base, Illinois USA*

Ms. Bernardo enlisted in the United States Air Force in June 1982 as a Passenger and Household Goods Specialist; she was Active Duty Air Force until December 1992. She then worked as a Customer Service Representative for both Horizon United and Kachina Mayflower until she re-entered the Air Force as a Civil Service employee, continuing her work with Personal Property. The areas of personal property she has worked in include Inbound, Outbound, Quality Assurance, NTS, Claims, Billing, and as a systems analysts for the TOPS system and an Air Force Tester for DPS.

Ms. Bernardo, Transportation Specialist and Functional lead for the Increment III contract FY12-17, operates as the functional liaison between the services, moving industry, SDDC, other agencies and the PMO. She conducts research and analysis to determine the feasibility of implementing new information technology initiatives in DPS, and identifies, documents, and reports system discrepancies to the PMO via the Team Track System.



Mike Cazalet

*Chair, International Shippers Association
President and Managing Director, Interstate International
Springfield, Virginia USA*

Mike Cazalet, the current Chair of the International Shippers Association, has been involved with the shipping industry for almost 40 years. He began his professional career in 1968 at Sinclair International Oil Company/Atlantic Richfield, in Houston, Texas, as International Traffic Manager. In 1973, Mike moved to Sealand Services, Inc., where he spent five years opening new operations in Port Everglades, Florida, before joining Crowley Maritime in 1979.

From 1983 until 1991 Cazalet held management positions at both United States Lines in Chicago, Illinois, and Mayflower International in Indianapolis, Indiana. A joint venture program between Mayflower and Global International in 1991 presented him with his first expatriate assignment, in Kuwait. He held a number of positions abroad before returning to the United States to become director of global transportation for Prudential Financial.

From 2005 until last year, Mike was vice president and managing director for New World International in Chicago. When New World acquired Island Forwarding, Inc, he took on the additional responsibilities of vice president for the international military program. In 2012, Cazalet joined Interstate International as president and managing director.



Kim J. Chancellor

*Traffic Management Specialist/COTR, Employee Relocation Resource Center (ERRC)
General Services Administration, Washington, DC USA*

Ms. Chancellor is a Traffic Management Specialist for the General Services Administration, primarily working to support the Employee Relocation Resource Center (ERRC). Her focus is mainly on vendor management under the Centralized Household Goods Traffic Management Program; she is also a COR on various contracts. A graduate of the American Institute of Business in Des Moines, Iowa, Kim has worked in the Transportation area within GSA for 17 years.



Brett Coakley

*Attorney-Advisor, Air Force Claims Service Center
Kettering, Ohio USA*

Brett L. Coakley is responsible for providing legal advice to the Center Chief and personnel claims operators, providing counsel on Air Force and joint personnel claims policy, as well as litigating recoveries before the Defense Office of Hearings and Appeals and the Armed Forces Board of Contract Appeals.

Born in Portsmouth, Ohio, Mr. Coakley practiced law in Dayton, Ohio until May 1987 when he was directly commissioned into the Air Force as a Judge Advocate. He was granted a regular commission in the United States Air Force in 1989. He retired from active duty on 1 October 2007. Coakley is admitted to practice law before the United States Supreme Court, the Supreme Court of the State of Ohio, and Federal District Courts in Ohio.



Jeffrey Coleman

*Chair, IAM
President & CEO, Coleman World Group
Midland City, Alabama USA*

Jeff Coleman, President and CEO of Coleman World Group, headquartered in Midland City, Alabama, is currently serving his fifth term as IAM Chair since 2000. Mr. Coleman served on the Association's board from 1993 through 2005. Over the years he has been active on several IAM committees, including serving as chair of the Claims Committee, Carrier Relations Committee, and Government & Congressional Affairs Committee.



Matt Connell

*President & CEO, Total Military Management
Jacksonville, Florida USA*

Matt Connell joined The Suddath Companies in 1998 as an Agency Development Representative. Two years later he was part of the team that won a Full Service Moving Project (FSMP) contract to perform Transportation Office functions for Minot AFB. Subsequently, he was promoted to Manager of Business Development. Suddath's Government Division continued to grow under his leadership and Mr. Connell was promoted to Director of Business Development in 2003.

