

**TUESDAY, FEBRUARY 11, 2025**

8:00 AM – 12:00 PM

**Exhibitor Setup**

Please note that setup is **only** open to exhibitors.

8:00 AM – 6:30 PM

**Registration and Event Information Desk**

The Registration and Event Information Desk is the main hub for conference information and badge pick-up. NAMIC staff will be on hand to welcome you and answer any questions you have during the conference.

8:30 AM – 12:00 PM

**Optional Advanced Claims Workshop**

*This workshop qualifies for those holding the Mutual Insurance Professional designation to earn the MIP-Claims certification endorsement, but it is open for all to attend.*

As claims professionals gain experience, they will be asked to handle more difficult and complex claims. This program will provide a basis for coverage analysis and how it is applied to the facts that have been developed because of the claim investigation. This will include a discussion of how coverage can be broadened or limited because of definitions, endorsements, exclusions, and court interpretation. Attendees will review certain unusual situations and learn how to critically analyze coverage and damages. Because reserve settings can have broad impacts on an insurer's operations, this course will explore various reserve methods that can assist claims professionals in correctly setting reserves. Because of the litigious nature of society, attendees will also identify effective litigation strategies for defending their insureds. Learning Objectives:

1. Develop a plan of investigation that addresses the necessary issues relating to coverage, liability, and damages.
2. Evaluate and apply coverage correctly based on accident facts and objective analysis.
3. Implement litigation strategies that will improve outcomes.
4. Accurately reserve claims based on objective findings.

**The cost of this workshop is \$500 for NAMIC Members and \$750 for Nonmembers.**

**Elise Farnham, CPCU, ARM, AIM, CPIW**

President  
Illumine Consulting

12:30 PM – 6:45 PM

**Exhibit Hall Open**

1:00 PM – 2:00 PM

**NAMIC Welcome and Keynote Address: Navigating the Claims Landscape: Emerging Issues and Challenges**

This session will explore the evolving landscape of property/casualty insurance claims, focusing on emerging issues and the current challenges claims professionals face. Specific areas of focus include social inflation, auto severity, changing weather patterns, catastrophe frequency and severity, and mass torts.

**Glenn Frankel**

Head of North America Claims  
Gen Re

2:00 PM – 2:30 PM

**Networking Break**

Join us in the exhibit hall to chat with fellow attendees, grab a bite to eat, and stretch your legs.

**TUESDAY, FEBRUARY 11, 2025 (CONTINUED)**

2:30 PM – 3:30 PM

**Claims Expert Panel Discussion: The Current State of AI in Claims**

The claims process has always been a human interaction where empathy plays a major role. But meeting customers where they are takes on a completely different meaning in a world filled with mainstream AI tools such as ChatGPT, DALL-E, and Microsoft Copilot.

This interactive panel discussion will feature seasoned claims executives sharing the trials and tribulations of leveraging AI in their claims operations. The panelists will share how they've defined their ambitions for AI and developed strategies aligned with their unique appetites for innovation. They'll also talk about the risks of using AI in claims and the impacts of new regulations aimed at keeping AI in check.

This session will go beyond the headlines and the hype. You'll hear detailed accounts from industry leaders discussing what's working, what's not, and what's necessary to drive future adoption.

**Josh Hershman**

Advisor  
HIJ Advising

**Megan Eckstrom, CPCU, MSIM**

Vice President, Head of Claims  
The Philadelphia Contributionship

**Adam Kostecki**

Consultant  
Insurtech Innovations

**Victoria Nance**

Property Manager  
Branch

3:30 PM – 4:00 PM

**Networking Break**

4:00 PM – 5:00 PM

**Building Resilience in Claims Professionals**

Claims adjusters are expected to be investigators, mediators, and negotiators amid disaster. Yet, they are human beings who are often left to cope – on their own – with the stress associated with the job. This is impacting our ability to respond as an industry and can be seen as a heightened risk to the health of the insurance industry ecosystem; but it's an issue we often don't want to speak about for those very reasons. Not dealing with the can lead to talent fallout, lack of stickiness in claims industry roles, and customer experience impacts.

