

ATLANTIC CLAIM EXECUTIVES ASSOCIATION SPRING CONFERENCE

APRIL 10 – 12, 2016
HAWKS CAY RESORT
DUCK KEY, FLORIDA



Atlantic Claim Executives Association
Spring 2016





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
Todd Childers (2017)	Ross Poole (2019)	Constance Woods
NC Farm Bureau Mutual Ins. Co.	NC Farm Bureau Mutual Ins. Co.	American Southern Insurance Co.
5301 Glenwood Avenue Raleigh, NC 27612 919-782-1705	5301 Glenwood Avenue Raleigh, NC 27612 919-782-1705	3715 Northside Pkwy, 400-8 Atlanta, GA 30327 404-324-4122
President@atlanticclaimexecutives.com	VicePresident@atlanticclaimexecutives.com	Secretary@atlanticclaimexecutives.com

Directors

Samuel Crisalli (2016) - Dryden Mutual Insurance Co.
Floyd Sibley (2016) - The Gray Insurance Company
Bill Paccione (2017) - General Re Corp
Todd Frazier (2017) - NC Farm Bureau
Ricky Christian (____) - Assurant Specialty

Conference Agenda



Sunday, April 10

3:00 PM – 4:30 PM
5:00 PM – 7:00 PM

Registration
President’s Reception

Location

Ballroom Foyer
Dolphin Deck

Monday, April 11

7:00 AM – 9:00 AM
7:30 AM – 9:00 AM
9:00 AM – 9:15 AM
9:15 AM – 10:00 A

Members & Guest Breakfast
Officers & Directors Meeting
President’s Welcome
“Impact of Mobile Technology
On Claims”
Tim Schneider, President –
OnSource

Dolphin Deck
Dolphin C
Overseas 3
Overseas 3

10:00 AM – 10:15 AM
10:15 AM – 11:00 AM

Break
“What’s New for You in MSP
Compliance”
Ben Pugh, Attorney
Franco Signor

Ballroom Foyer
Overseas 3

11:00 AM – 11:45 AM

“Claims Management BestPractices”
Bill Gaydos, Claims Director
Advanced Claims Concepts, Inc.

Overseas 3

11:45 PM – 12:00 PM

Closing Comments / Adjourn

Overseas 3

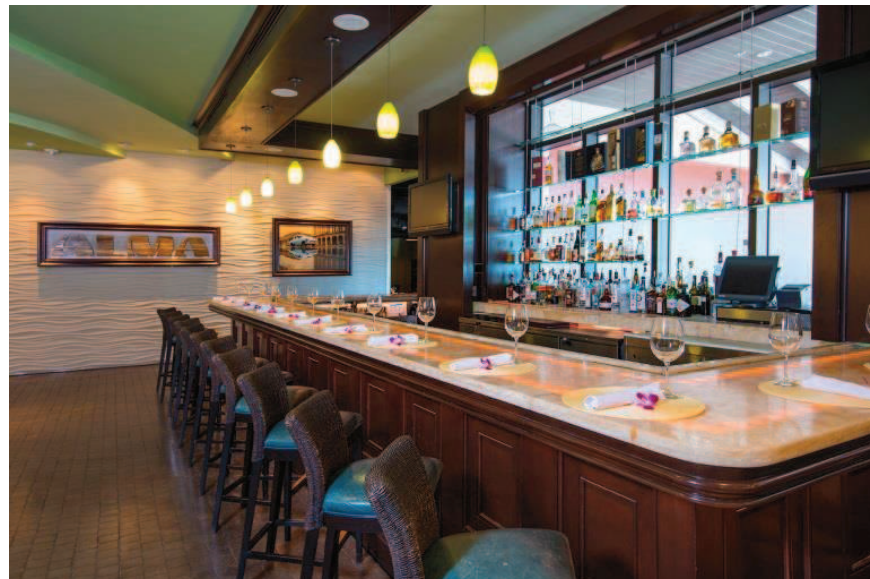
1:30 PM – 5:30 PM
6:00 PM – 8:00 PM

Fishing
Reception

Marathon Lady
Beach Grill

Tuesday, April 12

7:00 AM – 9:00 AM	Members and Guests Breakfast	Dolphin Deck
7:30 AM – 9:00 AM	Member Meeting	Dolphin C
9:00 AM – 9:10 AM	Opening Comments	Overseas 3
9:10 AM – 10:00 AM	“2016 – An Inflection Point” Susanna Gotsch, Director Industry Analyst CCC Information Services	Overseas 3
10:00 AM – 10:15 AM	Break	Ballroom Foyer
10:15 AM – 11:00 AM	“The Far Reaching Effects of the Affordable Care Act” Rick Wakefield JD, DC, PA International Healthcare Consultants	Overseas 3
11:00 AM – 11:45 AM	“Key Strategies, Components and Success of Pre-Suit Arbitration and Post-Suit Arbitration Through Mediation” Ed Hamilton, Attorney Goodman McGuffey Lindsey & Johnson, LLP Speer Mabry, Attorney Mabry McClelland, LLP	Overseas 3
11:45 AM – 12:00 PM	Closing Comments/Adjourn	Overseas 3
12:30 PM – 1:30 PM	Officers & Directors Lunch Meeting	Lagoon Deck
5:30 PM – 7:30 PM	Reception Officer & Director Installations Awards (Program begins at 6:15 PM)	Dolphin Deck



