



Subject to change without notice. All times listed are in Mountain Time.

SATURDAY, SEPTEMBER 21, 2024

8:45 AM - 5:00 PM

Optional Activity: Garden of the Gods Jeep Tour

Embark on an unforgettable journey through the Pikes Peak region, where you will explore infamous historical sites such as North Cheyenne Canyon, Helen Hunt Falls, Short Line Railroad and it's 100-year-old tunnels, Old Colorado City, Manitou Springs, and the spectacular red rock park Garden of the Gods. The travel time from the Gaylord to Pikes Peak area is around two hours. You'll begin the tour by driving through and stopping throughout Garden of the Gods to walk around, take pictures, and eat a picnic lunch. The next stop is the Pikes Peak Highway. Pikes Peak is the most famous 14er – a mountain with a summit of 14,000 feet or more – in Colorado. You'll spend time at the summit to walk around and take pictures. The tour will end in beautiful Manitou Springs to explore and shop before heading back to the Gaylord.

SUNDAY, SEPTEMBER 22, 2024

7:30 AM - 6:30 PM

Registration and Event Information Desk

The NAMIC Event Information Desk is the central location for getting your questions answered and picking up pre-registered attendee packets.

8:00 AM - 3:00 PM

Marketplace for Mutuals: Exhibitor Set-Up

Exhibitors are welcome to setup their booths during this time.

8:45 AM - 12:00 PM

Optional Activity: Foothills Hiking - Sunday

Breathe in the fresh mountain air during this private hiking experience at the iconic Red Rocks Park. We'll hike the beautiful Trading Post Trail, which is approximately 1.5 miles long and has an elevation gain of approximately 360 feet. It's rated moderate, so it's perfect for all activity levels. There will be breaks and plenty of opportunities for photos, so be sure to have your camera ready.

9:00 AM - 10:30 AM

Prayer Service and Breakfast*

Start Convention with this optional, non-denominational worship service and continental breakfast. Enjoy fellowship and a thought-provoking address.

**Optional Ticketed Event*

11:30 AM - 3:00 PM

NAMIC Board Meeting**

***By Invitation Only*

1:45 PM - 4:00 PM

Optional Activity: Sommelier for a Day

Learn the winemaker's art while blending your own red wine from California's esteemed appellations. You will be able to take home a bottle of your special blend and order cases of your personally crafted wine to share with friends and family at any time. Your experience includes personal instruction and plenty of wine for tasting and blending.

4:15 PM - 5:00 PM

VIP Reception**

This reception will help you kick off the 129th Annual Convention with an exclusive, invitation-only VIP Reception. Join us Sunday evening prior to the Welcome Reception hosted by the NAMIC Chair where you can mix and mingle with NAMIC board members, past chairs, Convention planning committee members, and leading sponsors at this special event.

***By Invitation Only*

5:00 PM - 6:00 PM

Marketplace for Mutuals: Executive Happy Hour**

***By Invitation Only*

6:00 PM - 7:30 PM

Welcome Reception Hosted by NAMIC Chair

Enjoy a warm welcome to Denver and connect with your peers at NAMIC's opening event. If you'd like to purchase a ticket for a non-registered guest, please refer to the Edit link in your registration confirmation email.

7:30 PM - 10:00 PM

NAMIC PAC Clues and Cocktails Soiree



Subject to change without notice. All times listed are in Mountain Time.

MONDAY, SEPTEMBER 23, 2024

7:00 AM - 5:00 PM

Registration and Event Information Desk

The NAMIC Event Information Desk is the central location for getting your questions answered and picking up pre-registered attendee packets.

7:30 AM - 9:30 AM

Marketplace for Mutuals: Grand Opening

Join the fun and excitement for the Marketplace kick-off, as we connect with solution providers and resources. Don't forget to drop your ticket off for the Grand Opening Prize Drawing.

7:30 AM - 9:30 AM

Attendee Breakfast

Start your day off with breakfast in the Marketplace for Mutuals. This breakfast is only for registered attendees.

7:30 AM - 9:30 AM

DEI Roundtable Breakfast*

This informal networking breakfast brings attendees together to share best practices and lessons learned in their companies' DEI journeys. Advanced registration is required.

