

ATLANTIC CLAIM
EXECUTIVES ASSOCIATION
FALL CONFERENCE
OCTOBER 18 - 20, 2015
THE OMNI GROVE PARK INN
ASHEVILLE, NORTH CAROLINA

Atlantic Claim Executives Association
Fall 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

Todd Childers
(2017)
NC Farm Bureau
Mutual Ins. Co.
5301 Glenwood
Avenue
Raleigh, NC
27612
919-782-1705
President@atlanticclaimexecutive.com

Vice President/ Treasurer

Ross Poole
(2019)
NC Farm Bureau
Mutual Ins. Co.
5301 Glenwood
Avenue
Raleigh, NC
27612
919-782-1705
VicePresident@atlanticclaimexecutives.com

Secretary

Constance Woods
American
Southern
Insurance Co.
3715 Northside
Pkwy, 400-8
Atlanta, GA 30327
404-324-4122
Secretary@atlanticclaimexecutives.com

Directors

Jack Stewart (Past President - ____) - Assurant Specialty
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



Sunday, October 18

3:00 PM – 4:30 PM Registration
6:00 PM – 8:00 PM President's Reception

Location

Great Hall
Vanderbilt
Terrace

Monday, October 19

7:00 AM – 9:00 AM	Members & Guests Breakfast Buffet	Laurel FGJ
7:30 AM – 9:00 AM**	Executive Committee Breakfast Meeting	Rhododendron MN
9:00 AM – 9:15 AM	President's Welcome	Heritage C
9:15 AM – 10:30 AM	Catastrophe Management Panel Discussion	
10:30 AM – 10:45 AM	Break	
10:45 AM – 11:30 AM	The Top Ten Things Every Claims Executive Should Know About New York - Ed Flink	
11:30 AM – 12:15 PM	Handling Claims with Coverage Issues – John Atkinson	
12:30 PM – 1:30 PM	Lunch	Laurel FGJ
1:30 PM – 2:30 PM	Driverless Cars (IIHS) – Kim Hazelbaker	Heritage C
2:30 PM – 2:45 PM	Break	
2:45 PM – 3:45 PM	Make Workplace Wellness Work for You – Jennifer Arnold and Andrea Galloway Smith	
3:45 PM – 4:00 PM	Beyond SMART and the MSP Compliance Future – Ben Pugh	
5:00 PM – 6:00 PM	Reception	Vanderbilt Terrace

Tuesday, October 20

7:00 AM – 9:00 AM	Guest Breakfast Buffet	Laurel HJ
7:30 AM – 9:00 AM**	Members Breakfast Meeting	Laurel FG
9:00 AM – 10:00 AM	Business Recovery Panel Discussion	Heritage C
10:00 AM – 10:15 AM	Break	
10:150 AM – 11:00 AM	21 st Century Verdict Trends – Clint Cox	
11:00 AM – 11:45 AM	2015 National Litigation Management Study – Steve Schumacher	
11:45 AM – 12:00 PM	Adjourn	

**** Breakfast buffet on Monday and Tuesday available for all
registered attendees beginning at 7:00 AM**

Speakers



Jennifer Arnold, MS, RD/LDN



Jennifer is a Registered Dietitian with over 11 years of experience advising employers of all sizes and industries in worksite wellness. She's been with BCBSNC 7 years and manages a team of Health Promotion Specialists who provide expertise to employer groups on building successful wellness programs. Jennifer's goal is to help employer's create measureable worksite

wellness programs that inspire employees to live healthier lives.

John Bond Atkinson



John Atkinson received his B.A. in History from the University of Pennsylvania in 1972 and his J.D. from the University of Miami School of Law in 1975. In 1976, John was commissioned as Lieutenant in the United States Marine Corps and has served continuously as a Judge Advocate, both on active duty and in a reserve status up until his retirement in June 2006. In July 2004, John left the

Rumberger firm with Ms. Rebecca Brownell to form Atkinson & Brownell, P.A. His practice includes all phases of insurance litigation, including defense of catastrophic injury and death cases, coverage, bad faith, excess, umbrella and reinsurance claims, construction defect, premises liability and products liability. In 2004 – 2012, John was recognized by The South Florida Legal Guide as one of the “top insurance defense lawyers” in South Florida. John was named Super Lawyer in Florida and Nationally in 2010 – 2014.

Clint Cox



Clint Cox lives in Dallas, Texas and has been married to Heather Cox for almost 20 years. They have four children under seven years old. 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.

Edward B. Flink



Edward B. Flink is a founding member of Flink Smith Law LLC and has practiced law for close to 40 years.

