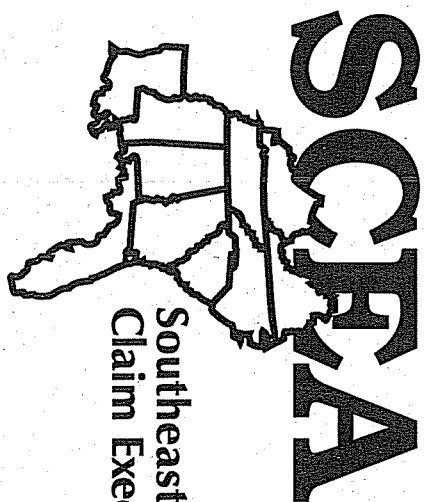


Southwestern Claim Executives Association

SCHOLARSHIP PROGRAM RECIPIENTS

Recipient/Member	Recipient / Member
<i>1985</i>	<i>1992</i>
Rhonda Pitts / S.J. Pitts	Kenneth Criswell / Larry Criswell
Douglas Roach / Richard Roach	Staci Lee / Lamar Lee
<i>1986</i>	Jennifer Pogachnik / Robert Pogachnik
Gregory Carlisle / Sid Furr	<i>1993</i>
Kathleen O'Connell / Brendon O'Connell	George Casale / George Casale
<i>1987</i>	Blair Evans / Barbara Evans
Robert Edwards / Bill Edwards	Kenneth O'Donnell / Kevin O'Donnell
Clay Venable / Charlie Venable	<i>1994</i>
<i>1988</i>	Glen Criswell / Larry Criswell
Robert Edwards / Bill Edwards	Brad Deiner / Jay Deiner
Francis Timmons III / Mac Timmons	Blair Evans / Barbara Evans
<i>1989</i>	<i>1995</i>
Brendan O'Connell / Brendan O'Connell	Kenneth Criswell / Larry Criswell
Edward Timmons / Mac Timmons	Glen Criswell / Larry Criswell
<i>1990</i>	Brad Deiner / Jay Deiner
Kathryn Serrao / Robert Serrao	Adrienne Lynch / William Lynch
Edward Timmons / Mac Timmons	<i>1996</i>
<i>1991</i>	Michael Brinkley / Gary Brinkley
Danielle Canepa / Domenic Canepa	Nicole Deiner / Jay Deiner
John Mullen / John Mullen	Brad Deiner / Jay Deiner
	Adrienne Lynch / William Lynch

Scholarships administered by The Citizen's Scholarship Foundation of America, St. Peter, MN.



Southwestern
Claim Executives Association

When does outsourcing
claims services make sense?

1996 Spring Conference

The Don Cesar Beach Resort & Spa
St. Pete Beach, Florida
April 21-24, 1996

SCEA OFFICERS

Vernon Murray, President
Tennessee Farmers Mutual Insurance Co.

Robert J. Kearns, Treasurer

Joe B. Brakebill, CPCU, Secretary
Southern General Insurance Company

Sunday, April 21

3:00 - 5:00 p.m. Registration Lobby
7:00 - 8:30 p.m. President's Reception North Terrace

Σ 110

Monday, April 22

7:30 - 9:00 a.m. Officers Breakfast Boardroom 1
7:30 - 9:00 a.m. Members & Guests Continental Breakfast Ballroom Arcade

9:00 - 9:15 a.m. General Session Grand Ballroom
Call to Order & Welcome
— SCEA President, Vernon Murray

Announcements
— SCEA Treasurer, Robert J. Kearns
— SCEA Secretary, Joe Brakebill
Program

9:15 - 10:15 a.m. "Recent Developments in Florida Tort and Insurance Law"

— Jeff Fuller, Attorney at Law, Williams, Brassfield, Wertz, Fuller, Goldman, Freeman, Lovell
— Scott Brassfield, Attorney at Law, Williams, Brassfield, Wertz, Fuller, Goldman, Freeman, Lovell

10:15 - 10:30 a.m. Break

"Quality of Claims Adjusting"
— Joseph P. Sommer, Executive Director, The Insurance Institute

12:30 p.m. Golf Tournament - Isle Del Sol Golf Club
— Steve Dionisio, Activity Chairman

2:30 - 4:30
Dinner and Dance → Pavilion
5:30 - 8:00

Tuesday, April 23

7:30 - 9:00 a.m. Membership Breakfast
7:30 - 9:00 a.m. Members & Guests Continental Breakfast Ballroom Arcade

9:00 - 9:45 a.m.

"Competing with the Injury Claim Industry"
— Bruce W. Randall, President and CEO, Qestrel Claims Management, Inc.
— Gail Simpson, PhD, Executive Vice President/ Co-Founder, The Qestrel Companies

9:45 - 10:00 a.m. Break

10:00 - 10:45 a.m.

"Revolutionizing the Claim Process with Telecommunications, EDI and Vendor Networks"
— Jon McNeill, Vice President/General Manager, First Notice Systems, Inc.

10:45 - 11:15 a.m. Questions and Answers

1:00 p.m. Tennis Tournament

6:00 - 7:30 p.m. Reception

7:00 - 11:00 p.m. Dinner/Awards Meeting

King Charles

Wednesday, April 24

7:30 - 9:00 a.m. New Officers and Directors Meeting

Boardroom 1

De/Prade
King Charles
S 9:15