**Optional Ticketed Event*

8:30 AM - 9:15 AM

Educational Session Theater Sponsored by HSB

8:30 AM - 9:15 AM

Educational Session Theater Sponsored by Wipfli

8:30 AM - 9:15 AM

Educational Session Theater Sponsored by Xceedance

9:30 AM - 11:00 AM

NAMIC Welcome and Opening Keynote With Nicole Malachowski

Join us for the energetic kickoff to NAMIC's 129th Annual Convention featuring vibrant stories, leadership insights, and the latest industry updates. Hear inspirational remarks from NAMIC's president and CEO, Neil Alldredge.

Then we'll welcome retired U.S. Air Force Col. Nicole Malachowski, the first woman Thunderbird pilot, a combat veteran, fighter squadron commander, White House fellow and advisor, and overall indomitable spirit, to share her inspirational story of harnessing headwinds to successfully navigate change and adversity.

Nicole Malachowski

First Woman Thunderbird Pilot, Combat Veteran, Fighter Squadron Commander, White House Fellow and Adviser, and Indomitable Spirit

10:15 AM - 1:30 PM

Optional Activity: Blooming Botanics

Tour Denver Botanic Gardens with a knowledgeable guide to gain fresh insights about plants, gardens, art, and more. Visitors can explore more than 24 acres of gardens at any time of the year to discover new plants and landscapes from all over the world or wander the art galleries and learn about the works on display.

11:00 AM - 1:00 PM

Boxed Lunch Pickup

If you signed up to receive a boxed lunch, you can pick it up during this time at the Registration and Event Information Desk.

11:00 AM - 1:00 PM

Attendee Lunch

Join us for lunch, located in the Marketplace for Mutuals. All registered attendees and guests are invited to attend.

11:00 AM - 6:00 PM

Networking in the Marketplace for Mutuals

Filled with companies dedicated to the success of the mutual insurance industry, the Marketplace for Mutuals is the place to find strategic solutions and new partnerships to empower your company to excel.

11:30 AM - 1:00 PM

NAMIC PAC Board of Trustees Lunch**



Subject to change without notice. All times listed are in Mountain Time.

MONDAY, SEPTEMBER 23, 2024 (CONTINUED)

11:30 AM - 1:00 PM

NAMIC Certification Award Ceremony Lunch**

Newly certified attendees are invited to join us for lunch as we recognize them and their accomplishments in earning the FMDC, MDC, and/or PFMM designation during this past year. Invitees will receive their official certificate at this lunch.

***By Invitation Only*

11:45 AM - 12:45 PM

Solutions Fastpitch

This session offers attendees the chance to hear from a range of companies presenting their latest innovations, technologies, and services designed to enhance the efficiency, performance, and growth of insurance companies. Attendees can ask questions during the session and engage with vendors one-on-one afterward.

Scott Ham

Chief Executive Officer
Pinpoint Predictive

Adam Nunes

Director of Sales
Federato

Jeff Luna

Vice President, Sales & Partnerships
Tranzpay.io

12:00 PM - 12:45 PM

Educational Session Theater Sponsored by HSB

12:00 PM - 12:45 PM

Educational Session Theater Sponsored by Wipfli

12:00 PM - 12:45 PM

Educational Session Theater Sponsored by Xceedance

1:00 PM - 1:45 PM

Power Session With Johan Norberg

Join us for an insightful presentation by Johan Norberg, a renowned author, historian, and a senior fellow at the Cato Institute, who focuses on globalization, human progress, and intellectual history. Johan will explore the evolving landscape of global risks and economic trends, offering valuable perspectives on how the property/casualty insurance industry can navigate and thrive amid these changes.

Johan Norberg

Senior Fellow at the Cato Institute; Author, Lecturer & Documentary Filmmaker

1:30 PM - 3:30 PM

NAMIC Certification Office Hours

NAMIC's certification manager will be available at the Registration and Event Information Desk to answer any questions regarding NAMIC's certifications.

1:45 PM - 2:00 PM

Networking Break



Subject to change without notice. All times listed are in Mountain Time.

MONDAY, SEPTEMBER 23, 2024 (CONTINUED)

2:00 PM - 2:45 PM

A. Reinsurance Lessons Learned - Panel Discussion

This panel discussion will cover the current reinsurance climate, lessons learned so far, and what can be expected moving forward. Attendees will hear from reinsurers and company leaders to gain multiple perspectives about the importance of communication and the already implemented changes that have made a difference. Panelists will also discuss what insurance companies are doing to protect their future relationships with reinsurers and the importance of understanding and evaluating insurance to value and coverage limitations.

