

TUESDAY, FEBRUARY 20

10:00 AM - 1:00 PM	<p>Exhibitor Set Up</p> <p><i>*Please note that set up is only open to exhibitors</i></p>
10:00 AM - 6:30 PM	<p>Registration and Event Information Desk</p> <p>The Registration and Event Information Desk is the main hub for conference information and badge pick-up. NAMIC staff are on hand to welcome you and answer any questions you have throughout the conference.</p>
1:30 PM - 6:30 PM	<p>Exhibit Hall Open</p>
2:00 PM - 3:00 PM	<p>NAMIC Welcome and Keynote Address: Riding the Wave: Emerging Claims Issues and Challenges</p> <p>This presentation will explore insights into the challenging – and ever-evolving – landscape of insurance claims. The session will focus on hot topics and emerging issues that have and will impact the claims environment, including catastrophe frequency and severity, climate change, nuclear verdicts, social inflation, troubling jurisdictions, biometric information, and mass tort litigation.</p> <p>Glenn Frankel Senior Vice President, Head of North America P&C Claims Gen Re</p>
3:00 PM - 3:15 PM	<p>Networking Break</p> <p>Please join us in the North and South Convention Lobby to chat with fellow attendees, grab a bite to eat, and stretch your legs.</p>
3:15 PM - 4:15 PM	<p>General Session: Recognizing and Dealing With Stress and Trauma in the Insurance Workplace</p> <p>It's not always the apparent issues that disrupt our balance, wellness, competitive edge, and performance; it is often the unseen or forgotten events that build over time. Couple these with the stress of rising claims, highly distressed customers, CAT deployments, traumatic events, and family issues and these cumulative events rob us of sleep, energy, focus, and concentration, and have negative impacts on our relationships with families and customers.</p> <p>During this session, Raymond Shelton, Ph.D., will address the stress impacting our lives and the lives of our families, colleagues, and customers. He will further discuss the role of leadership in recognizing and assisting staff members facing highly stressful events. How do you restore balance and overall wellness? How can you sharpen your competitive edge and improve your relationships with family, friends, and those you serve? What do you need right now to improve your quality of life in this unbalanced world? Raymond will focus on these questions and their answers during this thought-provoking presentation.</p> <p>Raymond Shelton Director of Professional Development American Academy of Experts in Traumatic Stress</p>
4:15 PM - 4:30 PM	<p>Networking Break</p> <p>Please join us in the North and South Convention Lobby to chat with fellow attendees, grab a bite to eat, and stretch your legs.</p>
4:30 PM - 5:15 PM	<p>Peer-to-Peer Roundtable Discussions</p>
5:15 PM - 7:00 PM	<p>Networking Reception</p>
5:45 PM - 10:00 PM	<p>Optional Activity: Colorado Avalanche – NHL Game</p> <p>Take in a professional hockey game in the heart of downtown Denver as the Colorado Avalanche take on the Vancouver Canucks. The cost of this activity includes transportation, one ticket, an all-you-can-eat appetizer buffet, and a drink ticket.</p>

WEDNESDAY, FEBRUARY 21

7:00 AM - 9:00 AM	<p>Breakfast</p> <p>Join fellow attendees for fellowship and a hot breakfast before sessions kick off for the day. Grab a cup of coffee and get charged up for a full day of educational sessions.</p>
7:00 AM - 3:15 PM	<p>Exhibit Hall Open</p>
7:00 AM - 3:45 PM	<p>Registration and Event Information Desk</p> <p>NAMIC staff are on hand to welcome you and answer any questions you have throughout the conference.</p>
9:00 AM - 9:45 AM	<p>A. High-Level Property CAT Overview: What the Market Has Seen and Where It's Heading</p> <p>This session will be a high-level discussion of property natural catastrophe trends from the reinsurance viewpoint. The discussion topics will include increasing frequency and severity, climate change, and new claims technologies being used to better respond to escalating events.</p> <p>Chris Carpenter Vice President, Claims Expert Swiss Re</p> <p>Anne Wilson Senior Claims Expert Swiss Re</p>
9:00 AM - 9:45 AM	<p>B. Insurtech Fastpitch</p> <p>In the face of rising inflation, continued supply chain issues, a potential recession on the horizon, and higher-than-ever expectations from customers, insurers are being forced to quickly adapt to a new normal. This session will provide attendees the opportunity to hear from a variety of insurtech companies about how carriers can harness new technology, leverage new data, and accelerate their digital transformation. Attendees will have the chance to ask questions during the session and/or meet with vendors one-on-one afterward.</p> <p>Bryan Falchuk President and CEO PLRB</p> <p>Crystal Darling Senior Director, Head of Pre-Sales Engineering AgentSync</p>
9:45 AM - 10:15 AM	<p>Networking Break</p> <p>Please join us in the North and South Convention Lobby to chat with fellow attendees, grab a bite to eat, and stretch your legs.</p>
10:15 AM - 11:00 AM	<p>A. Mitigating the Impacts of Social Inflation</p> <p>During this session, Ernst & Young's claims transformation and legal forensics team will provide an overview and lead a discussion about the evolution of social inflation, including how modern drivers such as societal views, public opinion, third-party litigation funding, and nuclear verdicts will continue to be problems for insurers and policyholders. The EY team will also provide points of view on how insurers can mitigate the impacts of social inflation.</p> <p>Michael Curcio Senior Manager, Claims Transformation Ernst & Young LLP</p> <p>Greg Allen Financial Services Senior Manager Ernst & Young LLP</p>

