

**Sunday, October 5, 2014**

3:00 – 5:00      **ACEA Executive Committee Meeting**

5:00 – 6:00      **Registration**

6:00 – 8:00      **President's Reception**  
(Cocktails and Light Hors d'oeuvres)

**Monday, October 6, 2014**

7:00 – 8:00      **Continental Breakfast**

8:00 – 8:15      **Opening Remarks**

8:15 – 9:15      **Developing Claim Supervisors and Managers**  
Carl Van, International Insurance Institute, Inc.

9:15 – 10:15      **Current Trends and Issues in Auto Physical Damage Claims**  
Tom Feeney, Safelite

10:15 – 10:45      **Break**

10:45 – 11:30      **Drone Technology and Claims Handling Applications**  
Steve Brown, Brown Claims Management Group  
Joe Harrington, Skycraft Media

11:30 – 12:15      **Beyond SMART and the Horizon**  
Ben Pugh, Franco Signor

12:15 – 1:00      **Lunch Break**

1:00 – 2:00      **First and Third Party Bad Faith Claim Handling Update**  
John Atkinson, Atkinson & Brownell, P.A.

2:00 – 3:00

**Opiate Use in Pain Management**  
Phil Walls, myMatrixx

3:00 – 3:15

**Break**

3:15 – 4:15

**Update on WC Claims Industry Trends and Recent Research**  
Damian England, NCCI

5:00 – 7:00

**Reception**  
(Cocktails and Light Hors d'oeuvres)

**Tuesday, October 7, 2014**

7:00 – 8:30

**Separate ACEA & CCEA Membership Meetings**  
Continental Breakfast

8:30 – 9:30

**How to Attract, Recruit, and Develop The Next Generation Claims Employee**  
Dr. Bill Ferguson, University of Louisiana Lafayette

9:30 – 10:30

**Claims Transformation: Positioning for The Future**  
Karen Furtado, Strategy Meets Action

10:30 – 11:30

**Panel Discussion on Issues of Importance Among Our Associations**  
Dennis Gowan, SwissRe  
Dave Conner, United Fire and Casualty  
Ken Kozek, Grange Mutual  
Jack Stewart, Assurant Speciality Property

11:30

**Adjourn Meeting**

*All Functions are Business Casual*

## CCEA Officers

**Greg Overstrom**, *Maiden Re*  
President

**Phyllis Steffen**, *Grinnell Mutual Reinsurance Co.*  
Vice President

**Jim Walsh**, *Auto-Owners Insurance Company*  
Secretary / Treasurer

## CCEA Executive Committee

**Ken Kozek**, *Grange Mutual insurance*  
**John Davis**, *Buckeye Insurance Group*  
**David Conner**, *The United Fire Group*  
**Mike Flanigan**, *Westfield Insurance*

## ACEA Officers

**Jack Stewart**, *Assurant Specialty Property*  
President

**Todd Childers**, *North Carolina Farm Bureau Mutual Insurance*  
Vice President

**Greg Youngblood**, *Kentucky Farm Bureau Mutual Insurance*  
Treasurer

**Ross Poole**, *North Carolina Farm Bureau Mutual Insurance*  
Secretary

## ACEA Directors

**Dennis Gowen**, *Swiss Re*  
**Samuel Crisalli**, *Dryden Mutual Insurance Company*  
**Floyd Sibley**, *The Gray Insurance Company*  
**Bill Paccione**, *General Re Corp*  
**Todd Frazier**, *North Carolina Farm Bureau Mutual Insurance*

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# CENTRAL CLAIM EXECUTIVES ASSOCIATION



In conjunction with

# ATLANTIC CLAIM EXECUTIVES ASSOCIATION



## Fall 2014 Meeting

**Program Chairpersons:**

Mark Lageveen, Grinnell Mutual (CCEA)  
Todd Childers, North Carolina Farm Bureau (ACEA)