That year, Matt recognized an under-served market segment in the Military Household Goods Industry and started Total Military Management, Inc. (TMM) in October. With four employees, in March 2004 he began an aggressive campaign to procure as new customers DOD-approved carriers (SCACs) that needed his service to grow their capacity to the Government. Today, TMM is the largest provider of outsource services to the DOD-approved SCAC community, with roughly 10 percent of the market utilizing its services.

Matt received the Jacksonville Businessman of the Year award in 2008. He has been a two-time finalist for the Ernst & Young Entrepreneur of the Year.



Ben Cross

*National Account Manager, 1-800-PACK-RAT
Bethesda, Maryland USA*

Ben Cross has spent seven years in the portable moving and storage container business, and currently serves as National Account Manager for 1-800-PACK-RAT. Ben was recognized by the National Defense Transportation Association with the Young Executive of the Year Award in 2013 and the Distinguished Service Award in 2011. Ben is also a proud member of IAM's IAM-YP group. His work has appeared in IAM's *The Portal* magazine, the *Defense Transportation Journal*, *Military Spouse Magazine* and *Mobility Magazine*. Ben currently works with the largest clients in the world to add alternative transportation and warehousing capacity to their mobility programs.



Rick Curry

*IAM Governing Member At Large; Chair, IAM Members Ethics Council; Chair, IAM Claims Committee
President, Gateways International, Inc.
Seattle, Washington, USA*

Rick Curry has been president of Gateways International, Inc. for 16 years. He is a 40-year veteran of the transportation industry, starting his experience in the military in New Ulm, Germany and then returning home to Baltimore to finish his B.S. degree in business and start working for Davidson Forwarding. Rick continued his career, obtained an MBA and served in senior management positions at North American Van Lines and Global Van Lines. He subsequently became president of Global Worldwide, international division. In 1997, when The Pasha Group bought Gateways, he became its president and has commuted from his home in Southern California to Seattle.

Curry has been involved with IAM (formerly HHGFAA) since the mid-1960s. He has been actively involved on many committees over the years and served on the IAM Executive Committee for five years; three of them as chairman.

Curry currently chairs the IAM Members' Ethics Council and the Claim Committee, and has served on the Hall of Honor Selection Committee since its inception. He has been actively involved on the IAM Government & Congressional Affairs Committee, as well as the AMSA Government Traffic Committee and International Committee.



Linda Bauer Darr

*President & CEO, American Moving & Storage Association (AMSA)
Alexandria, Virginia USA*

Linda Bauer Darr is President and CEO of the American Moving & Storage Association (AMSA), Executive Director of the Moving and Storage Institute, and Publisher of *Direction* magazine. The leading trade association for the moving and storage industry, AMSA is a result of a merger of three associations – the American Movers Conference (AMC), the Household Goods Carriers' Bureau, and the National Moving and Storage Association, the oldest of which dates back to 1920.

Linda was chosen to lead AMSA in April 2007. Ms. Darr has almost 21 years of experience in transportation policy, association management and government relations. Her experience includes senior positions with the American Trucking Associations and the American Bus Association, as well as serving during the Clinton Administration at the U.S. Department of Transportation. As Deputy Assistant Secretary for Budget and Programs, she oversaw the development of a \$60 billion annual budget for the department and interacted regularly with senior officials in the Administration and at the White House and with members of Congress and their staff on a wide range of transportation policy matters.

Ms. Darr serves on the Board of the American Highway Users Alliance, the Eno Transportation Foundation's Advisory Board, the Industry Advisory Panel of the Employee Relocation Council, and was appointed to the U.S. Chamber of Commerce's Committee of 100 Top Association Executives.



John Day

*Chair, Hall of Honor Selection Committee
Founder, Daycos
Ravenel, South Carolina USA*

John Day is the founder of the Day Companies, providing a wide variety of invoicing and billing services for nearly 700 clients in the domestic and international moving industry since 1978. He is a former Associate (now Core) Members Representative, and has served on several committees over the 37 years he has attended IAM Annual Meetings. He is currently the Chair of the Hall of Honor Selection Committee.



