



**EAGLE INTERNATIONAL
ASSOCIATES, INC.**
Presents

**RESOLVING CLAIMS:
STAYING AHEAD OF THE CURVE**
SEPTEMBER 19, 2014

Please join us for an informative and engaging seminar with insurance industry leaders discussing how to deal with several new challenges and roadblocks in defending and resolving claims. Learn from these claims professionals and attorneys about a “revolutionary” litigation tactic which plaintiff attorneys are now incorporating as part of their play-book, known as the “Reptile Theory.” Our speakers and panelists on this Friday afternoon also will bring to you their observations about road blocks to successful mediation of claims and practical ways to strike a deal despite bad-faith tactics and attitudes of plaintiffs and their reptilian counsel. In addition, the program will include a comparative study and discussion about ongoing changes in the country concerning the law on apportionment of liability which has created new challenges to claims resolution because of confusion over its effects and applications.

HOTEL REGISTRATION DUE BY AUGUST 25TH
SEMINAR REGISTRATION DUE BY SEPTEMBER 5TH

VENUE:

TURNER FIELD - 755 Club
755 Hank Aaron Drive
Atlanta
Main Entrance – Across from Delta Medallion Lot
Green Lot Parking Area

CE CREDITS:

Adjuster:

3.0 hours approved in Florida
3.0 hours pending in Georgia, N. Carolina & Texas

Legal:

3.0 hours approved in Georgia, Illinois
3.5 hours approved in Wisconsin

CONFERENCE FEES:

Complimentary

HOTEL ROOM RESERVATIONS:

Renaissance Atlanta Midtown Hotel
866 W. Peachtree Street, N.W.
Atlanta, GA 30308
678-412-2400

<http://www.marriott.com/hotels/travel/atlbdr-renaissance-atlanta-midtown-hotel/>

Room reservations are made by completing the Member Registration Form, not directly with the hotel. Payment will be made by presenting a credit card at check-in.

Room Rate: \$174

Check In: 3PM
Check Out: 12PM

Eagle International Associates, Inc. is an international network of independent law firms, adjusters and claims related service providers throughout the United States and Europe.

www.eagle-law.com

For more information, please contact Terri Napolitani at terri.napolitani@eagle-law.com (702-221-1399)

PROGRAM

- 1:15 pm **Registration/Sign-In**
- 1:45 pm **Welcome – Program Introduction**
*Timothy W. Waldeck, Esq., Waldeck Law Firm
Chairman, Eagle International Associates*
- 2:00 pm **Fighting the Reptiles**
Moderator: Burt Satcher, Esq., Owen Gleaton Egan Jones & Sweeney
*Panelists: Dr. Ryan A. Malphurs, Ph.D., Senior Litigation Consultant,
Courtroom Sciences Inc.
Daniel J. Ripper, Esq., Luther-Anderson, PLLP
Bridgett Zaremba, RN BSN, Assistant Vice President Allied World
Insurance Company*
- Skit Participants: David D. Hudgins, Esq., Hudgins Law Firm
Wade G. Manor, Esq., Scott Sullivan Streetman & Fox
Annarita L. McGovern, Esq., Owen Gleaton Egan Jones & Sweeney*
- 3:00 pm **Break**
- 3:15 pm **Problems with Apportionment of Liability**
*Moderators: Annarita L. McGovern, Esq., Owen Gleaton Egan Jones & Sweeney
Jeffrey V. Hill, Esq., Hill & Lamb, LLP*
*Panelists: David D. Hudgins, Esq., Hudgins Law Firm
Wade G. Manor, Esq., Scott Sullivan Streetman & Fox
Larry Warshaw, Account Manager, Carl Warren & Company*
- 4:00 pm **Road Blocks in Mediation**
Fred Gleaton, Esq., Owen Gleaton Egan Jones & Sweeney
- 4:15 pm **Mediation – A Panel Discussion**
Moderator: Fred Gleaton, Esq., Owen Gleaton Egan Jones & Sweeney
*Panelists: Chase Deits, Vice President, National Accounts Casualty Claims,
Arch Insurance Company
Denise H. LaSorte, JD, Senior Claims Examiner, Catlin Insurance
Cliff Shepherd, JD, Director of Claims, Houston International
Insurance Company*
- 5:15 pm **Closing Remarks**
Timothy W. Waldeck, Esq., Waldeck Law Firm
- 5:30 pm **Reception and Buffet Dinner**
- 7:35 pm **PLAY BALL! – Braves vs. NY Mets**

*Adjuster CE Credits for Florida, Georgia, North Carolina and Texas and
Legal CE Credits for Georgia, Illinois and Wisconsin are available*

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Chase W. Deits is currently Vice President, National Accounts Casualty Claims of Arch Insurance Company in Alpharetta, Georgia since 2006. Chase oversees the Arch NAC approved third party claims administrators, conducts claims audits, delegates authority on large claims, conducts due diligence on self-administered programs, handles regulatory issues and assists Arch underwriting. Prior to joining Arch, Chase was a Claim Manager for seven years with ESIS (ACE USA) managing eight liability teams for the Southeast Region, as well as handling Workers Compensation claims for Louisiana and Mississippi. His 27 year claims career also included positions at CIGNA and SAFECO. Chase received a B.S. in Business Administration from the University of South Carolina and his M.S.A. from Central Michigan University. He served in the United States Airforce, 1980-1985 and the Georgia Air National Guard, 1985-1996.

