Claims Summit 2020

April 7–8, 2020
Wyndham Gettysburg
95 Presidential Circle
Gettysburg, PA

Please visit the 2020 Claims Summit Virtual Exhibit Hall to view a listing of sponsors and exhibitors, their door prize giveaways, booth numbers, and more: https://www.pamic.org/claims-summit-veh

PAMIC
Pennsylvania Association of Mutual Insurance Companies
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Peter Speaker, Partner, Thomas Thomas & Hafer
Andrew Sysak, Esq., Andracki, Sysak, & Artman, P.C.
Michael Yeager, Community Insurance
DAY 1 | TUESDAY, APRIL 7

7:45–8:30am | Continental Breakfast, Registration, & Exhibit Show

Stop by registration for your Claims Summit 2020 swag bag and for event information. You can also use this time to mingle with exhibitors, drop your business cards for chances to win door prizes, and check out the virtual exhibit hall at https://www.pamic.org/claims-summit-veh

8:30–8:45am | Welcoming Remarks

Ron Gallagher, President, PAMIC
Sarah Zulauf, CPCU, Claims Committee Chairman

8:45–9:45am | General Session: Innovation in Claims Handling Technology

Moderator: Paul W. Kelejian, Vice President, Claims, General Reinsurance Corp.
Panelist: Ken Tolson, President, Crawford Company
Panelist: Natalie Kaschalk, VP, Insurance Services, Copart

What will claim handling look like in 2025? What's around the corner? Will change upend the character of what we do? Consumer expectations have accelerated with the explosion of technology. Regulatory, privacy, cyber and legal developments continually introduce new challenges. Our panel of seasoned experts will take a look into how new insights might assist us in delivering quality results, survey some innovative tools already available, and discuss how these current and near future ideas will assist us in meeting and exceeding customer expectations.

9:45–10:45am | General Session: Litigation Update

Mike McKenna, Esq., Margolis Edelstein

He’s back! Join Mike McKenna as he highlights The Year That Was in the often unpredictable world of litigation. What have the courts been up to and how does that impact you?

10:45–11:00am | Mid-Morning Break

Scott Rybny, Esq., Chair – Insurance Coverage & Extra-Contractual Liability Group, Morgan & Akins, PLLC
Dale Forsythe, Esq., Partner, Wayman Irvin & McAuley, LLC

Liability claims arising out of dog bites continue to rise and cause headaches for insurers. With 4.5 million dog bites occurred in 2018 alone, causing $675 million in liability claims, insurers continue to evaluate the best way to manage these claims. Some have sought to limit their liability through various policy exclusions while others through the underwriting process only to have those efforts challenged by injured claimants, their own insureds and even the U.S. Department of Housing and Urban Development. During this session, participants will engage in an interactive discussion that covers a variety of topics ranging from underwriting fraud and its impact on the claim, dog bite laws, evaluating your insureds’ defenses during the claim investigation and damages. Our panel will also address the impact of a new player in this arena — the U.S. Department of Housing and Urban Development and its efforts to nullify dog bite exclusions through administrative proceedings.

OR

Hail Damage or Black Magic?

Gregory Marks, P.E., Department Head, Forensics, Barry Isett & Associates

Hail damage is one of the least understood and most often disputed types of property damage. The many reasons for this will be explored. Specific technical expertise is necessary to identify hail damage and every hailstorm is different in size, direction, intensity. To complicate matters, other types of damage can mimic hail damage and it is sometimes imitated by mechanical means. Further, field information is often difficult to obtain involving potentially dangerous access to sloped roofs. Isett has performed hundreds of hail inspections and can draw from a wealth of case studies to illustrate the complexities. Both residential and commercial roofs will be explored along with plenty of photographs.

12:05–1:15pm | Luncheon Buffet

1:30–2:30pm | Breakout Sessions (choose 1 out of 2)

Appraisal: The Good, the Bad, and the Ugly

James Cole, Esq., Chair, SIU Litigation Practice Group, Chair, Property Damage Practice Group, Marshall, Dennehey, Warner, Coleman, & Goggin

Participants will discuss the appraisal process and the challenges faced by insurers when appraising losses. The discussion will include policy requirements for appraisal, and the advantages and disadvantages of the process. The session will also explore different strategies employed by insureds and their representatives that may interfere with the intended process, and how to effectively manage the appraisal under such circumstances.

OR
We Are Family — When Family Members Become Claimants or Defendants

Glenn Ricketti, Attorney, Margolis Edelstein

This presentation will cover claims centering in and around the home and car and analyze the effects of familiar relationships on claims handling. Including claims brought by family members and close family friends on and off the insured’s premises, and in the insured vehicle. Claims from accidents on the property, dog bites, serving alcohol, claims brought by or against children who are living away from home in a shared custody or college situation. Claims from participation in sports. Negligent supervision of children. Analysis of the residency versus domicile issues. Review of Homeowners and Auto policy provisions and coverage issues including “who is covered” and who is excluded. Med pay? Family members versus family members. Do juries like family members suing each other?

2:30–3:30pm | Breakout Sessions (choose 1 out of 2)

Injury Claims from the Plaintiff Counsel Point of View

Scott Cooper, Partner, Schmidt Kramer Injury Lawyers

Joshua Bovender, Partner, Thomas, Thomas & Hafer LLP

Prominent Plaintiff’s Counsel Scott Cooper and Defense Attorney Joshua Bovender will discuss the Plaintiff’s perspective on current issues. The presentation will provide an overview of the latest UM/UIM case law, including policy interpretation, coverage and exclusion issues, and review of cases in the appellate pipeline. There will be a complete discussion of the Gallagher v. GEICO case which involved the “household exclusion.” In addition, will discuss how the Gallagher case may or may not apply to future cases and recent developments on Ride-sharing issues.