Larry DePace

*President, Secor Group Global Logistics
Washington, DC USA*

Larry DePace is president of Secor Group Global Logistics, a 3PL provider offering an integrated suite of scalable services including trucking, international logistics, office and industrial moving, archives and fulfillment, warehousing and distribution capabilities.

Mr. DePace has over 30 years of professional experience in the logistics and relocation industries. Prior to joining the Secor Group, he served as district manager for Panalpina and owned a freight forwarding/custom house brokerage business. Recognized for his global project, shipping and distribution experience, Mr. DePace currently serves or has served on the following boards or committees: Overseas Shippers Association (OSA); The Washington Airports Task Force, The Washington Air Cargo Association, OMNI Shipping Services, Inc. (OSSI), the International Shippers Association (ISA), and The International Trade Association of Northern Virginia. Mr. DePace is a licensed custom house broker, holds a certificate from the Institute of Logistical Management, is certified by the Association of Ship Brokers and Agents, and served as a mentor in the George Mason University Masters of Arts in International Transaction Program.



Heather Engel

*President, Alan F. Wohlstetter Scholarship Fund
President, True North Relocation, LLC
Seattle, Washington USA*

Heather Engel was born and raised in Reno, Nevada, and after graduating from the University of Nevada, Reno, one of her best friends encouraged her to try freight forwarding. She took her first forwarding job in October 1994 and within a few months she was hooked. During the first 11 years of her career, Ms. Engel worked for several well-known international forwarders and in March 2004 she founded True North Relocation, LLC. She was instrumental in starting IAM's Young Professionals group (IAM-YP) and served as its first Vice Chair for three years. In 2004, Heather was elected and began serving as the first President of the Alan F. Wohlstetter Scholarship Fund.



Lt Col Michael Erhardt

*Deputy Chief of Staff for Personal Property, Military Surface Deployment and Distribution Command
Scott Air Force Base, Illinois USA*

Lieutenant Colonel Erhardt is responsible for the management and oversight of the Defense Personal Property Program and develops business rules and governing procedures for the operation of the \$2B annual Department of Defense enterprise.

Lieutenant Colonel Erhardt enlisted in the Air Force from 1985 to 1989. He subsequently earned a Bachelor of Science degree from the University of North Dakota in 1993 and was commissioned via Officer Training School in 1994. He is a career logistician with enlisted and officer experience in ground and air transportation, aircraft maintenance, munitions, and logistics plans. He has held staff positions at USTRANSCOM and the Air Staff. He deployed in support of Operation Southern Watch in 1995 and served as a senior logistics advisor to an Afghan National Army battalion in support of Operation Enduring Freedom in 2009. Prior to his current assignment, Lieutenant Colonel Erhardt served as commander of the 721st Aerial Port Squadron, Ramstein AB, Germany.



Douglas Finke

*IAM Core Members Representative at Large
Chair, IAM Commercial Affairs Committee
President, Sterling International
Louisville, Kentucky USA*

Doug Finke is the founder of Sterling International, and is IAM's Core Members Representative at Large, Chair of the Association's Commercial Affairs Committee, and a member of the Alan F. Wohlstetter Scholarship Fund Committee. He has been in the business since 1958, beginning on the trucks in the Chicago market. He gained operations and sales experience at three different moving agencies and one van line. Prior to establishing Sterling International in 1989, Mr. Finke was the Vice President of the International Division at Mayflower Transit in Indianapolis, Indiana. Doug is a former Marine and a husband, father, grandfather, golfer, sailor, and musician.



Donald (Don) Goldberg

*Gridiron Forwarding Co., Inc.
East Brunswick, New Jersey USA*

Donald Goldberg is the owner of Gridiron Forwarding Co., Inc. located in East Brunswick, New Jersey. Since its inception in 1995, Gridiron Forwarding Co., Inc. has maintained its standing as an industry leader in the One Time Only, Special Solicitation, and high volume channels in SDDC's Personal Property Program. Gridiron also has a fast-growing and robust commercial services division that ships items globally, including automobiles, boats, fine furniture, machinery and animals. Donald's company, Gridiron Forwarding, derives its name from his love of American Football. Growing up a diehard New York Giants fan (and a Dallas Cowboys hater), Donald named his company after the field upon which this great sport is played. He prides his company's success on his intense work ethic and the teamwork of his extremely skilled staff. All of which leads to Gridiron's motto of "We Tackle it All."



