

**MONDAY, APRIL 13**

8:30AM - 12:00 PM

**Optional Advanced Claims Workshop**

This workshop qualifies 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.

This workshop costs \$550 for NAMIC Members and \$800 for Nonmembers.

**Elise Farnham**  
President  
Illumine Consulting

12:00 - 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.

12:30 - 6:30 PM

**Vendor Space Open**

1:00 - 2:00 PM

**NAMIC Welcome and Opening Session: From Climate to Courtroom: Strategic Insights into Property/Casualty Claims Issues**

From the intensifying impacts of climate change and rising reconstruction costs to the growing influence of social inflation and third-party litigation financing, claims professionals are navigating a more complex and volatile environment than ever before. This session will explore the key macro and micro trends driving change in property/casualty claims, with a focus on how these forces are interacting to create new challenges — and opportunities — for insurers. The session will focus on emerging issues that impact the claims environment, including catastrophe frequency and severity, resiliency and preparedness, nuclear verdicts, social inflation, third-party litigation financing, tort reform, and fraud.

**Glenn Frankel**  
Senior Vice President & Head of North America Claims  
Gen Re

2:00 - 2:30 PM

**Networking Break**

Join us in Bonnet Creek Foyer to chat with fellow attendees, grab a bite to eat, and stretch your legs.

2:30 - 3:30 PM

**AI in Claims: Innovation, Oversight, and the Future of Property/Casualty Operations**

Artificial intelligence is rapidly transforming claims operations across the property/casualty industry, reshaping how carriers evaluate losses, detect fraud, and serve policyholders. This panel will explore the current state of AI in claims, the evolving landscape of claims technology, and the opportunities and challenges emerging from these advancements. Panelists will also discuss what these innovations mean for the future of the property/casualty industry, including workforce impacts, regulatory considerations, and strategic adoption. Attendees will walk away with a clear, forward looking understanding of how AI is redefining claims and where the industry is headed next.

**Bryan Falchuk**  
President & Chief Executive Officer, Property Loss & Liability  
Insurance Research Bureau

**Megan Eckstrom**  
Vice President - Claims  
The Philadelphia Contributionship

**Lindsey Stephani**  
Policy Vice President - Data Science, AI, & Cybersecurity  
NAMIC

**CJ Przybyl**  
Co-Founder & Chief Executive Officer  
Reserv Claims Analysis

3:30 - 4:00 PM

**Networking Break**

Join us in Bonnet Creek Foyer to chat with fellow attendees, grab a bite to eat, and stretch your legs.

## MONDAY, APRIL 13 (CONTINUED)

4:00 - 5:00 PM

### **Future-Ready Leadership: Preparing Leaders and Teams for the Era of Accelerating Change**

The insurance and claims landscape are transforming at breakneck speed. Artificial intelligence, shifting customer expectations, climate risk, social inflation, and regulatory pressures are rewriting the rules of the game. In this session, you will discover what it takes to be a future-ready leader, someone who thrives amid disruption, inspires resilience, and turns uncertainty into opportunity. Through research-based insights, practical frameworks, and real-world examples, you'll learn how to build adaptability, see opportunity in disruption, and lead with confidence — even when the road ahead is anything but clear.

**Trent Stoker**

Director, Organizational Performance  
PEMCO Mutual Insurance Company

5:15 - 6:45 PM

### **Networking Reception**

6:45 - 9:45 PM

### **Optional Activity: Universal CityWalk Shuttle**

Discover an eclectic mix of unique shops, one-of-a-kind restaurants and lively entertainment at Universal CityWalk. Attendees will take a charter bus to Universal CityWalk, which is approximately 20 minutes from Signia by Hilton Orlando Bonnet Creek. Once at CityWalk, attendees can explore 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. If you join for dinner, you will pay for your own dinner at the end of the meal.

This activity costs \$45.

## TUESDAY, APRIL 14, 2026

7:00 - 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**

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7:00 AM - 6:00 PM

### **Vendor Space Open**

9:00 - 9:50 AM

### **A. Turning Claims Data into Action: What It Takes To Make Analytics Work**

Claims teams don't need more data – they need data, workflows, and people working together. This session shows how to turn analytics and artificial intelligence scores into real world impact for leaders and frontline teams. We'll walk through a practical claims use case to diagnose why a model seems to "not work," uncover the issues underneath, and translate insights into guidance that claims leaders will actually use. You'll see what it really takes to make analytics stick: building trust, elevating leadership conversations, tightening workflows, improving data hygiene where it matters, and measuring outcomes in ways that leaders and adjusters trust.

