



**1993 Spring Meeting
Buena Vista Palace
Walt Disney World Village
Lake Buena Vista, Florida
April 18 -20, 1993**

SCEA

Southeastern Claim Executives Association

President's Message

As SCEA President, and on behalf of the Officers and Board Members, I cordially invite you to the 37th Annual Meeting. This 1993 Edition should prove to be one of the most informative and exciting to date. The educational and social programs have been arranged carefully to maximize your involvement.

We will meet at the Buena Vista Palace in Orlando, Florida. This is an excellent facility with an ideal location.

You are the essential element to the continued success of this organization. We have a respected reputation for professionalism and integrity. This has been accomplished through our membership and invited guests over the years. I trust your schedule will permit you to attend.

I look forward to seeing you in April.

Charles E. Lanphear
President

SOUTHEASTERN CLAIM EXECUTIVES ASSOCIATION 1993 Spring Meeting Itinerary April 18 - 21, 1993

Sunday, April 18

3:00 P.M. - 5:00 P.M. Registration: Cloister Lobby 1

6:00 P.M. - 7:00 P.M. President's Reception - Poolside

Monday, April 19

7:30 A.M. - 9:00 A.M. Officers and Directors
Breakfast Meeting - Captain Room

8:00 A.M. - 9:00 A.M. Continental Breakfast - Hampton Court Assembly

9:00 A.M. General Session - Crown Hall

Call To Order -

Welcome - Charles Lanphear, SCEA President

Announcements: William H. Dibble, SCEA Treasurer
Vernon Murray, SCEA Secretary

Program - G. Frank Leonard, SCEA Vice-President

9:15 A.M. "Tort Reform"

Attorney Paul Butler
Butler & Burnette, P.A.
Tampa, Florida

10:00 A.M. Break

10:15 A.M. "Sexual Harassment"
 Lydia Warren, Staff Attorney
 Southern Farm Bureau Casualty Insurance Company
 Ridgeland, Mississippi

11:00 "How Disney Handles Risk Management and Customer Service"
 Bill Dammes, Guest Claims Manager
 Walt Disney

11:45 A.M. - 12:00 Noon Questions and Answers

1:00 P.M. - 4:00 P.M. Tennis Tournament (Tennis Courts on Property)

7:00 P.M. - 10:00 P.M. Dinner and Dance - Poolside

Tuesday - April 20

7:30 A.M. - 9:00 A.M. Members Breakfast Meeting - Captain Room

8:00 A.M. - 9:00 A.M. Continental Breakfast - Hampton Court Assembly

9:00 A.M. - 12:00 Noon General Session - England Room
 Program Continues
 "Hedonic Damages"
 Attorney Greg Copeland
 Jackson, Mississippi

9:45 A.M. Break

10:00 A.M. "How Insurance Companies Performed Handling Hurricane Andrew
 And Areas They Can Improve In"
 Herb Clark, Chief of Staff
 Florida Department of Insurance Representative

10:45 A.M. "Medical Management of Catastrophic Injuries"
 Lou Papastrat
 American Reinsurance

11:30 A.M. - 12:00 Noon Questions and Answers

1:00 P.M. Golf Tournament - Palm Course

~~6:00~~^{7:00} P.M. - ~~7:30~~^{8:00} P.M. Reception - Hampton Court

~~7:30~~^{8:00} P.M. - 10:00 P.M. Dinner/Awards Meeting - Ireland Room

Wednesday, April 21

8:00 A.M. - 10:30 A.M. New Officers and Directors Meeting

8:00 A.M. - 10:00 A.M. Breakfast - Devon Room