Terry R. Head

*President, International Association of Movers (IAM)
Alexandria, Virginia USA*

In 1997, Terry R. Head became the third President of what was then the Household Goods Forwarders Association (HHGFAA), founded in 1962. Mr. Head concurrently serves as Managing Director for the Alan F. Wohlstetter Scholarship Fund (AFWSF), which provides financial assistance to students worldwide who are pursuing studies to prepare them for careers in transportation and logistics. He also serves on the Board of Directors and is the Managing Director of the International Shippers Association (ISA), a worldwide cooperative buyers group of transportation services.

Mr. Head began his career in the moving and storage industry in 1969, as a driver's helper and packer. He worked his way up through the ranks, serving in various administrative, sales, and management/ownership positions at both moving and freight forwarding entities.

Prior to taking the reins of the IAM, Mr. Head simultaneously served as a shareholder and president of several Washington, DC-area firms that specialized in providing a broad range of warehousing and logistical services, including moving and storage, office and industrial relocations, international shipping of household goods and general commodities, and record and media storage. During that time, he managed the logistical activities of clients such as the Inter-American Development Bank, the International Monetary Fund, The World Bank, the U.S. Department of State, and numerous other Federal government agencies and foreign embassies.

Mr. Head is active in many local, national, and international professional associations involved in global transportation and world trade. He is a founding member and past Board Member of the International Trade Association, as well as a past President for the Washington Air Cargo Association; in addition, he served for ten years as the Chairman of the Washington Airports Cargo Promotions Committee. For over a decade he was a member of the Board for the Washington Airports Task Force; he was also a member of the Governing Board of Directors for the Washington Dulles area Foreign Trade Zone (FTZ#137). Today, he actively participates as a member of the American Society of Association Executives and was recently named to the Board of Directors for the Washington, DC Chapter of the National Defense Transportation Association (NDTA).

Mr. Head holds the designation of a Certified Moving Consultant (CMC) from the American Moving and Storage Association (AMSA), and is a Certified Association Executive (CAE) under a program managed by ASAE and the National Commission for Certifying Agencies (NCCA).



Donna M. Jack

*Chief, Audit Policy and Review Branch, Audits Division
General Services Administration (GSA)
Washington, DC USA*

Calling on more than 30 years of transportation experience, Donna Jack joined GSA in September 2010 as Chief, Audit Policy and Review Branch, Transportation Audits. Prior to GSA, she was employed by the Department of Defense, where she held critical transportation-related positions. Ms. Jack has served in positions with the Installation Management Command, Crystal City, Virginia; Military Surface and Deployment Command, Alexandria, Virginia; Military Traffic Management Command, Falls Church, Virginia, and the Joint Personal Property Shipping Office, Alexandria, Virginia.

Donna Jack and her staff are responsible for managing the Transportation Electronic Audit Library, administering Pre-Payment and Post-Payment Contracts, overseeing Federal Agency prepayment audits, conducting Agency Review and Assistance Program, processing Civilian Board of Contract Appeals, and providing guidance to Federal Agency and industry participants concerning relevant regulations, policy, and procedures.



Martha D. Jack

*Director and Head Consultant, eConverse Social Media Consulting, Inc.
Kitchener, Ontario, Canada*

Martha D. Jack, B.J., M.A., is the director of eConverse Social Media Consulting Inc., an agency dedicated to helping organizations use social media to reach their goals.

After completing an undergraduate journalism degree, specializing in online journalism at Ryerson University, Martha Jack continued her education in England. At London Metropolitan University she completed a Master of Arts in digital media, specializing in citizen media, social media, audience research and digital media management. She was awarded the 2008-2009 Gordon Sinclair Fellowship. Her M.A. dissertation entitled “Motivations and Gratifications: A new model for encouraging citizen journalism in mainstream news media” was published in the Canadian Journal of Media Studies.