David Domino

Chairman, Regional/Mutual Segment
Guy Carpenter

Brian Lopata

President & Chief Executive Officer
Farmers Alliance Mutual Insurance Company

Erin Collins

Senior Vice President - State & Policy Affairs
NAMIC

David Luce

Partner
Willkie Farr & Gallagher LLP

2:00 PM - 2:45 PM

B. The Art of Negotiation

Negotiation is a core competency for every insurance company and is critical for effective claims resolution. During this presentation, Jim Kaiser of Casentric and Richard Lang of Bear River Mutual will focus on applying the "Art of Negotiation" to personal injury claims negotiation. While our discussion focuses on negotiation in claims, the framework we discuss applies to every negotiation. Industry data from the Insurance Information Institute shows a staggering 49 percent increase in the average cost of resolving third-party personal claims between 2017 and 2022 that has generated significant pressure on company results. To make sense of this trend, topics such as nuclear verdicts, medical inflation, and bad-faith risks in claims resolution have dominated our attention. What has been missing in this attention is a foundation for controlling it. This presentation will demonstrate how to implement a negotiation framework that delivers demonstrably better results.

Richard Lang

Complex Claim Director
Bear River Mutual Insurance Company

Jim Kaiser

Chief Executive Officer
Casentric

2:00 PM - 2:45 PM

C. The High-Performing Board: Succession, Onboarding, and Education

This session qualifies for 1 FMDC maintenance credit

This session qualifies for 1 MDC maintenance credit

With the implementation of the Corporate Governance Annual Disclosure, boards are now examining ways to continue to improve performance. This session will offer "next practices" that boards are using to address succession, help new board members grow, and make education a part of board DNA.

Kurt Bock

Retired CEO
COUNTRY Financial

Kevin Kinross

Executive Vice President, General Counsel & Chief Compliance Officer
CopperPoint Insurance Companies



Subject to change without notice. All times listed are in Mountain Time.

MONDAY, SEPTEMBER 23, 2024 (CONTINUED)

2:00 PM - 2:45 PM

D. Solutions Fastpitch

This session offers attendees the chance to hear from a range of companies presenting their latest innovations, technologies, and services designed to enhance the efficiency, performance, and growth of insurance companies. Attendees can ask questions during the session and engage with vendors one-on-one afterward. Join us to hear pitches from Swiss Re, AgentSync, CCC Intelligent Solutions and Attune Insurance Services.

Ryan Clissa

Director, Insurance Sales
Glia

James Posnett

Account Executive, Insurance
Glia

Jenn Knight

Co-Founder & Chief Technology Officer
AgentSync

2:45 PM - 3:00 PM

Networking Break

3:00 PM - 3:45 PM

A. Practical AI Use Cases – Panel Discussion

This session qualifies for 1 FMDC maintenance credit

This session qualifies for 1 MDC maintenance credit

Join this panel discussion to hear real-world examples of how artificial intelligence can improve core operations in insurance companies. Attendees will learn from industry experts how AI can benefit claims processing, customer service, and underwriting. The panel will also discuss risk management concerns and pitfalls to avoid when using this fast-changing technology.

Peter Miller

President & Chief Executive Officer
The Institutes

Hanif Sidi

Partner
Ernst & Young

Jillian Badanes

Growth & Innovation Lead, Americas
Swiss Re

Joseph Ours

Director of AI Strategy
Centric Consulting



Subject to change without notice. All times listed are in Mountain Time.

MONDAY, SEPTEMBER 23, 2024 (CONTINUED)

3:00 PM - 3:45 PM

B. Digital Transformation and Policy Administration Conversations – Making Your Data Profitable

This session will cover data-driven business strategies to explore how FIMC leverages data to drive growth, enhance customer experiences, and make informed decisions. The session will also discuss how business users define the information they need, how data teams can build the infrastructure to support these needs, and the resulting insight-drive value for FIMC.

Jon Serafino

Director
Wipfli

Bradley Ringen

Vice President, Data Strategy Insights and Visualization
FIMC

3:00 PM - 3:45 PM

C. Building Codes: A Tool For Mitigation

Building codes are the safety standards for our built environment and play a significant role in shaping the resilience or lack thereof of in communities of tomorrow. The adoption of modern building codes has repeatedly shown the ability to reduce damage and financial loss. Multiple studies by the National Institute of Building Science and the Federal Emergency Management Agency have shown that investing in modern code construction can save anywhere from a 4:1 ratio to an 8:1 ratio for every dollar invested in a modern system of codes. A review of structural damage from Hurricane Ian by the Insurance Institute for Business & Home Safety estimated that the modern Florida Building Code saved as much as \$3 billion to single-family homes. Despite the proven resilience offered by modern codes, only 17 states have statewide, uniformly enforced building code systems. Many of the states without such building codes face the brunt of severe convective storm impacts. This session will explore the history of building codes in the United States and discuss how we arrived at the code structure we have today. It will also cover the ability of building codes and their system of protections to mitigate the impact of windstorms and wildfires.

