



When Wrecking Balls Strike, Property Casualty360

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In June's column, I described a type of person I call a "wrecking ball," someone who crashes in on a previously orderly life or business and creates chaos.

To recap, a wrecking ball is a claim generator, a frequent flyer on E&O Airways. Human wrecking balls, like their construction industry counterparts, rarely sustain any damage as they demolish everything in their paths, and feel no remorse for the havoc they leave behind. In June's column, I identified wrecking ball characteristics, including chronic tardiness, an almost allergic reaction to...