Throughout his career, Ed has represented individuals and entities in commercial, employment, insurance, corporate and personal injury matters. Ed has successfully resolved thousands of cases for his clients, taking dozens of verdicts in both state and federal court. Ed has also been heavily involved with Insurance Coverage matters. By virtue of his success at trial for accident victims, Ed is now a member of the Million Dollar Advocates and Multi-Million Dollar Advocates. He is also recognized as a Super Lawyer in Insurance Coverage and Personal Injury Litigation, as both defense and plaintiffs' counsel. Ed was admitted to the New York State Bar in 1977. He has long history of service to the community and the bar, serving as an officer and member of board of directors for various local community organizations and charities, as well as various local bar associations and, in particular, the NYSBA. Ed presently divides his time between the firm's Capital District and Lake Placid offices, handling cases throughout New York State. He remains engaged in the firm's management team, helping steer the firm in its consistent growth. When not working, Ed enjoys reading, exercise, travel and golf, and spending time with his wife of 40 years, Ellen, and their three children, Aaron, Rachel and Rebecca, and their growing families.

Andrea Galloway Smith



Andrea Galloway Smith has 5 years of experience in worksite wellness. She received her Master's of Science at the University of West Florida in Community Health Education and her Bachelor's degree in Health Promotion and Exercise Science at Appalachian State University. She holds two nationally acclaimed wellness certifications – Certified Health Education

Specialist and Certified Worksite Wellness Specialist. As a Client Program manager for Blue Cross Blue Shield of NC she has experienced firsthand what works and doesn't work in wellness. She believes the best wellness program is not cookie cutter but based on individual company culture. When she is not working, Andrea enjoys running marathons and traveling. Her passion for wellness transcends into her work - helping you give your best today, to be the greatest tomorrow.

Kim Hazelbaker



The Highway Loss Data Institute (HLDI) is a private nonprofit organization that gathers, processes, and publishes insurance data concerned with the human and economic losses associated with owning and operating motor vehicles. The HLDI database

currently holds the insurance records of more than 150 million individual vehicles. As Senior Vice President Mr. Hazelbaker has a leadership role in all aspects of HLDI's mission. Mr. Hazelbaker has been with HLDI for twenty-three years, initially joining as Director of Statistical Analysis.

Prior to coming to HLDI, Mr. Hazelbaker worked in a diplomatic capacity as statistical advisor to the Kingdom of Saudi Arabia in Riyadh, Saudi Arabia. He has held technical and management positions with the Bureau of the Census and the Bureau of Labor Statistics. Mr. Hazelbaker holds a masters degree in economics and statistics and a bachelors in business from the University of Missouri.

Steve Schumacher



As President of Keais, Steve Schumacher brings more than 22 years of sales and executive management experience to Keais, expanding and scaling emerging companies. Since joining Keais in 2006, Steve has played a key role in the overall vision and mission of the company. By creating cost-savings programs and

partnerships with some of the largest insurance carriers nationwide, he has steadily grown Keais into one of the largest records retrieval companies in the United States. His team is responsible for positioning Keais' growth strategy, cultivating opportunities in new and existing customer markets and growing Keais' services nationally, as Keais establishes itself as the No. 1 records retrieval company in the US. Steve is also involved in all operational and technology enhancements as the voice of the client. Steve spent fourteen years at Enterprise Rent-A-Car, where he led numerous successful regional and district turnarounds. He developed strategy for all facets of the business: sales, marketing, training, recruiting and operational improvements. Steve graduated from Marquette University with a BS in Economics and received his MBA from Lake Forest Graduate School of Management.

Attendees



Guests noted in italics beneath attendee.

Name	Company
Jennifer Arnold	BCBSNC
John Bond Atkinson	
<i>Krystina Jiron</i>	Atkinson & Brownell
Darren Balentine	CNC Catastrophe and National Claims
Doug Baxter	Richardson Plowden
Jim Beckley	American Agriculture Insurance Co.
Aaron Brown	Authentic3D
Michelle Burns	Tennessee Farmers Mutual Insurance Company
Marie Cheung-Truslow	Insurance Subrogation Group
Todd Childers	North Carolina Farm Bureau Mutual Insurance Co.
<i>Missy Childers</i>	
Ricky Christian	
<i>Gloria Christian</i>	Assurant Specialty Property
Allan Cornfoot	BrightClaim
Clint Cox	Fee Smith Sharp & Vitullo LLP
David Creech	
<i>Laura Creech</i>	Harris, Creech, Ward & Blackerby PA
Samuel Crisalli	
<i>Susan Crisalli</i>	Dryden Mutual Insurance Company