Alan R. Jobe

*Executive Director
Claims Prevention and Procedure Council, Inc.
Newburgh, Indiana USA*

Alan Jobe is executive director of the Claims Prevention and Procedure Council, Inc. (CPPC), a non-profit membership organization comprised of individuals working in the claims side of the moving industry. Prior to taking the position at CPPC, Mr. Jobe served on the Council’s board of directors as a representative for Atlas Van Lines.



John Johnson

*Chief, Quality Assurance Division
Military Surface Deployment and Distribution Command (SDDC)
Scott Air Force Base, Illinois USA*

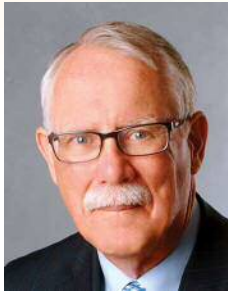
John Johnson serves as a senior-level transportation specialist for the Deputy Chief of Staff for Personal Property, with managerial responsibility over the Qualifications, Rates, Operations, Pacific and European Teams for the Defense Personal Property Program (DP3). He develops policies and regulations in support of the DP3 mission that identifies and incorporates new personal property management practices and methods for the annual movement of 600,000 shipments.



Steven R. Kelly

*Chief of the Personnel Claims Branch, U.S. Army Claims Service Center
Fort Meade, Maryland USA*

Steven R. Kelly has been the Chief of the Personnel Claims Branch of the PC&R Division since July 2005. He also served as Acting Chief of the Division from May through November 2009. Mr. Kelly served on active duty in the Judge Advocate General’s Corps from 1982 through 1989. He was defense counsel and senior defense counsel at Fort Belvoir, Virginia from 1982 to 1985, and was DIVARTY trial counsel at Camp Stanley, Korea from 1985 to 1986. He served as trial counsel, and Chief of Legal Assistance and Claims, in the Schweinfurt Branch Office of the 3rd Infantry Division OSJA from August 1986 until leaving active duty in July 1989. Mr. Kelly then became an associate in the firm of Sweeney, Sheehan and Spencer in Philadelphia, leaving private practice in 1994 for an eight-month temporary tour of active duty with the Multinational Force and Observers in Sinai, Egypt. He worked as an attorney advisor at the Devens Reserve Forces Training Area from October 1995 until coming to USARCS in March 1998. After a little over a year as an attorney advisor in the Legal Analysis Branch, Mr. Kelly served as the Deputy Chief, Recovery Branch, and later the Chief of the Recovery Branch, until being mobilized in June 2004. He served as the trial defense counsel at Fort Dix, New Jersey during his one year mobilization. Mr. Kelly retired as a lieutenant colonel in the JAG Corps Reserve in February 2006.



John Levi

*President, Canadian Association of Movers (CAM)
Thornhill, Ontario, Canada*

John Levi has been the president of the Canadian Association of Movers since 2002 and has worked with CAM since its reestablishment in July 1996. He is responsible for the administration of the Association, including recruiting members, organizing events, liaising with governments, and all communications. Over the past 10 years, governments at all levels, the media, Better Business Bureaus, and consumers have come to recognize CAM as the voice of movers in Canada. Mr. Levi has reached out to moving associations across North America and around the world to assist CAM members in developing partnerships with their international colleagues. His previous employment includes logistics and warehouse operations, major event management, and petroleum engineering.



Brian Limperopulos

*Programs Manager, IAM
Alexandria, Virginia USA*

Brian Limperopulos has served as IAM Programs Manager for over four years. His responsibilities include coordinating the Association's efforts to analyze and distribute information on U.S. Customs and Governmental regulations; organizing IAM standards development efforts; and administering the IAM Receivable Protection Program (RPP), the IAM Logistics Network, the IAM-YP group, and the Hall of Honor. He also provides administrative support to the International Shippers Association (ISA) and the Alan F. Wohlstetter Scholarship Fund.

Prior to joining IAM, Mr. Limperopulos gained his experience in the moving business as an international move manager at Security International. In 2007, he graduated from the George Washington University with a Bachelor's Degree in International Affairs.



