

**ATLANTIC CLAIM
EXECUTIVES ASSOCIATION
SPRING CONFERENCE**

**APRIL 19-21, 2015
SANIBEL HARBOUR MARRIOTT
RESORT & SPA
FORT MEYERS, FLORIDA**



**Atlantic Claim Executives Association
Spring 2015**

Objectives of the Association

To maintain an association of property/casualty companies and corporate self-insurer claims executives whose companies are domiciled in or having as their area of responsibility, designated Atlantic coast and southeastern states.

To maintain a professional forum for the exchange of information concerning matters of mutual interest.

To promote harmony, cooperation, and cordial business relations among the members.

To encourage proper claims handling.

To discourage false or fraudulent claims.

To expose dishonest, unscrupulous or unethical practices by whomever committed.

To increase the efficiency and knowledge of members and their company claim departments.

Executive Committee

President	Vice President	Treasurer/ Secretary
Jack Stewart (2016)	Todd Childers (2017)	Ross Poole (2019)
Assurant Specialty Property 133 Forty Love Point Chapin, SC 29036 803-781-3039	NC Farm Bureau Mutual Ins. Co. 5301 Glenwood Avenue Raleigh, NC 27612 919-782-1705	NC Farm Bureau Mutual Ins. Co. 5301 Glenwood Avenue Raleigh, NC 27612 919-782-1705
President@atlanticclaimexecutives.com	VicePresident@atlanticclaimexecutives.com	Secretary@atlanticclaimexecutives.com

Directors

Dennis Gowen (Past President - 2015) - Swiss Re
Samuel Crisalli (2016) - Dryden Mutual Insurance
Company
Floyd Sibley (2016) - The Gray Insurance Company
Bill Paccione (2017) - General Re Corp
Todd Frazier (2017) - NC Farm Bureau Mutual
Insurance Company

Conference Agenda



Island Boardroom

Sunday, April 19

5:00 PM – 7:00 PM

President's Reception

Location

Island

Monday, April 20

7:00 AM – 8:30 AM

Booth Set Up for Sponsors

Queen Palm

7:30 AM – 9:00 AM

Executive Committee Breakfast Meeting

Azalea

8:00 AM – 9:00 AM

Attendees & Guests Continental Breakfast

Palm Veranda

9:00 AM – 9:10 AM

President's Welcome

Queen Palm

9:10 AM – 10:00 AM

21st Century Verdict Trends
Clint Cox, Fee, Smith, Sharp & Vitullo

10:00 AM – 10:50 AM

Claims Magazine 2014 Salary Survey

Patricia Harman, Claims Magazine Break

10:50 AM – 11:15 AM

Towers Study on Most Effective Way to Improve Claims Outcomes

11:15 AM – 11:45 AM

Patricia Harman, Claims Magazine Open / Networking

11:45 PM – 6:00 PM

Golf Outing

Dunes Golf Club

1:00 PM – 6:00 PM

6:00 PM – 7:00 PM

Reception

Island

Tuesday, April 21

8:00 AM – 9:00 AM	Members Meeting and Breakfast Attendees (Non-Members) & Guests Continental Breakfast	Azalea Palm Veranda
9:10 AM – 10:00 AM	Trends in Auto Claims: What's Driving Fewer But More Expensive Repairs Susanna Gotsch, CCC Information Services	Queen Palm
10:00 AM – 10:50 AM	Analytics in Subrogation Jim Tantillo, EXL Trumbull	
10:50 AM – 11:15 AM	Break	
11:15 AM – 12:00 PM	Standards and Accountable Care in Casualty Claims Michele Hibbert - Iacobacci, Mitchell International	
12:00 PM – 12:30 PM	Officers Swearing In Ceremony, President Service Award and Scholarship Recipients Announcement	
12:30 PM – 6:00 PM	Open / Networking	
12:30 PM – 1:30 PM	Executive Committee Lunch Meeting	Azalea
6:00 PM – 8:30 PM	Dinner Cruise	Sanibel Princess Dock

Speakers



Sanibel Tower

Clint Cox



Clint Cox lives in Dallas, Texas and has been married to Heather Cox for almost 20 years. They have three children under seven years old and a fourth child due in May. When Clint is not changing diapers, he is a catastrophic injury and commercial litigation/trial attorney, which he says is "...sometimes much like changing diapers." Clint is a

licensed attorney in Texas, Oklahoma and Arkansas. He is proud to have served 8 years in the United States Air Force, including service during the first Gulf War and Bosnian Conflict.