This session is a rallying cry to build awareness of the issue and influence attitudes and actions in our regular practices as leaders to find ways to solve this challenge. While this session is designed for claims professionals in formal leadership roles, anyone working in a claims role can employ the tactics and practices discussed during this session to be leaders from where they sit in an organization.

**Heather Blevins**

Content Programming Lead  
J.S. Held LLC

5:15 PM – 6:45 PM

**Networking Reception**

6:45 PM – 9:15 PM

**Optional Activity: Flavor of ICON Park Foodie Walking Tour**

Welcome to ICON Park, one of Orlando's most exciting and dynamic destinations! Located on International Drive, ICON Park is home to a variety of some of Orlando's most unique and tasty restaurants. Flavors of ICON Park Foodie Walking Tour highlights a few of these spots while sharing the fascinating history of this destination's evolution from a dated shopping district to one of the city's premiere food and entertainment zones.

The cost of this activity includes transportation to and from ICON Park, stops at three locations for samples of food and a fourth stop at the Star Bar for a drink.

**Schedule:**

6:45 pm | Meet in Hotel Lobby

7:00 pm | Depart for ICON Park

7:15 pm | Flavors of ICON Park Foodie Walking Tour Begins

9:00 pm | Depart for Hotel

9:15 pm | Event Concludes

**TUESDAY, FEBRUARY 11, 2025 (CONTINUED)**

6:45 PM – 9:30 PM

**Optional Activity: Meet to Eat at Universal CityWalk**

At the heart of Universal Orlando Resort is CityWalk, where you can browse shops, pick up souvenirs, dine at eateries, or attend a show. Join fellow attendees for a night of great food, cozy ambiance, and conversation. Whether you're a foodie or just looking to relax, this is the perfect opportunity to unwind and enjoy the best of Universal CityWalk's culinary offerings. Once at CityWalk, attendees can explore the area on their own or gather with fellow conference attendees for great food and fellowship. Reservations for small groups – six to 10 people – are secured at several restaurants in CityWalk. Each individual is responsible for his or her own bill at the conclusion of dinner, which will include gratuity. The walk to the restaurant will take approximately 25 minutes.

**Schedule:**

6:45 PM | Meet in Hotel Lobby

7:00 PM | Depart for Universal CityWalk

7:45 PM | Reservations at CityWalk Restaurants

**WEDNESDAY, FEBRUARY 12, 2025**

7:00 AM – 8:30 AM

**Attendee Breakfast**

Join fellow attendees for a hot breakfast and cup of coffee to charge up before sessions kick off for the day.

7:00 AM – 3:45 PM

**Registration and Event Information Desk**

NAMIC staff will be on hand to welcome you and answer any questions you have during the conference.

7:00 AM – 6:00 PM

**Exhibit Hall Open**

9:00 AM – 9:45 AM

**A. Trends in Property Claims - Panel Discussion**

This panel discussion will feature two defense attorneys and a litigation examiner as the moderator. The discussion will be about different disputes that come up in property claims as it relates to coverage, liability and damages. Also, the panel will discuss how the appraisal process, in applicable states, is leading to more litigation over policy coverage and triggering allegations of bad faith.

**Tracee Allen, RPLU, CCP, CLMP, SCLA**

Senior Litigation Examiner  
 NAMIC Insurance Company, Inc.

**Beth Jenson Prouty**

Attorney  
 Arthur Chapman

**Omar Galicia**

Partner  
 Tollefson Bradley Mitchell & Melendi LLP

9:00 AM – 9:45 AM

**B. Technology Use in Accident Reconstruction**

This session led by Rimkus will help attendees gain a working knowledge of the range of investigative approaches and technologies available following serious motor vehicle accidents. The presenters will provide best practices for investigating and documenting an accident using the latest technology and discuss the application of this technology in vehicle accident reconstruction, how this technology has evolved, and how these technological advances have assisted in the investigation of current cases.