Milad Shabanian

Codes & Standards Engineer
IBHS

3:00 PM - 3:45 PM

D. Competing for Talent in a VUCA Environment: Hot Topics in Compensation

In today's volatile, uncertain, complex, and ambiguous environment, attracting, retaining, and motivating talent is anything but normal. Every day, employers feel the pressure from multiple workplace changes that have occurred since 2020. For many human resources and total rewards practitioners, attracting and retaining talent in a hot market feels like a daily struggle and one that can't be won.

This session will examine several pressure points impacting employers, including:

- Increases in base pay rates for employees at all organizational levels;
- Variable compensation program changes to more closely support organizational performance;
- Employees' ongoing remote work expectations and impacts on total rewards packages; and
- Diversity, equity, and inclusion efforts brought to the forefront of the national conversation on compensation.

Attendees will gain an understanding of each topic's impacts on human resources and total rewards and explore multiple approaches for successfully addressing each pressure point through effective programs and policies.

After this fast-paced session, attendees will come away with practical tips to use in their right away and food for thought for future implementation.

Jennifer Loftus

National Director
Astron Solutions

3:45 PM - 4:00 PM

Networking Break



Subject to change without notice. All times listed are in Mountain Time.

MONDAY, SEPTEMBER 23, 2024 (CONTINUED)

4:00 PM - 4:45 PM

A. Digital Transformation and Product Speed to Market – Panel Discussion

During this discussion, panelists will discuss the role of strong leadership, project management, and organizational culture in driving successful digital transformation. They will use real-world case studies and success stories to explore strategies for effectively managing system conversions and mitigating the risks. Attendees can expect to leave the session with a better understanding of the key drivers and challenges of digital transformation in insurance and best practices for integrating new systems with existing processes and workflows.

Vasudevan Veeraraghavan

Senior Vice President & Chief Information Officer
Greater New York Mutual Insurance Company

Sean Neben

Insurance IV Lead
Centric Consulting

Himanshu Kumar

President & Chief Executive Officer
TenStep, Inc.

Ankur Jain

Managing Director, Consulting
Deloitte

4:00 PM - 4:45 PM

B. Did We Just Become Best Friends? Building Relationships With Your Independent Agents

Despite rapid growth in digital channel use and accessibility, agents continue to play a critical role in the relationship between an insurer and its policyholders. Companies that use an independent agent model have the challenging role of identifying where they stand among the other insurers an agent is doing business with and how they can build a relationship that encourages more business.

Stephen Crewdson

Senior Director, Insurance Business Intelligence
J.D. Power

4:00 PM - 4:45 PM

C. The Future of Remote Adjusting and Virtual Claims Handling

Since the COVID-19 pandemic accelerated the need to think differently about claims settlement, new technologies and staffing models have proven to greatly enhance customer experience while improving carrier results. This session will explore the benefits and challenges of remote claims processing, including video assessments, drone technology, and virtual collaboration tools. The discussion will cover how these technologies can enhance efficiency, reduce costs, and improve the policyholder experience. Additionally, the session will provide insights into regulatory compliance and data security in a remote environment.

Peter Flynn

Head of Personal Lines
Xceedance

Ryan Stokes

Vice President – Client Partner, Claims
Xceedance

Brandon Littles

Global Solutions Expert
Five Sigma



Subject to change without notice. All times listed are in Mountain Time.

MONDAY, SEPTEMBER 23, 2024 (CONTINUED)

4:00 PM - 4:45 PM

D. Federal Issue Environment and 2024 Election Outlook

This session qualifies for 1 FMDC maintenance credit

This session qualifies for 1 MDC maintenance credit

Today's political environment is toxic. It seems as if politicians are further apart than ever before. Join this session to hear Jimi Grande, NAMIC's senior vice president of federal and political affairs, apply more than two decades of experience to help diagnose the current situation. Jimi will discuss how decisions being made in the nation's capital impact the insurance industry and highlight several issues of critical importance to property/casualty insurers and take a deep dive into the 2024 elections.