OR

ATF Forensic Auditors & Arson Investigation

Michael Hanley, District Manager — East I, ATFI Financial Investigative Services Division

This session takes a look at the added value of investigative services that Forensic Auditors with the Bureau of Alcohol, Tobacco, Firearms & Explosives bring to investigating arson cases. Mike will present information on the financial red flags to look for in a financially motivated fires, the gathering of records at the scene and after the scene, the importance of interviews, working with the Insurance company under the Arson Immunity Letter, and technology updates that aid in financial investigations. This will be an informative and interactive presentation using investigative examples from Mike’s career in conducting arson investigations for ATF.
3:30–4:30pm | General Session — Mechanical Failure Analysis

Mike Brinker, P.E., CFEI., CVFI, ARCCA

Losses occur every day and in every environment. Typically, a specific series of events leads to a loss or mishap. Competent and reliable analysis is required to determine the root cause of the loss. Failure analysis covers a broad range of areas. Natural disasters such as hurricanes, tornados, floods, snow, ice, and hail create significant losses in the building industry. Mother Nature can wreak havoc on commercial and residential roofs and structures. A failure analysis to identify mechanisms for failure is important in both coverage issues and potential subrogation claims.

4:45–6:15pm | Reception and Exhibit Show

Please join us for an open bar cocktail reception after the conclusion of the first day’s sessions. You will get the opportunity to mix and mingle with over 40 vendor companies at our exhibit show. This is an opportunity you won’t want to miss!

DAY 2 | WEDNESDAY, APRIL 8

7:45–8:30am | Continental Breakfast & Exhibit Show

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8:30–8:45am | Opening Remarks

Sarah Zulauf, CPCU, Claims Committee Chairman

8:45–9:45am | General Session

Mike Rodriguez, Business & Life Strategist

Mike Rodriguez is a highly sought-after speaker, a master trainer, and a Best Selling Author featured on CBS, U.S. News and World Report, Fast Company, Success Magazine, and others. Mike is trusted by the best. He is a former Ziglar Showcase speaker, featured on the 2015 Ziglar U.S. Tour and he is featured on Amazon Alexa “Inspire Me” alongside Les Brown and Tony Robbins. With extensive experience in business, Mike is considered a Leadership and Life strategist. He has professionally motivated and trained thousands globally and has been a guest speaker at many universities. His clients include names like Bank of America, Hilton, Thomson Reuters News Agency, Chick-Fil-A, McDonald’s Corporation, the Federal Government, and many others in technology. He has inspired and trained many local and global organizations in a variety of industries.
9:45–10:45am | General Session — Social Inflation: What’s Driving the Ever-Increasing Costs of Claims?

Jeffrey Weisel, Esq., Vice President, Corporate Claims, Gen Re
Adam Parsons, Esq., Claim Staff Counsel, Penn National Insurance
Lacey Conn, Partner, Thomas Thomas & Hafer

Social inflation refers to the rising costs of insurance claims that are a result of societal trends and views toward increased litigation, broader contract interpretations, plaintiff friendly legal decisions, and larger jury awards. This panel-focused discussion will examine the phenomena from the tripartite vantage points of the carrier, reinsurer, and defense counsel, and attempt to unravel the multi-faceted causes behind increasing costs of claims.

10:45–11:00am | Mid-Morning Break

11:00am–12:00pm | General Session — Construction Defects

Fuad Khan, Ph.D., P.E., Consultant, Property Division, Rimkus Consulting Group

This session designed to provide the participants with a working knowledge of the means and methods used to identify construction defects. The seminar defines types of defects and includes methods to investigate and test for these defects. The instructor will cover various codes and industry standards in use today to evaluate whether an alleged construction defect actually exists. And finally, the presentation will use examples of past projects to illustrate how an alleged construction defect claim is investigated as well as the possible outcomes.

12:00–1:00pm | Luncheon & Prize Drawings

Special thanks to Roanoke Valley Claims Service for donating the featured prize:

Ring — Video Doorbell Pro and Chime Bundle Pro

All exhibitors will announce the winners of their door prize drawing during this time.

Must be present to win!
Thank You to our 2020 Platinum Sponsors!

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**Event Information**

**Claims Summit 2020**
April 7 & 8

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**CE & CLE Credits**

2020 Claims Summit has been approved for 9 PA CLE Credits submitted for 9 PA CE Credits. Be sure to pick up your CLE form at registration any time during the event.

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**Hotel Accommodations**

**Wyndham Gettysburg**
95 Presidential Circle
Gettysburg, PA 17325

Make your room reservation by calling 717-339-0020. Be sure to ask for the PAMIC 2020 Claims Summit group block to receive the rate of $133.00 plus applicable taxes. **This rate is guaranteed until Monday, March 16, 2020.**

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**Attendee Cancellation Policy**

If written notice of a cancellation is given on or before Wednesday April 1st, a full refund will be issued. If given notice after this period, a refund will be issued with a $50 administrative fee deducted.

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**Exhibits & Sponsorships**

Exhibit show and sponsorship opportunities are now available for the PAMIC Claims Summit. For more information please contact Andrea Stroble, Director of Education and Events at astroble@pamic.org or 717-303-0197.