Patricia Harman



Patricia Harman is the editor-in-chief of *Claims* magazine and a contributing editor to the PropertyCasualty360.com channel. Previously, she spent more than 18 years covering the disaster restoration industry as the editor-in-chief of a monthly magazine. She has covered events such as the clean-up

efforts after 9-11, Hurricane Katrina, the Nashville flooding in 2010, and Hurricane Sandy in 2012. A multi-award-winning editor and writer, her articles have appeared in more than two dozen publications.

Patti also has extensive experience in communications, crisis management and standards development and is a frequent presenter at industry events.

She has more than 30 years of experience in the non-profit and trade association arenas, working at the local and national levels for several associations, and for an international franchise organization. In addition to teaching college courses on magazine, news and feature writing, Patti has also edited five books – including one which made the *New York Times Best Seller List*. The most recent book, *Swoop & Squat*, takes a look at the world of insurance fraud investigation. She is a member of the Society of Professional Journalists and the National Press Club.

Susanna Gotsch



Susanna Gotsch is Director, Industry Analyst at CCC Information Services Inc. She has been with CCC since July of 1992. Susanna brings twenty-plus years of experience within the automotive claims industry as Director, Industry Analyst. She has authored *The Crash Course*, CCC's annual publication on trends impacting collision repair and total loss costs

since 1995. This publication has become a key resource for the industry in understanding how broader trends within the economy, new and used vehicle market places, and collision industry are impacting auto claim frequency and costs. Ms. Gotsch also leads the creation and on-going development of CCC's industry-leading data warehouse and reporting products.

Ms. Gotsch received a B.A. from St. Olaf College in 1989. She also has an M.A. from Indiana University.

Jim Tantillo



Jim Tantillo is a Senior Manager at EXL Services Holdings, where he is responsible for New Business Development as well as Account Management activities. He works closely with new product innovation and is active in the industry helping understand current challenges and looking at new ways to address them.

Jim graduated from the University of Connecticut with BA in English in 1996. Prior to joining EXL in 2011, Jim worked at The Hartford and Trumbull Services. Jim has focused much of his career in the area of subrogation, helping the company introduce new technology and services to the marketplace, as well as focusing on business practices and client relations.

Jim is a Connecticut native and lives in the Nutmeg State with his wife, 3 sons and a small flock of pigeons. He enjoys coaching multiple baseball teams, serving on the Little League board and on his town's Water Pollution Control Authority.

Michele Hibbert-Iacobacci



Michele A. Iacobacci,
CMCO, CCS-P
*Vice President, Information
Management and Support
Mitchell Casualty Solutions*

As Vice President,
Information Management
and Support for Mitchell's
Casualty Solutions, her
responsibilities include

managing Health Information Management, Regulatory Compliance, Medical Review Services and Litigation Support. Ms. Iacobacci is credited with the best practice design of the most widely used medical bill review application in the property and casualty industry. For the past 30 years, her focus has been collaborating with major casualty insurers in implementing objective bill review systems as a trusted advisor. She works with industry leaders in claims organizations to apply industry standardization and promote best practices. She is a Certified Clinical Coding Specialist (CCS-P), Certified Medical Compliance Officer (CMCO) a member of the American Health Information Management Association and California Health Information Management Associations. Ms. Iacobacci is currently on the editorial board for ICD-10 Monitor, and Technical and Business Advisory Board for FAIRHealth. She works extensively with regulators, legislatures, industry trade groups like PCIA providing information in casualty medical bill review. ART program from Prince George's College, Largo, Maryland, Health Information Management. Ms. Iacobacci has authored numerous articles in claims trade magazines and health publications on claims, education, coding and insurance fraud.

Attendees



Front Desk

Guests noted in italics beneath attendee.