Jimi Grande

Senior Vice President, Federal & Political Affairs
NAMIC

4:30 PM - 5:30 PM

Past Chair's Reunion**

***By Invitation Only*

4:45 PM - 6:00 PM

Marketplace for Mutuals: Networking Reception

Network with vendors who specialize in serving the property/casualty insurance industry while enjoying a lively reception.

5:30 PM - 6:30 PM

NAMIC PAC Thank You Reception**

***By Invitation Only*

6:15 PM - 9:30 PM

Optional Activity: Mile High Magic Monday

Embark on a walking tour exploring some of LoDo's favorite local hot spots. What's LoDo, you ask? It's Lower Downtown, Denver's oldest neighborhood and home to some of the best restaurants and attractions in the city. During this two-hour walking tour, your savvy guide will share fascinating history and point out local hot spots to eat and drink. You will walk about 1.5 miles and bring to life the past, present, and future of Denver.

6:30 PM - 9:00 PM

NAMIC Leadership Reception and Dinner**

Join us at the Leadership Reception and Dinner, hosted by NAMIC leadership. This event is invite only. ***By Invitation Only*

TUESDAY, SEPTEMBER 24, 2024

7:30 AM - 9:30 AM

Attendee Breakfast and Bagel Bar

Start your day off with breakfast and bagels in the Marketplace for Mutuals. This breakfast is only for registered attendees.

7:30 AM - 2:00 PM

Registration and Event Information Desk

The NAMIC Event Information Desk is the central location for getting your questions answered and picking up pre-registered attendee packets.

8:30 AM - 9:15 AM

Educational Session Theater Sponsored by Majesco - Unleashing the Future: Intelligent Business Solutions

Denise Garth, Chief Strategy Officer and Jason Long, VP of Product Management at Majesco will take "a state of the industry view" to discuss the necessity for insurers to embrace the digital transformation and next-gen intelligent solutions to reduce costs, enhance competitiveness, acquire and retain talent, and drive growth.

8:30 AM - 9:15 AM

Educational Session Theater Sponsored by HSB

8:30 AM - 9:15 AM

Educational Session Theater Sponsored by Xceedance



Subject to change without notice. All times listed are in Mountain Time.

TUESDAY, SEPTEMBER 24, 2024 (CONTINUED)

9:30 AM - 10:30 AM

Tuesday Keynote: A Fireside Chat With Kevin McCarthy

Join us for an insightful moderated Q&A session with Kevin McCarthy, former speaker of the U.S. House of Representatives, as he reflects on his two decades in public office. Drawing from his extensive experience in state and federal legislative leadership, Kevin will share compelling stories and insights with Convention attendees. This session will provide a unique opportunity to hear from a key political figure and engage in a dynamic discussion about the challenges and opportunities facing the industry today and in the future.

Kevin McCarthy

55th Speaker of the House

10:30 AM - 3:45 PM

Networking in the Marketplace for Mutuals

10:45 AM - 11:30 AM

A. Control + Alt + Defend - The Latest in Cybersecurity

Cybersecurity is dynamic but remains critical for consumers and business owners to understand and embrace. HSB continues to stay ahead of the curve, identifying and promoting different ways to foster cyber risk mitigation that helps everyone remain cyber safe. This session will provide valuable cybersecurity insights for consumers and businesses through shared experiences, current and future trends, and proactive cyber solutions for insureds of personal and commercial lines. Join this session to get valuable information that will keep you ahead of the cybersecurity curve.

Sidd Gavirneni

Global Product Owner, Risk Services
HSB

Neil Rekhi

Product Manager, Cyber Insurance
HSB

10:45 AM - 11:30 AM

B. The Mutual Factor Report – 2024 Update and Summary

This session qualifies for 1 FMDC maintenance credit

This session qualifies for 1 MDC maintenance credit

The Mutual Factor, sponsored by Aon, features key mutual insurance industry performance metrics benchmarked against stock insurers and the property/casualty insurance industry overall. Join this timely session to go beyond the 2024 report as representatives from NAMIC and Aon will review highlights from the report and provide insights on what the metrics mean for NAMIC members. The session will also share insights from the recently conducted consumer survey on opinions of property insurers.