Name	Company
Bryan Crook <i>Donna Crook</i>	North Carolina Farm Bureau Mutual Insurance Co.
Jay Deiner <i>Sylvia Deiner</i>	Ormond Re Group
Bill Dibble <i>Chris Dibble</i>	Infinity Insurance
Pam Dodd	Insurance Auto Auctions
Carl Dunn <i>Jacqui Dunn</i>	Canal Insurance Co.
Ed Flink <i>Ellen Flink</i>	Flink Smith Law LLC
Liz Gale	North Carolina Farm Bureau Mutual Insurance Co.
Andrea Galloway Smith	BCBSNC
Bill Gaydos	Advanced Claims Concepts
Dennis Gowen	Swiss Re
Paul Hathaway	EPS Settlement
Brian Haurylak	American Southern Insurance Company
Kim Hazelbaker	Highway Loss Data Institute
John Holden	Dickie, McCamey & Chilcote, P.C.
Baxter Jones <i>Denise Jones</i>	Southern Farm Bureau Casualty Insurance Company
Scott Jurek <i>Margaret Jurek</i>	Berkley Southeast Insurance Group
Chrissie Kostyk	Keais Records Retrieval
Jennifer Leo	CNC Catastrophe and National Claims
Susan Levy	Levy & Pruett
Jeff Loyd <i>Beth Loyd</i>	Auto Glass Service / Glass America
Speer Mabry <i>Judy Mabry</i>	Mabry & McClelland, LLP
Mike Meyer <i>Linda Meyer</i>	North Carolina Farm Bureau Mutual Insurance Co.
Bill Paccione	GenRe
Ross Poole <i>Mary Hope Poole</i>	North Carolina Farm Bureau Mutual Insurance Company
Lee Pruett	Levy & Pruett
Ben Pugh	Franco Signor LLC

Name	Company
Janna Read	Esquire Deposition Solutions, LLC
Mike Reed <i>Leigh Reed</i>	Custard Insurance Adjusters
Leesa Rice	Franco Signor LLC
Amy Richardson	Tennessee Farmers Mutual Insurance Company
Howard Rogers	BrightClaim
Jim Rowles <i>Rhonda Rowles</i>	Mississippi Farm Bureau Casualty Insurance Company
Steve Schumacher	Keais Records Retrieval
Floyd Sibley	The Gray Insurance Company
Jason Smith	Crawford & Company
Jack Stewart <i>Pam Stewart</i>	Assurant Specialty Property
Mark Taylor	The Gray Insurance Company
Tom Tracey <i>Rita Tracey</i>	Country Financial
Bud Trice	Crawford & Company
Bruno Vogt	Custard Insurance Adjusters
Bob Warner <i>Marce Warner</i>	BrightClaim
Joe Wiggins <i>Debbie Wiggins</i>	Custard Insurance Adjusters
Kari Williamson <i>Ken Williamson</i>	MKC Medical Management
Clay Willmore <i>Tammy Willmore</i>	Tennessee Farmers Mutual Insurance Company
Constance Woods	American Southern Insurance Company

Sponsors

Platinum Level

Franco Signor LLC

Ben Pugh

6404 Manatee Avenue W

Bradenton, FL 34209

205-901-1116

ben.pugh@francosignor.com



Gold Level

Dickie McCamey & Chilcote

Jeffrey T. Wiley

Two PPG Place, Ste. 400

Pittsburgh, PA 15222

412-392-5384

jwiley@dmclaw.com



Insurance Auto Auctions

Pam Dodd

708-492-7303

pdodd@iaai.com



Silver Level

Fort Orange Claim Service

Stephen G Ciurczak

PO Box 447

Clifton Park, NY 12065

914-755-5517

sgciurczak@focusadjusters.com



Custard Insurance Adjusters Inc.

Joe Wiggins

4875 Avalon Ridge Pkwy.

Norcross, GA 30071

770-368-3351

jwiggins@custard.com



Silver Level Continued

Flink Smith Law, LLC

Edward Flink
449 New Karner Road
Albany, NY 12205
518-786-1800
eflink@flinksmithlaw.com



Bronze Level

Mabry McClelland, LLP

Speer Mabry
2200 Century Pkwy, NE
Suite 1000
Atlanta, GA 30345
404-325-4800
smabry@m-mlegal.com



OnSource

Tim Schneider
150 Grossman Dr., Ste. 207
Braintree, MA
781-353-5184
jcass@onsourceonline.com



Authentic 3D

Aaron Brown
40701 Woodward Ave.
Suite 250
Bloomfield Hills, MI 48304
248-469-8809
tbambrick@authentic3d.com



EPS Settlements Group

Paul Hathaway
901 S. Oxford Road
Grosse Pointe, MI 48236
313-220-3816
Phathaway@epssg.com



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
William Paccione	GAFB Mutual Ins. Co.	Member
Bobby Holton	Infinity Insurance	Member
Anthony Smarrelli	LAFB Mutual Ins. Co.	Member
Bob Warner	Maiden Re LLC	Member
Jeffrey Katz	MiddleOak	Member
Joseph Meagher	MSFB Casualty Ins. Co.	Member
Jim Rowles	NCFB Mutual Ins. Co.	Member
Bryan Crook	NC League of Municipalities	Member
J. Steven Lee		

Association Membership Continued

Name	Company	Affiliation
Tim Trueworthy	NYCM Insurance	Member
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		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
Liz Gale	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	Associate Member
Robert Payne	KYFB Mutual Ins. Co	Associate Member

Future Conferences

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
April 2-4, 2017	Hammock Beach Palm Coast, FL	Members and Non- Members

Atlantic Claim Executives Association
Fall 2015