Adam Lowy

*Founder, Executive Director
Move For Hunger
Neptune, New Jersey USA*

New Jersey native, Springsteen fan, and ASU Sun Devil for life, Adam founded Move For Hunger in the summer of 2009. Adam's family has owned a moving company in New Jersey for over 90 years (dating back to Great-Grandpa Lowy). After years of seeing so much food wasted when people move, Adam decided to take action.

Since its founding, Move For Hunger has grown to work with over 500 moving companies in 46 states. To date, they have collected over 2 million pounds of food for food banks across the nation. Move For Hunger is proud to have IAM as a partner in their hunger relief efforts. Please contact Adam if you'd like to join the growing number of movers giving back in the US.



Charles Olden

*Transportation Management Branch Chief
U.S. Department of State
Washington, DC USA*

Charles Olden joined the U.S. Department of State in May 2000, where he first worked in the Operations Section coordinating shipments. Over the next 13 years Mr. Olden held positions in various sections within the Department of State's Transportation Division, including Operations, Audits and Payments, Tenders and Contracts. He also served as the Deputy Director for the Department's European Logistics Support Center in Antwerp, Belgium. Mr. Olden took over as the Department of State's Transportation Management Branch Chief in July 2013.



Lt Col Gina Prevett

*DPS Program Manager, Acquisition Directorate, JPMO HHGS
Scott Air Force Base, Illinois USA*

Lt Col Gina Prevett is DPS Program Manager in the TCAQ-T Division. Prior to her selection to this position, Lt Col Prevett served as a country director for Bahrain, Egypt, and Kuwait at SAF/IA (the Secretary of the Air Force/International Affairs) from June 2010 to July 2012. She was the liaison between partner nation Air Forces and the US Air Force, primarily working Foreign Military Sales. She also just returned from a deployment to Djibouti, Africa, where she worked for J-9 doing Strategic Communications for the Combined Joint Task Force-Horn of Africa.

Lt Col Prevett has a wide range of experience working as an engineer, a contracting officer representative for an intel enterprise program, a director of military personnel, and a tech director/program manager for an intel program. She holds three Master's of Science degrees: from Southern Illinois University at Edwardsville in Electrical Engineering, from Troy State University in Management, and from Air University in Military Operational Art and Science.



Bill Rose

*President, Willis Relocation Risk Group
Fairfax, Virginia USA*

Bill Rose is a 30-year veteran of the insurance industry. For the past 18 years he has acted as the president of the Willis Relocation Risk Group, a wholly owned subsidiary of the Willis Group, a Global Insurance Brokerage and Risk Management Firm, headquartered in New York and London. Prior to his current position, Mr. Rose acted as the Managing Director of The Willis Transportation Risk Group, headquartered in Nashville, Tennessee.

Mr. Rose has provided risk management advice and education to The International Association of Movers, The American Moving and Storage Association, The British Association of Removers, The Latin and Caribbean Movers Association, OMNI, FIDI and various multinational institutions and entities. He is the co author of the book "Introducing the Tools of Quality to Risk Management" and has also authored numerous articles on topics relating to Mobility Risk Management.



Janet Cave Seely

*Director, Communications & Member Engagement
International Association of Movers
Alexandria, Virginia USA*

In 2009, Janet Seely joined IAM as director of communications and member engagement. Following short stints as a waitress and coat check girl, where she learned invaluable lessons about customer service, Ms. Seely launched her career as a communications professional, working for charitable organizations and a book publisher, and as a publications project manager. At IAM, she oversees membership services, and is responsible for the association's print and digital publications. These include *The Portal* magazine, the IAM Membership Directory, and a suite of annual meeting program materials, as well as e-newsletters, social media, and the newly redesigned IAMovers.org and its discussion forum, the Social Café. Learn more about the IAMovers.org and Social Café on Tuesday, October 8, in the Knowledge Lab.



Tyler L. Smith

*Senior Manager, Claims and Quality Assurance, Government Logistics N.V.
Antwerp, Belgium*

Tyler Smith has worked in the arena of quality control, customs inspection, and claims investigation for more than 30 years. At Government Logistics N.V. (Gov/Log), where he has worked since 2007, Mr. Smith oversees quality assurance for agents in Western Europe, including oversight, training, and crisis management, and directs Gov/Log's claims division in the processing and settlement of claims. Prior to Gov/Log, Mr. Smith spent six years at Gosselin Group, also in Antwerp, investigating claims for military shipments and monitoring quality assurance.