Conference Speakers

Tim Schneider



Tim Schneider, CEO of OnSource, is an active participant in the insurance industry from speaking at conferences, including the 2016 NAMIC Claims Conference, writing industry articles, and publishes regularly on his

LinkedIn Pulse blog. Prior to starting OnSource Tim worked for Cross Country Automotive Services as Vice President of Product Management. He also worked at Liberty Mutual within the IT department. Before Liberty Mutual, Tim was a co-founder of Blue Sun Multimedia, voted a Top 25 Web Design and Development Company by the Boston Business Journal in 2000. He is also the founder of Pro Survey Solutions, a successful market research company located in Kingston, MA. Tim earned his bachelor's degree in Communications from the University of Georgia.

Ben Pugh



Ben Pugh joined Franco Signor LLC in December, 2012 bringing decades of legal expertise, client relationships and MSP experience. Previously, Ben was a founding partner of Carr Allison in Birmingham and has been actively involved in the Medicare Secondary Payer industry since the beginning. He is a published author of numerous pieces concerning Medicare and its many nuances. In addition he has spoken around the country on Medicare. Ben is a graduate of the Cumberland School of Law and has completed 16 marathons including Boston, New York and Washington D.C.

William Gaydos



William commenced his insurance career in 1986 with Prudential Property and Casualty Insurance Company. In 1996, William was promoted to the Prudential Southern Region Claims Manager managing over sixty employees. William

managed first and third party auto claims, homeowner catastrophe and residential claims, homeowner liability claims, litigation claims, subrogation claims, and salvage claims. In 2000, William was presented with the Prudential Chairman's Award for Excellence for his work in developing and implementing Prudential's mobile catastrophe vehicle. In 2003 Prudential was purchased by Liberty Mutual Insurance Company and William continued as a Claims Manager; managing over eighty employees. He attended over two hundred catastrophe, pre-suit, and court ordered suit mediations and settled over three hundred appraisals during his tenure as a Claims Manager.

William currently is the Claims Director for Florence, Alabama based Advanced Claims Concepts. Advanced Claims Concepts completes field residential, commercial, catastrophe, appraisal, and mediation claims for their clients. Advanced Claims Concepts handles claims in the lower forty-eight states and Alaska.

William holds a Bachelor of Arts degree from Franklin and Marshall College. He is working toward his Juris Doctorate degree from Florida A&M University.

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.

Dr. Rick Wakefield



Dr. Rick Wakefield JD, DC, PA is the President and Founder of International Healthcare Consultants, Inc., an Independent Review Organization and forensic consulting firm specializing in matters involving healthcare, insurance, science, and law. Since 1984, he has been a lecturer, teacher, moderator, expert

witness, and consultant in the areas of medical billing and coding, fraud detection, injury causation, injury biomechanics and human factors, and interviewing and interrogation techniques.

Dr. Wakefield has a B.S. degree from the University of Florida and graduated from the Physician Assistant (PA) Program at the University of Florida. He did his PA Surgical Residency at the Yale University School of Medicine/Norwalk Hospital. He went to receive his Doctorate in Chiropractic degree from Life University and Juris Doctorate Law degree from John Marshall Law School. Dr. Wakefield has held faculty positions at Life University, Yale University and Emory University.

Ed Hamilton



After graduating from Charleston Southern University in 1982 with his B.S. in Biology, Ed Hamilton continued on to Mercer University where he earned his J. D. graduating Cum Laude, in 1988.

During his more than 28 years of practice, Ed has focused on the trial of civil cases at both the state and federal levels. Ed served as in house counsel for a national specialty retailer. It is here that he developed litigation processes and procedures which resulted in the early resolution of claims. Ed has worked extensively with insurers to provide counsel to decrease both pending case counts and indemnity dollars paid to third parties, resulting in substantial cost reduction and bottom-line savings. Most recently, he has used his knowledge and experience to open Dispute Resolution Alternatives, LLC, a law firm with offices in both Atlanta and Savannah, Georgia.

Ed served in the United States Navy from 1977-1980, and continues his dedication to the U.S. military by representing active-duty service members and their families on a pro bono basis. Ed is a member of the State Bar of Georgia, the Savannah Bar Association, Georgia Defense Lawyers Assn., the Assn. of Corporate Counsel, the National Retail and Restaurant Defense Assn. and CLM. Ed also enjoys spending his downtime with his twin granddaughters, Emma and Ella, who keep him on his toes at every turn.