Attendee List

Name	Company
William Gaydos <i>Steve Schmitt</i>	Advanced Claims Concepts
Paul Bellisario	Allmark Services Inc.
James (Jim) Beckley <i>Karen Beckley</i>	American Agriculture Insurance Company
Constance Woods	American Southern Insurance Company
Ricky Christian	Assurant Specialty Property
Jack Stewart <i>Pam Stewart</i>	Assurant Specialty Property
John Bond Atkinson <i>Susan Atkinson</i>	Atkinson & Brownwell, P.A.
Scott Jurek	Berkley Southeast Insurance Group
Carl Dunn <i>Jacqui Dunn</i>	Canal Insurance Co
Susanna Gotsch	CCC Information Services Inc
Michael Hale	Claim Professional Liability Insurance Company
Patricia Harman	Claims Magazine
Tom Tracey <i>Rita Tracey</i>	Country Financial
Lawrence Haussman	Crawford & Company
Mike Reed <i>Leigh Reed</i>	Custard Insurance Adjusters
Bruno Vogt <i>Martha Vogt</i>	Custard Insurance Adjusters
Joe Wiggins <i>Debbie Wiggins</i>	Custard Insurance Adjusters Inc.
Samuel Crisalli <i>Susan Crisalli</i>	Dryden Mutual Insurance Company
Jim Tantillo	ECL Trumbull Services
Deborah Dowd	EFI Global
Clint Cox, IV	Fee, Smith, Sharp & Vitullo LLP
Stephen G Ciurczak	
Alan Young	Fort Orange Claim Service Inc
Ben Pugh	Franco Signor, LLC
William Paccione	General Re Corp
Robert Darroch	Goodman McGuffey Lindsey & Johnson

Attendee List Continued

Name	Company
Brett A. Smith, Esq.	Goodman McGuffey Lindsey & Johnson
Vicki Changet	Infinity Insurance
Joyce Slawiak	Infinity Insurance
John Moylan	Insurance Auto Auctions
Don Lederer	Johns Eastern Company
Chrissie Kostyk	Keais Records Retrieval
George Bates	Kentucky Farm Bureau Mutual Insurance Company
Robert Payne	Kentucky Farm Bureau Mutual Insurance Company
Susan Levy	Levy & Pruett
Jeffrey Katz	Maiden Re LLC
Michele Hibbert-Iacobacci <i>Chris Tidball</i>	Mitchell International
Timothy Iannuzzi <i>Sharon Iannuzzi</i>	North American Claims Specialist
Todd Childers <i>Missy Childers</i>	North Carolina Farm Bureau Mutual Insurance Company
Todd Frazier <i>Sherri Frazier</i>	North Carolina Farm Bureau Mutual Insurance Company
Ross Poole <i>Mary Hope Poole</i>	North Carolina Farm Bureau Mutual Insurance Company
Stewart Stephens	North Carolina Farm Bureau Mutual Insurance Company
Diane Starbuck	Northern Neck Insurance Company
Tim Trueworthy	NYCM Insurance
Jay Deiner <i>Sylvia Deiner</i>	Ormond Re Group
James Bumbera	PCS
Jim Pelstring <i>Judy A. Pelstring</i>	Pelstring Mediations
Wayne Erwin <i>Becky Erwin</i>	Schafer, Wood & Associates
William Sharpe	Tenco Services Inc.
Michelle Burns	Tennessee Farmers Mutual Insurance Company

Attendees List Continued

Name	Company
Clay Willmore <i>Tammy Willmore</i>	Tennessee Farmers Mutual Insurance Company
Floyd Sibley <i>Lynette Sibley</i>	The Gray Insurance Company
Mark Taylor	The Gray Insurance Company
Gregory Kummerlen	Wiederhold, Moses, Kummerlen & Waronicki, P.A.
John Wiederhold <i>Pat Wiederhold</i>	Wiederhold, Moses, Kummerlen & Waronicki, P.A.

Sponsors

Platinum Level

Fort Orange Claim Service Inc.

Stephen G Ciurczak

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**HISCOCK
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Bronze Level

Allmark Services Inc.

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Sponsors Continued

Bronze Level Continued

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Case Management • Legal Nurse Consulting

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Tenco Services Inc.