Prior to his work at Gosselin Group, Smith was personnel claims supervisor and division officer for the Military and Civilian Personnel Claims Act Program, at the Navy Legal Services Office, San Diego, California. Among his duties, he defended and won five carrier appeals brought before the DOHA.



Kevin Spealman

*Vice President & General Manager, National Claims Services
Broadview, Illinois USA*

Kevin Spealman has been handling military claims for National Claims Services since 1987, and is a former chair of the IAM Claims Committee. Spealman has helped to represent Industry at numerous military/industry meetings, events, and negotiations for well over 20 years. Currently vice president of claims & customer service for National Forwarding & Affiliates, Spealman also runs National Claims Services, a third-party claims settlement service that handles military claims on behalf of other Transportation Service Providers. Kevin is a former teacher, and has led several Military Claims classes for the American Moving and Storage Association in their Regional Training seminars.



Stephen Vickers

*Director General, British Association of Removers BAR
Watford, Hertfordshire, England*

Stephen Vickers has been in the newly created position of BAR Director General for just over 5 years, bringing to the association a wealth of senior management experience in the logistics industry, working primarily in change management and business turnaround roles for SME's.

Since joining BAR, Mr. Vickers has led the Association through a period of transformation. While retaining the traditional Association activities of lobbying and representation, he has significantly increased the customer-facing role of the Association. The sphere of influence of BAR has increased by regular consultation activity with government, and by sitting on influential committees and trade-related bodies. On the commercial side, a new website was launched allowing customers to get a real-time cost estimate for their domestic move. The amount of consumer-facing information was increased and partnerships were formed with a wide range of organizations, many on an exclusive basis, to increase the profile of BAR and its members to potential customers, be they domestic, overseas or commercial. Internally BAR carried out the most comprehensive membership survey ever done, which has helped shape its newly published strategy document.



Charles L. White

*Director of Government & Military Relations, IAM
Alexandria, Virginia USA*

Charles L. "Chuck" White, a former "Army brat," started his first career as a high school biology teacher in the Baltimore/Washington area. In 1994, Mr. White transitioned into the moving industry, working for Executive Moving Systems in Woodbridge, Virginia, where he became Director of Sales and Marketing. In 2005, he joined IAM (then HHGFFA) as the Director of Government & Military Relations. In this position he is responsible for coordinating the Association's advocacy efforts and communications with the U.S. Department of Defense, U.S. Department of State, and U.S. General Services Administration (GSA), as well as other Federal agencies and enforcement authorities impacting the moving and relocation industries.



Margaret (Peg) Wilken

*Vice Chair, IAM Executive Committee; Chair, IAM Government & Congressional Affairs Committee
VP of Government Traffic, Stevens Forwarders
Saginaw, Michigan USA*

Margaret (Peg) Wilken has been an employee of Saginaw, Michigan-based Stevens Forwarders since July 1981, serving as vice president of government traffic and a member of the executive team. She is responsible for all government traffic management for the company and also oversees the management of the commercial and U.S. Department of Defense (DoD) claims departments. Ms. Wilken manages Stevens' relationships with the DoD, the U.S. General Services Administration, and other federal agencies. She is also responsible for the recruitment of Stevens' DoD agents, rate filing, training, and regulation adherence.

Peg Wilken served in 2009-2010 as Member-at-Large on IAM's Executive Committee and as Chair of the Claims Committee, and in 2010 was elected IAM Vice Chair; she also chairs the Government & Congressional Affairs Committee. Actively involved in the industry, she currently serves on the Government Traffic Committee of the American Moving and Storage Association and has previously served on the board of the Independent Movers Conference. Wilken has been involved in various military/industry task force working groups on the re-engineering of the DoD Personal Property Program. She is one of the industry representatives who worked with SDDC, JPMO HHGS, and the program developer for the new DP3 program. She has been recognized within the industry as an expert and spokesperson in the area of DoD regulations and claims practice.