Jessica Arbittier

Senior Managing Director, Reinsurance
Aon

Sarah Schnettler

Senior Vice President, Member Experience
NAMIC

Pat Abbe

US Regional & Mutual Strategic Growth Leader
Aon



Subject to change without notice. All times listed are in Mountain Time.

TUESDAY, SEPTEMBER 24, 2024 (CONTINUED)

10:45 AM - 11:30 AM

C. Rating Agency Insights on the Current Reinsurance Marketplace – Panel Discussion

A panel of rating agency representatives will join in on an illuminating discussion to help attendees gain a comprehensive understanding of rating agencies' perspectives regarding insurers taking on additional risk and the implications for the industry.

Jim Auden

Managing Director
Fitch Ratings

Richard Attanasio

Senior Director
AM Best

Erin Collins

Senior Vice President - State & Policy Affairs
NAMIC

Jonathan Harris

Senior Director
KBRA

James Eck

Vice President, Senior Credit Officer
Moody's Ratings

10:45 AM - 11:30 AM

D. Understanding Drivers of Weather Volatility on the Insurance Industry

This session qualifies for 1 FMDC maintenance credit

This session qualifies for 1 MDC maintenance credit

During this session, the presenters will review the driving environmental and socioeconomic factors that have led to increased loss volatility from natural perils and take a deeper look at the financial impact that increased volatility has had on the insurance industry. They will also discuss challenges and impacts of more volatile regional weather patterns on the insurance/reinsurance sectors and review considerations for how mutuals can proactively reduce volatility across their portfolios.

Adam Dawson

Director
Aon

Daniel Hartung

Managing Director
Aon

11:30 AM - 1:00 PM

NAMIC PAC VIP Lunch***

**Optional Ticketed Event*

11:30 AM - 1:00 PM

Boxed Lunch Pickup

If you signed up to receive a boxed lunch, you can pick it up during this time at the Registration and Event Information Desk.

11:30 AM - 1:00 PM

Attendee Lunch

Join us for lunch, located in the Marketplace for Mutuals. All registered attendees and guests are invited to attend.



Subject to change without notice. All times listed are in Mountain Time.

TUESDAY, SEPTEMBER 24, 2024 (CONTINUED)

11:45 AM - 12:45 PM

Solutions Fastpitch

This session offers attendees the chance to hear from a range of companies presenting their latest innovations, technologies, and services designed to enhance the efficiency, performance, and growth of insurance companies. Attendees can ask questions during the session and engage with vendors one-on-one afterward.

Taylor Williamson

Director of Development
Arizona Leadership Foundation

12:00 PM - 12:45 PM

Educational Session Theater Sponsored by Majesco - Power of AI/ML with the Right Data to Optimize the Business

Pat Davis, SVP and GM of Data and Analytics at Majesco, will explore how AI/ML-enhanced data analytics can optimize the insurance business by improving underwriting, subrogation, and claims litigation.

12:00 PM - 12:45 PM

Educational Session Theater Sponsored by HSB

12:00 PM - 12:45 PM

Educational Session Theater Sponsored by Xceedance

12:00 PM - 2:00 PM

NAMIC Certification Office Hours

NAMIC's certification manager will be available at the Registration and Event Information Desk to answer any questions regarding NAMIC's certifications.

1:00 PM - 1:45 PM

Power Session With Gen Re: It's the End of the World as We Know It. Do We Feel Fine?

Mutual insurers face a variety of challenges across entire classes and lines of business, all occurring at a rapid pace. These dramatic and far-reaching socioeconomic, weather-related, technological, and societal and cultural changes have permanently altered the traditional underpinnings of insurance actuarial practice, underwriting profitability, and claim-handling stability. How and in what ways should carriers respond? Join Gen Re subject matter experts during this Tuesday afternoon Power Session to find out.

Craig Beardsley

Senior Vice President, Treaty Manager – The Mutual Practice
Gen Re

Tim Fletcher, JD, CPCU

Vice President, Senior Emerging Issues Specialist
Gen Re

Glenn Frankel

Senior Vice President, Head of North America P&C Claims
Gen Re

Erin Kang

Senior Vice President, Chief Underwriter – The Mutual Practice and Regional & Specialty
Gen Re

Brett Shereck

Senior Vice President, Chief Pricing Actuary – N/A Reinsurance
Gen Re

1:45 PM - 2:00 PM

Networking Break



Subject to change without notice. All times listed are in Mountain Time.