**Matthew Pixler, ACTAR**

Senior Consultant  
 Rimkus Consulting Group, Inc.

**Jonathan Kvasnok, P.E.**

Senior Consultant  
 Rimkus Consulting Group, Inc.

9:45 AM – 10:15 AM

**Networking Break**

Join us in the exhibit hall to chat with fellow attendees, grab a bite to eat, and stretch your legs.

**WEDNESDAY, FEBRUARY 12, 2025 (CONTINUED)**

10:15 AM – 11:00 AM	<p><b>A. Rethinking the Insurance Talent Gap – Addressing the Workforce Crisis in the Insurance Industry</b></p> <p>The insurance industry faces a serious dilemma. Fifty percent of the insurance industry workforce is expected to retire in the next four years. How can we fill the gap? Graduates of risk and insurance programs could fill as much as 15 percent of the vacancies, but these are candidates with no industry experience. This session will discuss tactics for attracting and developing newly minted graduates and seasoned industry professionals to close the impending insurance industry talent gap.</p> <p><b>Rick Morgan</b> Senior Vice President, Marketing WAHVE</p>
10:15 AM – 11:00 AM	<p><b>B. Maximizing the Impact of the Nurse Case Manager in Workers' Compensation</b></p> <p>Nurse case managers can provide significant support to adjusters in reducing workers' compensation costs if they work together properly. This interactive session will explore techniques adjusters can use to maximize the effectiveness of the services offered by nurse case managers. It will discuss timing of the intervention, types of services available and how and when to use them, and what to expect from the nurse case manager. It will also include an analysis of the types of cases that can benefit from case management intervention and the delivery of those services.</p> <p><b>Elise Farnham, CPCU, ARM, AIM, CPIW</b> President Illumine Consulting</p>
11:00 AM – 12:30 PM	<p><b>Attendee Lunch</b></p> <p>Grab some food from a hot buffet and mingle with fellow attendees over the lunch break. You are welcome to come and go at your convenience.</p>
12:30 PM – 1:30 PM	<p><b>The U.S. Economy in 2025: Taxes, Trade, and Immigration</b></p> <p>During this entertaining and informative session, Elliot Eisenberg, Ph.D., will provide an overview and outlook for the economic environment in which insurance operates. He will share his thoughts on how all four parts of the gross domestic product will perform, what changes are in store for the softening labor market, the path of inflation, the thinking of the Federal Reserve, the most likely route of interest rates, and the likelihood of a near-term recession. Elliot will also delve into new and existing car sales and prices, auto and credit card default rates, the shape of the yield curve, and much more.</p> <p><b>Elliot F. Eisenberg, Ph.D.</b> President &amp; Chief Executive Officer GraphsandLaughs, LLC</p>
1:30 PM – 2:00 PM	<p><b>Networking Break</b></p> <p>Join us in the exhibit hall to chat with fellow attendees, grab a bite to eat, and stretch your legs.</p>
2:00 PM – 2:45 PM	<p><b>A. Popping the Social Inflation Balloon: The Benefit of Strong Damage Evaluation and Work Up</b></p> <p>While nuclear verdicts grab headlines, inflated damages on minor and major injury cases fuel social inflation. However, closely scrutinizing the facts of a loss, the treatment prescribed, and charges billed can dramatically improve negotiating strength and case outcomes. A damages expert, a defense attorney, and a company claims professional will explore these issues and provide specific examples. There will be ample opportunity for audience interaction.</p> <p><b>Matthew Sessions</b> Partner McMickle Kurey &amp; Branch, LLP</p> <p><b>Kari Williamson, MBA, BS, RN, LNCC, CCM</b> Senior Vice President, Medical Management/Bill Review J.S. Held, LLC</p> <p><b>Tim Fletcher</b> Senior Emerging Issues Specialist Gen Re</p>

**WEDNESDAY, FEBRUARY 12, 2025 (CONTINUED)**

2:00 PM – 2:45 PM

**B. 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.

2:45 PM – 3:15 PM

**Networking Break**

Join us in the exhibit hall to chat with fellow attendees, grab a bite to eat, and stretch your legs.