**Alena Kharkavets**

Head of Claims, North America, Insurance Consulting & Technology  
WTW

### **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. Fastpitch participants include Filevine and NAMIC Compliance.

**Ryan Haynes**

Insurance Compliance Analyst  
NAMIC

**TUESDAY, APRIL 14 (CONTINUED)**

9:00 - 9:50 AM

**C. Cracking the NPS Code with Reviews: What Detractors and Promoters Reveal About the Claims Experience**

Carriers rely on NPS to measure the health of the claims experience, but most teams struggle to translate a score into clear, fixable actions. Using anonymized insurance data and insights from Trustpilot, this session breaks down what detractors, the equivalent of 1–2-star experiences, and promoters, 4–5-star experiences, consistently tell us about communication, expectations, speed, fairness, and empathy. Participants will learn how to recognize the service behaviors that lower NPS and the operational habits that lift it. Through benchmarks, interactive polling, and practical frameworks, attendees will leave with a clearer roadmap for strengthening claimant trust and improving outcomes.

**Taylor Cunningham**  
Senior Director, US Marketing  
Trustpilot

9:50 - 10:20 AM

**Networking Break**

Join us in Bonnet Creek Foyer to chat with fellow attendees, grab a bite to eat, and stretch your legs.

10:20 - 11:10 AM

**A. The Listening Advantage: Using Psychology and Technology to Champion Negotiation Techniques**

The listening advantage examines how active listening, awareness of cognitive biases, and smart use of technology can provide useful techniques for effective negotiation – and everyday communication with insureds and claimants. This session will discuss practical tools for claims professionals to better understand insureds, third-party claimants, and opposing representatives. Attendees will learn how to recognize and manage unconscious biases that impact decision-making, and leverage modern technologies to support fair, efficient resolutions of claims in a timely manner and in accordance with the policies at issue.

**Nicole Fluet**  
Director  
Galloway Johnson Tompkins Burr & Smith

**B. Where Underwriting Meets Claims: Overlap, Interaction, and Mutual Impact**

This session explores how underwriting and claims can work together to drive stronger insurance outcomes. By breaking down traditional silos, we'll show how data sharing, customer touchpoints, and real-world feedback loops improve risk selection, pricing accuracy, and claims handling. Case studies across auto, property, and health insurance will highlight how collaboration reduces fraud, enhances transparency, and delivers faster settlements. Attendees will leave with practical insights into technology enablers, future collaboration models, and how integration builds customer trust.

**Troy Spoonemore**  
Senior Vice President, Chief Underwriting & Risk Officer  
GuideOne Insurance Company

**C. Plaintiff Attorneys' Insights: How They Evaluate and Pursue Injury Claims**

This session aims to provide a behind-the-scenes look at how plaintiff's attorneys evaluate, posture, and negotiate bodily injury claims – from intake to final demand. We will explore the strategies plaintiffs use to shape liability and damages narratives, drive policy-limits demands, and set up bad faith exposure. We will also highlight how defense counsel and claims professionals can anticipate these tactics, counter them effectively, and ensure that cases are evaluated and resolved from a position of strength and objectivity.

**Richard Woolf**  
Shareholder  
Brown & James

**Josh Davis**  
Principal  
Brown & James

11:10 AM - 12:30 PM

**Attendee Lunch**

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.

12:30 - 1:30 PM

**The US Economy in 2026**

During this 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.

**Elliot Eisenberg**  
Chief Executive Officer & Chief Economist  
GraphsandLaughs, LLC

**TUESDAY, APRIL 14 (CONTINUED)**

1:30 - 2:00 PM

**Networking Break**

Join us in Bonnet Creek Foyer to chat with fellow attendees, grab a bite to eat, and stretch your legs.

2:00 - 2:50 PM

**A. Successfully Resolving Disputed Claims Through the Appraisal Process**

Appraisal clauses have been in property insurance policies for over a century, but only recently has use of the process increased significantly. With increased use, however, comes manipulation and abuse of the process. By improving policy language and monitoring the process, appraisals can be an effective tool in promptly and amicably resolving disputed claims. Yes, it is possible to make appraisal great again — and this session will teach you how to do it.

**Steven Badger**

Attorney  
Zelle LLP

**B. Human Biomechanics in Low-Speed Vehicle Collisions**

This is a one-hour presentation designed to help participants understand the dynamics of the human body and the associated injury potential in low-speed automotive accidents. The session will discuss human anatomy, with a focus on the skeletal system, spinal column, and location of landmarks, so that personal injury allegations may be more clearly understood. Participants will be introduced to the body dynamics and injury potential involved in several types of vehicle impacts. The seminar also covers commonly claimed injuries, such as strains and sprains, bulging discs, intervertebral disc herniation, temporomandibular joint dysfunction, and more.