E. Speer Mabry



E. Speer Mabry is the Senior Partner with Mabry & McClelland, LLP and practices in the State and Federal Courts in general corporate and business transactins, commercial litigation, products liability, personal injury, wills and estates, real estate, environmental, construction, motor carrier, transportation and insurance coverage and defense. He is also on the State

of Georgia Registry as one certified to handle early evaluation, mediation and arbitration and has an AV Peer Review rating by Martindale-Hubbell. He is a mediator/arbitrator with Henning Mediation & Arbitration Services, Inc. Speer graduated from the University of Georgia where he obtained his B.B.A. (majored in Finance) and LL.B. and was admitted to the State Bar of Georgia in 1958. He is a member of the Sandy Springs and Georgia Bar Associations, Lawyers Club of Atlanta, Old War Horse Lawyers Club, and Georgia Defense Lawyers Association. Speer served on active duty and in the U.S. Army Reserves for 30 years, retiring as a Colonel.

Attendees



Guests noted in italics beneath attendee.

Name	Company
Kris Andracic	Forcon International Corp.
John B. Atkinson	Atkinson & Brownell, P.A.
Courtney Bishop	IAA
Steve Brown	Brown Claims Management Group
Mary Katherine Brown	Brown Claims Management Group
Ken Bunn	
<i>Kerry Bunn</i>	Builders Mutual Insurance
Vicki Changet	Infinity Insurance
Todd Childers	
<i>Missy Childers</i>	North Carolina Farm Bureau
Ricky Christian	
<i>Gloria Christian</i>	Assurant
Wayne Cody	SCA Appraisal Company
Sam Crisalli	
<i>Susan Crisalli</i>	Dryden Mutual Insurance Co.
	Goodman, McGuffey, Lindsey & Johnson, LLP
Robert Darroch	

Jay Deiner <i>Sylvia Deiner</i>	Ormond Re Group, Inc.
James Elliott <i>Helen Elliott</i>	Richardson, Plowden & Robinson, P.A.
Chris Esposito <i>Heidi Esposito</i>	CCC Information Services
Bill Gaydos <i>Deanne Gaydos</i>	Advanced Claims Concepts
Dennis Gowen	SwissRe
Corey Graham	MMG Insurance Co.
Ed Hamilton <i>Geli Hamilton</i>	Dispute Resolution Alternatives LLC
Paul Hathaway <i>Debbie Hathway</i>	EPS Claims Settlements
Michael Hale	Claim Professional Liability Ins. Co.
Michele Hibbert- Iacobacci <i>Chris Tidball</i>	Mitchell International
Angie Hudson	International Healthcare Consultants
Jeff Katz	Maiden Reinsurance
Dan Klein	Cole Scott & Kissane, P.A.
Chrissie Kostyk	Keais Records Retrieval
Greg Kummerlen <i>Julia Kummerlen</i>	Wiederhold, Moses, Kummerlen & Waronicki, P.A.
Gary LaFond	T-Scan Corporation
Don Lederer <i>Dana Lederer</i>	Johns Eastern Company
Speer Mabry <i>Judy Mabry</i>	Mabry & McClelland, LLP
Jason Manns	Ameriprise Auto & Home Insurance
Rick Mattox <i>Debbi Mattox</i>	Virginia Farm Bureau
Bill Paccione	Gen Re
Ross Poole <i>Mary Hope Poole</i>	North Carolina Farm Bureau
Lee Pruett	Levy & Pruett
Ben Pugh	Franco Signor
Mike Reed <i>Leigh Reed</i>	Custard Insurance Adjusters
Tim Schneider	On Source

Steve Schumacher	Keais Records Retrieval
Floyd Sibley	The Gray Insurance Co.
J. Michael Skiba	INFORM
Joyce Slawiak	Infinity (Retired)
Jay Smith	
<i>Jodie Smith</i>	Flink Smith Law LLC
Jerry Smith	IAA
Jack Stewart	
<i>Pam Stewart</i>	Assurant Specialty Property
Eric Swanson	Patrons Insurance Co.
Mark Taylor	The Gray Insurance Co.
Susan Tidball	Execulinc
Tom Tracey	
<i>Rita Tracey</i>	Country Financial
Tim Trueworthy	NYCM Insurance
Bruno Vogt	
<i>Marti Vogt</i>	Custard Insurance Adjusters
Dr. Rick Wakefield	
<i>Rebecca Abernathy</i>	International Healthcare Consultants
John Wiederhold	Wiederhold, Moses, Kummerlen &
<i>Pat Wiederhold</i>	Waronicki, P.A.
Joe Wiggins	
<i>Debbie Wiggins</i>	Custard Insurance Adjusters
Clay Willmore	
<i>Tammy Willmore</i>	TN Farmers Mutual Ins. Co.
Constance Woods	
<i>Joe Woods</i>	American Southern Insurance Co.
Al Young	
<i>Francine Young</i>	FOCUS

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Claim Adjusters and Third Party Administrators

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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	Member
Scott Jurek	Berkley Southeast Ins. Group	Member
Michael Hale	Claim Professional Liability Ins. Co.	Member
Tom Tracey	Country Financial	Member
Samuel Crisalli	Dryden Mutual Ins. Co.	Member
William Paccione	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
Jim Callahan	Mutual Boiler Re	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	Country Financial	Associate Member
Steve Newbold	Custard Insurance Adjusters	Associate Member
Mike Reed	Custard Insurance Adjusters	Associate Member
Bruno Vogt	Infinity Insurance	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
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



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