WEDNESDAY, FEBRUARY 21 CONTINUED

10:15 AM - 11:00 AM	<p>B. Mastering the Maze: Insights on Handling Substantial Property Insurance Claims</p> <p>This presentation delves into the intricate process of managing large property loss claims effectively. It will begin by highlighting the criticality of efficiency for the insurer and insured, emphasizing safety protocols, documentation, and engagement with external experts during the initial assessment. The session will also cover properly using a special investigations unit, risk assessment, and claim settlement. The discussion will wrap up with strategies for managing challenging cases, focusing on effective communication, conflict resolution, and transparency in the adjustment.</p> <p>Joshua Davis Member Baker Sterchi Cowden & Rice LLC</p> <p>Richard Woolf Attorney Baker Sterchi Cowden & Rice LLC</p>
11:00 AM - 12:30 PM	<p>Lunch</p> <p>A hot lunch buffet is available for attendees to sit and mingle over the lunch break. Attendees are welcome to come and go at their convenience.</p>
12:30 PM - 1:30 PM	<p>General Session: What's in Store for 2024 – and Beyond? The Year Ahead for Insurers and the Economy</p> <p>The year ahead is fraught with economic, financial, and geopolitical uncertainty. Is 2024 the year in which inflation will finally be tamed? Will catastrophe losses normalize or the threat from costly litigation be contained? Looming over all of this are the U.S. elections, the implications of which will reverberate throughout the world. This presentation will provide a fast-paced, high-level overview of the trends, challenges, and opportunities confronting insurers in 2024 and beyond.</p> <p>Robert Hartwig Director, Center for Risk and Uncertainty Management University of South Carolina</p>
1:30 PM - 2:00 PM	<p>Networking Break</p> <p>Please join us in the North and South Convention Lobby to chat with fellow attendees, grab a bite to eat, and stretch your legs.</p>
2:00 PM - 2:45 PM	<p>A. Navigating the AI Future of Claims and Effectively Deploying Generative AI</p> <p>With all the buzz around artificial intelligence, it can be hard to understand what it tangibly means for the industry and for claims, specifically, today and in the future. How do we make sense of the risks, regulations, and ethics of it all while finding a path forward that fits our values as mutual insurers? This session will explore the potential of AI and how it can enhance and shape our industry while also recognizing its complexities. It will also discuss how to navigating and deploying AI effectively will be critical to any carrier looking to not just survive but thrive in a changing industry.</p> <p>This session will also dive into how generative AI is rapidly becoming a key technology to improve quality, consistency, and speed of claims processing by automating processes that deal with unstructured data. While the benefits of generative AI in claims are significant, they also pose equally significant challenges in the form of security, data privacy, and misinformation. Not to mention the huge financial and operational lift to adopt and deploy these tools into a heavily regulated, complex environment.</p> <p>John Cottogim Chief Technology Officer Roots Automation</p> <p>Bryan Falchuk President and CEO PLRB</p>

WEDNESDAY, FEBRUARY 21 CONTINUED

2:00 PM - 2:45 PM

B. The Changing Vehicle Fleet and Its Impact on Safety and Insurance

The U.S. vehicle fleet has undergone radical transformations the last 30 years. Vehicles are more crashworthy than ever and increasingly equipped with technologies to enable partial driving automation and prevent crashes. However, they are also more powerful, pricey, and complex to repair. Additionally, as consumer tastes have changed, the types of vehicles in the fleet have evolved, and alternatives to naturally aspirated gasoline engines like electric vehicles are increasing in popularity. Join this session to learn how these changes are associated with shifts in claims frequency and severity.