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Association Membership

Name	Company	Affiliation
Dana Camp	Retired	Life Member
Hale Campbell	Retired	Life Member
Jack Carpenter	Retired	Life Member
Larry Criswell	Retired	Life Member
Bill Dammes	Retired	Life Member
Bill Dibble	Retired	Life Member
Carl Dunn	Retired	Life Member
Wayne Erwin	Retired	Life Member
Michael Fisher	Retired	Life Member
David Glover	Retired	Life Member
Frank Leonard	Retired	Life Member
Owen Sauer	Retired	Life Member
Joyce Slawiak	Retired	Life Member
Mac Timmons	Retired	Life Member
James (Jim) Beckley	American Agriculture Ins. Co.	Member
Brian Haurylak	American Southern Ins. Co.	Member
Jack Stewart	Assurant Specialty Property Berkley Southeast Ins. Group	Member
Scott Jurek	Claim Professional Liability Ins. Co.	Member
Michael Hale	Country Financial	Member
Tom Tracey	Dryden Mutual Ins. Co.	Member
Samuel Crisalli	General Re Corp	Member
Bobby Holton	GAFB Mutual Ins. Co.	Member
Anthony Smarrelli	Infinity Insurance	Member
Bob Warner	LAFB Mutual Ins. Co.	Member
Jeffrey Katz	Maiden Re LLC	Member
Joseph Meagher	MiddleOak	Member
Jim Rowles	MSFB Casualty Ins. Co.	Member
Bryan Crook	NCFB Mutual Ins. Co.	Member
J. Steven Lee	NC League of Municipalities	Member
Tim Trueworthy	NYCM Insurance	Member

Association Membership Continued

Name	Company	Affiliataion
Jay Deiner	Ormond Re Group	Member
Baxter Jones	Southern Farm Bureau Casualty Ins. Co.	Member
Dennis Gowen	Swiss Re	Member
Mark Taylor	The Gray Ins. Co.	Member
Rick Mattox	VAFB Mutual Ins. Co.	Member
Constance Woods	American Southern Ins. Co.	Associate Member
Ricky Christian	Assurant Specialty Property Claim Professional Liability Ins. Co.	Associate Member
Harvey Lightstone	Ins. Co.	Associate Member
Steve Newbold	Country Financial	Associate Member
Mike Reed	Custard Insurance Adjusters	Associate Member
Bruno Vogt	Custard Insurance Adjusters	Associate Member
Vicki Changet	Infinity Insurance	Associate Member
Karen Perdue	KYFB Mutual Ins. Co	Associate Member
David Whitsett	KYFB Mutual Ins. Co	Associate Member
Todd Childers	NCFB Mutual Ins. Co.	Associate Member
Todd Frazier	NCFB Mutual Ins. Co.	Associate Member
Mike Meyer	NCFB Mutual Ins. Co.	Associate Member
Ross Poole	NCFB Mutual Ins. Co.	Associate Member
Tim Stephens	NCFB Mutual Ins. Co.	Associate Member
William Wilson	NC League of Municipalities	Associate Member
Eddie Ables	TN Farmers Mutual Ins. Co.	Associate Member
Terry Brewer	TN Farmers Mutual Ins. Co.	Associate Member
Michelle Burns	TN Farmers Mutual Ins. Co.	Associate Member
David Henson	TN Farmers Mutual Ins. Co.	Associate Member
Rick McDonald	TN Farmers Mutual Ins. Co.	Associate Member
Amy Richardson	TN Farmers Mutual Ins. Co.	Associate Member
Clay Willmore	TN Farmers Mutual Ins. Co.	Associate Member
Floyd Sibley	The Gray Ins. Co.	Associate Member
George Bates	KYFB Mutual Ins. Co	Pending Approval
Robert Payne	KYFB Mutual Ins. Co	Pending Approval

Future Conferences

October 18-20, 2015	The Grove Park Inn Omni Resorts Asheville, NC	Members Only
April 10-12, 2016	Hawks Cay Florida Keys Resorts Key Largo, FL	Members and Non- Members
October 9-11, 2016	Omni Hilton Head Oceanfront Resort Hilton Head, SC	Members Only

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