**Yadetsie Zaragoza**

Biomechanical Engineer  
Rimkus Consulting Group

**C. Soft, Hard, or Somewhere in Between? Market Perspective from the Reinsurance Side**

Extreme weather, shock verdicts, and economic headwinds continue to hammer the reinsurance industry, along with a constantly changing marketplace. In this moderated panel discussion, two senior underwriters from a major NAMIC reinsurer will discuss the trends that affect their underwriting decisions, outline reinsurance marketplace dynamics, and cast a wary eye on what could come in 2026 and beyond. Additionally, the session will cover how reinsurers and client companies can collaborate to generate mutually beneficial outcomes.

**Erin Duffey**

Underwriting Manager  
Gen Re

**Timothy Fletcher**

Senior Emerging Issues Specialist  
Gen Re

**Benjamin Skurek**

Senior Treaty Underwriter  
Gen Re

**Jeffrey Weisel**

Claims Manager  
Gen Re

2:50 - 3:20 PM

**Networking Break and Vendor Raffles**

Join us in Bonnet Creek Foyer to chat with fellow attendees, grab a bite to eat, and stretch your legs.

3:20 - 4:10 PM

**A. From FNOL to First Decision: Digital Validation at the Front Door of Property/Casualty Claims**

As property and casualty claims become increasingly digital across lines of business, carriers face growing pressure to make faster, more accurate decisions earlier in the claim lifecycle. Relying solely on downstream investigation is no longer sufficient to manage claim severity, leakage, operational strain, and emerging fraud risks. This session explores how claim organizations are applying digital validation at the front end of claims management to evaluate claims by leveraging rules engines, document authentication, and image analysis to assess risk at FNOL across auto, property, liability, workers' compensation, and more. Attendees will learn how early validation supports smarter claim routing, reduces unnecessary investigative activity, and improves overall outcomes while enhancing the customer experience. Using real-world claim scenarios, this session will demonstrate how insurers are embedding decision intelligence earlier in the claims process.

**Russ Buchanan**

Executive Vice President  
Allied Universal Compliance & Investigations

## TUESDAY, APRIL 14 (CONTINUED)

3:20 - 4:10 PM

### **B. Are You Leaving Money on the Table?**

Did you know when your insured suffers a loss to property as a result of another's action or failure to act, you may have a right to recover against the third party who caused the damages? Have you had a claim where there may have been a subrogation opportunity, but you did not have time to pursue it, thereby leaving money on the table? If the answer to any of these questions is yes, this session is for you. In an environment of price increases and budget constraints, subrogation is more important than ever to ensure you get the recovery your entity deserves. This session will provide an overview of subrogation as it relates to auto, property, and workers' compensation claims.

**Lori Oswald**

Business Development Director  
QuantumSubro by Travelers

### **C. Avoiding Bad Faith by Using Statutory Interpleader in Multiple-Claimant Auto Claims**

This session will examine extra-contractual claims and practical strategies insurers can use to mitigate risk. Attendees will gain insight into current trends, emerging legislative initiatives affecting insurer duties, and recent case law surrounding bad faith and other highly contested claims. The discussion will also cover key considerations related to insurance codes, regulatory compliance, and the application of privilege and work product doctrines in bad faith litigation.

**Erin Salfan**

Partner  
Mickes O'Toole

5:45 - 9:00 PM

### **Optional Activity: Ivanhoe Village Food Tour**

Discover the vibrant flavors and history of Ivanhoe Village on this guided walking food tour. Led by a local expert, you'll visit a curated selection of beloved neighborhood restaurants, bars, and shops, indulging in delicious bites and sips along the way. As you stroll through this charming Orlando Main Street district, you'll uncover fascinating stories about its past — from its pineapple farming roots to its transformation into a thriving arts and food scene. With a mix of sweet, savory, and sippable delights, this tour offers the perfect way to experience one of Orlando's most unique neighborhoods. This activity costs \$160.

## WEDNESDAY, APRIL 15

7:00 - 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 - 11:00 AM

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7:00 - 11:00 AM

### **Vendor Space Open**

8:15 - 9:15 AM

### **Peer-to-Peer Roundtable Discussions**

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 - 9:45 AM

### **Networking Break**

Join us in Bonnet Creek Foyer to chat with fellow attendees, grab a bite to eat, and stretch your legs.

9:45 - 11:00 AM

### **Closing Session: Washington Update**

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.

**Jimi Grande**

Senior Vice President, Federal & Political Affairs  
NAMIC