TUESDAY, SEPTEMBER 24, 2024 (CONTINUED)

2:00 PM - 2:45 PM

A. Building a Culture of Meaningful Recognition

When employees feel appreciated and recognized for their day-to-day work and have meaningful relationships with their team members, they are more likely to work harder and stay with a company longer. In fact, recognition is the most important driver of great work — outranking higher pay, greater autonomy, and even promotion opportunities. Effective recognition pinpoints moments of success and praises specific behaviors, which when implemented at scale lead to happier employees, greater levels of engagement, higher performance, and longer tenure. Discover how to make appreciation and recognition an integral part of your workplace culture.

Tracy Stock

Founder and Owner

Achieve Positive Outcomes, LLC

2:00 PM - 2:45 PM

B. Gen AI: Revolutionizing and Optimizing Insurance Operations

If your board, leadership, and company are like so many others in the industry, generative AI and artificial intelligence, in general, are the top topics of discussion. Why is this important? Just consider the May 2024 AM Best report that reviewed property/casualty insurer financials relative to their innovation scores. The correlations are stunning and predictive and prove the value of innovation. Furthermore, those considered non-innovators were overrepresented with downgrades. This session will dive into Majesco's data and analytics strategy, its approach, and use cases across the value chain. It will also share a live demo, highlighting the 10 to 15 times productivity and operational efficiency you can achieve. Join this session to see how embedded GenAI across the business can provide real operational and productivity value and transform your business, putting you at the forefront for success.

Pat Davis

Senior Vice President & General Manager, Product

Majesco

2:00 PM - 2:45 PM

C. The Environment of Nuclear Verdicts and Jury Trends 2024

Explore the evolving dynamics of jury attitudes and their profound impact on nuclear verdicts within the insurance industry in this compelling panel discussion. Our distinguished panelists will analyze the growing implications of social inflations, corporate mistrust, and other topics and how these issues ultimately shape juror perceptions of evidence and deliberations. Attendees will gain a deeper understanding of how these factors intersect to influence outcomes and discover practical approaches for navigating the complexities of modern litigation. Don't miss this unique opportunity to equip yourself with the knowledge to effectively address these challenges in the courtroom.

Rachel Colangelo

Director of Jury Consulting

Magna Legal Services

Josh Davis

Member

Baker Sterchi Cowden & Rice LLC

Jennifer Muellenbach

Senior Large Loss & Litigation Specialist

Society Insurance

2:00 PM - 2:45 PM

D. Getting Your Arms Around Data Privacy (Newsflash: You're Not Doing Enough)

This session qualifies for 1 FMDC maintenance credit

This session qualifies for 1 MDC maintenance credit

This fast-paced, engaging presentation is driven by current events and hot topics to help attendees understand the basics of data privacy, applicable law, related risks and what companies should be doing address them. This session will give practical, easy-to-implement steps for companies of any size to get their arms around data privacy as a compliance requirement or risk. It will also how insurers can capitalize on the power of the personal data they possess to improve customer service, identify new business opportunities, and grow their business.

Scot Ganow

Partner

Taft Stettinius & Hollister LLP



Subject to change without notice. All times listed are in Mountain Time.

TUESDAY, SEPTEMBER 24, 2024 (CONTINUED)

2:00 PM - 2:45 PM

E. NAMIC's Peer Investment Analysis – How Are We Doing?

This session qualifies for 1 FMDC maintenance credit

This session qualifies for 1 MDC maintenance credit

Join this session to review key highlights from the second quarter NAMIC PIPES Report. Speakers will provide perspectives on NEAM's capital market projections as we approach the final months of 2024 and gear up for 2025.

Christopher Myers

Enterprise Capital Strategist

New England Asset Management

2:45 PM - 3:45 PM

Afternoon Social and Exhibitor Prize Drawings in the Marketplace

Join us during our final activity in the Marketplace for Mutuals, an afternoon social. Attendees can enjoy snacks and learn who has won exhibitor prize drawings. Also, find out the winner of the Vacation Grand Prize drawing.

3:45 PM

Marketplace for Mutuals Closes

3:45 PM - 4:45 PM

NAMIC PAC Silent Auction Closing Reception

WEDNESDAY, SEPTEMBER 25, 2024

7:15 AM - 9:00 AM

Property Casualty Conference Senior Executives Roundtable Breakfast**

Senior executives and future leaders from NAMIC Property Casualty Conference member companies are invited to join us for a roundtable discussion on issues impacting their businesses. Attendees will have the opportunity to suggest topics and lead discussions in small groups based on company size.