3:15 PM – 4:00 PM

**A. Adjusters and Underwriters Living Together, Who Knew?**

Underwriters and claims adjusters play crucial roles in the insurance industry, and improving collaboration between them can enhance overall efficiency and effectiveness. How can underwriters and claims adjusters create a closer bond?

This session will explore several ways they can work together, including regular communication and feedback loops, training and education, shared information platforms, collaborative risk assessment, joint problem-solving sessions, clear documentation and policies; and performance metrics alignment.

By implementing these strategies, underwriters and claims adjusters can cultivate a more integrated approach to insurance operations that can lead to improved customer service, faster claims resolution, and enhanced risk management.

**Michael Koscielny, MBA, ITP, CPCU, CIC**  
Chief Executive Officer  
Born2lead, LLC

3:15 PM – 4:00 PM

**B. The Appraisal Process – How Do We Fix This Mess?**

Appraisal is the new hot topic in the first-party claims world, whether residential or commercial. The number of claims being resolved through the appraisal process has increased significantly in recent years, which, unfortunately, has also increased abuse and manipulation of the process. This session will address the hot issues in the appraisal process, including the scope of appraisal and appraiser and umpire selection as well as how to get clear awards and how to respond to common abuses.

**Steven Badger**  
Attorney  
Zelle LLP

4:30 PM – 6:00 PM

**Networking Reception**

5:45 PM – 10:00 PM

**Optional Activity: Orlando Ale Line**

Embark on the ultimate Orlando brewery adventure with the Orlando Ale Line. Hop aboard our guided tour to experience three of the city's top breweries ... and enjoy a complimentary pint at each stop. Sit back and relax as our designated driver handles the road, giving you the freedom to sample, savor, and socialize. Whether you're a craft beer aficionado or simply looking for a unique way to explore Orlando, the Ale Line offers an easy, enjoyable way to discover the best of the local brewing scene. The cost of a ticket is \$85 and includes transportation and the first pint at the first brewery.

**Schedule:**

5:45 PM | Meet in Hotel Lobby

6:00 PM | Depart on Tour

6:30 - 7:30 PM | Brewery #1

7:30 - 8:30 PM | Brewery #2

8:30 - 9:30 PM | Brewery #3

10:00 PM | Return to Hotel

*The agenda is subject to change without notice. All times listed are in Eastern Time.*

**THURSDAY, FEBRUARY 13, 2025**

7:00 AM – 8:30 AM	<b>Attendee Breakfast</b>
	Network with fellow attendees over a hot breakfast on the final day of the conference.
7:00 AM – 11:00 AM	<b>Exhibit Hall Open</b>
7:00 AM – 11:00 AM	<b>Registration and Event Information Desk</b>
	NAMIC staff will be on hand to welcome you and answer any questions you have during the conference.
8:15 AM – 9:15 AM	<b>Peer-to-Peer Roundtable Discussions</b>
	The best teachers are often those who are walking in your shoes. Join fellow claims professionals in roundtable discussions focused on emerging issues, professional development, and industry hot topics. The session will include interactive, engaging discussions that allow you to talk about what you and your peers are facing and learn from each other's successes and challenges.
9:15 AM – 9:45 AM	<b>Networking Break</b>
	Join us in the exhibit hall to chat with fellow attendees, grab a bite to eat, and stretch your legs.
9:45 AM – 11:00 AM	<b>Closing Session: Washington Update</b>
	With more than two decades of experience in Washington's political circles, Jimi Grande, NAMIC's senior vice president of federal and political affairs, will provide an update on NAMIC's current advocacy efforts in the nation's capital. The session will place special focus on the 2024 election results and how the changes in Washington will impact the insurance industry's key policy areas and agenda.
	<p><b>Jimi Grande</b>          Senior Vice President, Federal &amp; Political Affairs          NAMIC</p>