Matt Moore
 Senior Vice President
 Highway Loss Data Institute

Kay Wakeman
 Director of Insurance Outreach
 Insurance Institute for Highway Safety and the Highway Loss Data Institute

2:45 PM - 3:15 PM

Networking Break

Please join us in the North and South Convention Lobby to chat with fellow attendees, grab a bite to eat, and stretch your legs.

3:15 PM - 4:00 PM

A. Fraud in CAT Claims – What the Hail is Going On?

Weather-related catastrophe claims have been a hotbed for fraud and other abuses of the claims process. But fraud no longer means simply fabricated damage; today's fraud schemes are varied and complex. They include grossly inflated estimates, fabricated invoices, repeat claims for the same damage, claims process manipulation, abuse of the appraisal process, and contractor/public adjuster kickbacks. This session will explore the common fraud schemes taking place in weather-related CAT claims and provide best practice recommendations to address these abuses.

Steven Badger
 Partner
 Zelle LLP

3:15 PM - 4:00 PM

B. An Ounce of Prevention: Best Claims Handling Practices to Avoid Bad Faith Claims

Join this session, led by NAMICO's Dale Diamond and Tracee Allen, for a discussion on claims handling practices that claims professionals should take to avoid third-party bad faith claims. They will also review the current environment surrounding bad faith litigation. Throughout the way, the presenters will provide examples of bad faith claims and actionable steps that could have been taken to prevent or mitigate them.

Dale Diamond
 Vice President, Claims
 NAMIC Insurance Company, Inc.

Tracee Allen
 Senior Litigation Examiner
 NAMIC Insurance Company, Inc.

4:00 PM - 6:45 PM

Optional Activity: Great Divide Brewery Tour

Great Divide Brewery has become one of the most decorated breweries in America since its founding in 1994. Enjoy a VIP tour of Great Divide's original brewing facility in the Ballpark neighborhood of Denver. The cost of this activity includes transportation, the facility tour, a beer to enjoy during the tour, and a guided tasting of three beers.

THURSDAY, FEBRUARY 22

7:00 AM - 9:00 AM	<p>Breakfast</p> <p>Network with fellow attendees over a hot breakfast before the final day of the conference.</p>
7:00 AM - 11:00 AM	<p>Registration and Event Information Desk</p> <p>NAMIC staff are on hand to welcome you and answer any questions you have throughout the conference.</p>
7:00 AM - 11:00 AM	<p>Exhibit Hall Open</p>
9:00 AM - 9:45 AM	<p>General Session: Capitol Hill Legislative Update</p> <p>Armed with knowledge from more than two decades in the inner workings of Washington’s political circles, Jimi Grande, NAMIC’s senior vice president of federal and political affairs, will share an update on NAMIC’s current advocacy efforts in the nation’s capital and provide a sneak peek of the 2024 elections.</p> <p>Jimi Grande Senior Vice President, Federal and Political Affairs NAMIC</p>
9:45 AM - 10:15 AM	<p>Networking Break</p> <p>Please join us in the North and South Convention Lobby to chat with fellow attendees, grab a bite to eat, and stretch your legs.</p>
10:15 AM - 11:00 AM	<p>Closing Session: Revisiting Build Your Bench</p> <p>When Rick Ainsworth spoke about building your bench and [succession] planning “in a brave new world” at the 2019 Claims Conference, none of us had any idea what kind of new world was ahead of us. Where do we stand five years later? Have you identified your next level of trailblazers? Are they trained to handle pressure? Can they steward your organization through transition and protect the culture at the same time? During this interactive session, Rick will revisit the framework for identifying, recruiting, and developing the next level of talent presented at the 2019 conference. He will also talk about the changes that have – or have not – occurred and where we must go moving forward.</p> <p>Rick Ainsworth Senior Consultant Equis Consulting</p>

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