***By Invitation Only*

7:15 AM - 9:00 AM

Professional Farm Mutual Manager Roundtable Breakfast**

Certified Professional Farm Mutual Managers are invited to participate in a roundtable discussion on current issues. The NAMIC PFMM designation formally recognizes the educational accomplishments and dedication to professionalism of the progressive farm mutual manager. To become certified, individuals must fulfill several requirements and complete a series of courses.

***By Invitation Only*

7:15 AM - 9:00 AM

Farm Mutual Director Certification Roundtable Breakfast**

This session qualifies for 1 FMDC maintenance credit

Certified Farm Mutual Directors are invited to participate in a roundtable discussion on current issues. Newly certified FMDC designees are also invited to this breakfast. The FMDC program formally recognizes the educational accomplishments and dedication to professionalism of the progressive farm mutual director. To become certified, individuals must fulfill several requirements and complete a series of courses.

***By Invitation Only*

7:15 AM - 12:00 PM

Registration and Event Information Desk

The NAMIC Event Information Desk is the central location for getting your questions answered and picking up pre-registered attendee packets.

7:15 AM - 12:00 PM

Closing Celebration Ticket Pickup

Stop by the Registration and Event Information Desk to pick up your tickets today if you previously submitted an RSVP to attend.



Subject to change without notice. All times listed are in Mountain Time.

WEDNESDAY, SEPTEMBER 25, 2024 (CONTINUED)

9:30 AM - 11:00 AM

Closing Keynote With Erik Weihenmayer

Erik Weihenmayer, world-class adventurer and the first blind person to reach the summit of Mount Everest, takes the stage to share his knowledge on how to tackle challenges head on, solve problems, build winning teams, and serve others.

Erik Weihenmayer

World-Class Blind Adventurer

11:15 AM - 2:30 PM

Optional Activity: Foothills Hiking - Wednesday

Breathe in the fresh mountain air during this private hiking experience at the iconic Red Rocks Park. We'll hike the beautiful Trading Post Trail, which is approximately 1.5 miles long and has an elevation gain of approximately 360 feet. It's rated moderate, so it's perfect for all activity levels. There will be breaks and plenty of opportunities for photos, so be sure to have your camera ready.

11:15 AM - 4:00 PM

Optional Leadership Workshop: Create a Cutting-Edge Culture: Energized. Engaged. Empowered.

Do employees bring passion, commitment, and skills to work every day? Do your leaders inspire teams to collaborate more and perform better? Join this workshop to discover how to create a cutting-edge culture where people feel empowered to do their best work, trust and respect their leaders, and willingly collaborate and perform in highly effective ways. You'll learn ways to:

- Attract the best talent and select the right individuals to inspire and lead teams while enhancing trust, demonstrating appreciation, and investing in growth experiences;
- Cultivate a culture of commitment, engagement, and accountability by owning behaviors, actions, and results while also enhancing productivity and morale;
- Develop high-performance processes that provide greater clarity and direction, increased engagement and inclusion, and higher levels of success for traditional, remote, and hybrid teams; and
- Better manage emotions and unwanted conflict to create a supportive team environment and build stronger, more collaborative relationships.

Boxed lunches for this workshop will be served at 11:15 a.m. MT, and the workshop will begin at 12:00 p.m. MT.

Tracy Stock

Founder and Owner

Achieve Positive Outcomes, LLC

4:00 PM - 4:45 PM

Closing Celebration Tailgate and Ticket Pickup

For those attending Closing Celebration, join us before we board the busses to Coors Field to get pumped up before the game! If you weren't able to pick up your ticket earlier in the day, you can do so during this time.

4:00 PM - 5:30 PM

NAMIC PAC Diamonds and Champagne Reception*

**Optional Ticketed Event*

4:45 PM - 10:00 PM

Closing Celebration: Grand Slam Suite – An Exclusive Ballgame Experience

Immerse yourself in the excitement of America's favorite pastime at Coors Field as the Colorado Rockies face the St. Louis Cardinals. This exceptional all-suite experience offers a delicious buffet of ballpark favorites, a VIP bar, and the chance to socialize with fellow attendees amid the vibrant atmosphere of the game. Enjoy unparalleled views and create lasting memories at this Grand Slam event.

Your registration includes transportation to and from Coors Field as well as a game ticket. The game ticket includes access to the suite level, ballpark fare, and nonalcoholic beverages.