Fred Gleaton was admitted to the Bar in 1976 at the age of 23. In the 36 years since, his civil litigation practice has included products liability, physician and attorney professional liability, property and premises liability, commercial matters, and general personal injury defense. He is a founding partner in Owen, Gleaton, Egan, Jones & Sweeney, LLP, and has tried scores of cases to jury verdict throughout Georgia. In 2008, Mr. Gleaton was among the first ten lawyers in Georgia to be certified by the American Board of Professional Liability Attorneys. He has been elected as an Advocate by the American Board of Trial Advocates, named a Fellow of the Litigation Counsel of America, and is a co-founder of the American Academy of Medical Malpractice Lawyers. Mr. Gleaton is an active member of the Defense Research Institute, the Georgia Defense Lawyers Association, and the Counsel on Litigation Management. He has been recognized as one of The Best Lawyers in America, has been named to Georgia's Super Lawyers (2007-2013), and listed in Georgia Trend's Legal Elite. A native south Georgian, raised in Warwick, Georgia, Mr. Gleaton received his undergraduate degree magna cum laude from the University of Georgia (A.B., 1973), where he was a member of Phi Beta Kappa and Phi Kappa Phi. He is a graduate of the University of Virginia Law School (J.D., 1976), where he was a member of the Editorial Board of the Virginia Journal of International Law.

Jeffrey V. Hill is a partner at Hill & Lamb LLP an insurance and trial practice law firm in Portland, Oregon. He is a thirty year plus trial lawyer who concentrates his practice in Oregon and Washington in the areas of complex insurance coverage and bad faith as well as defense of professional, fire, environmental and financial liability claims. Jeff received his undergraduate degree in economics from Washington State University in 1978 and his law degree from the University of Puget Sound in 1981. He is admitted to practice in all courts of the states of Oregon and Washington. He is a member of the Oregon Association of Defense Counsel, The International Association of Defense Counsel, Defense Research Institute, The CLM and is a frequent contributor to insurance and trial related presentations throughout the United States and Europe.

David D. Hudgins is the founder of the Hudgins Law Firm, P.C., a litigation, business and insurance practice serving clients in Virginia, Maryland and Washington, D.C. He was born in Virginia and attended Hampden-Sydney College and the University of Richmond School of Law. Mr. Hudgins represents clients in diverse areas of practice including lawyers professional liability, products liability, church liability, employment law, medical malpractice, private security, intellectual property, financial agents and brokers, defamation, municipal liability, discrimination, coverage determinations, construction and general liability. Mr. Hudgins is rated AV Preeminent by the Martindale-Hubbell Law Directory. He has extensive trial experience and has been elected to membership in the American Board of Trial Advocates and the Federation of Defense and Corporate Counsel. He is a contributing author for the Virginia CLE Publications Handbook *Insurance Law in Virginia*, and is a co-author of *Tort and Personal Injury Law* in West's Virginia Practice Series. Mr. Hudgins is a member of the Bars of Virginia, Maryland, and the District of Columbia. He is admitted to practice in all state and federal courts in these jurisdictions as well as the United States Supreme Court. Mr. Hudgins lives with his wife and family in Old Town Alexandria, Virginia.

Denise LaSorte joined Catlin in November 2011 as a Senior Claims Examiner. After she graduated from South Texas College of Law in May 1986, she began her insurance career with Caronia Claims that same year in Houston, Texas as a medical malpractice litigation supervisor. She then moved to Charlotte, NC in 1990 to handle environmental claims for The Royal. As a technical analyst, Denise negotiated asbestos, lead paint, chemical exposure, hazardous waste and leaking underground storage tank claims directly with insureds or their attorneys. She also frequently interacted with brokers, risk managers, state and federal agencies, all on a national basis.

In 1998, Denise relocated to Atlanta, GA with ACE USA to continue handling a broad spectrum of environmental claims, primarily on an excess/umbrella policy level basis. This included limited declaratory judgment action exposure. Then, in October 1999, she began to administer a variety of general liability claims, mainly on a primary policy level basis. From October 2000-March 2002, Denise transitioned back to medical malpractice with PHICO Insurance. There, she handled all aspects of a medical malpractice-hospital liability claim at both the primary and excess policy levels. Her jurisdictional emphasis was the southeast region and Puerto Rico.

After PHICO liquidated, Denise went to work for Zurich in their healthcare claims department where she administered all aspects of a medical malpractice-institutional liability claim at both the primary and excess policy levels. Her jurisdictional emphasis was primarily the southeast and she closely collaborated with underwriting in the new business-renewal process.

Ryan Malphurs, Ph.D. is a Senior Litigation Consultant at Courtroom Sciences, Inc. He received his Masters and Ph.D. in Communication from Texas A&M University. As a litigation consultant, he conducts extensive research on persuasion and the cognitive influence of courtroom communication. Dr. Malphurs training in persuasion and communication enables him to specialize in training challenging witnesses. Author of *Rhetoric and Discourse in Supreme Court Oral Arguments*, his unique experience in observing more than 100 U.S. Supreme Court arguments also enables him to advise attorneys preparing for bench trials and appellate courts. Dr. Malphurs has also published his research in the Communication Law Review, Legal Communication and Rhetoric, the Journal of American Culture, and The Jury Expert. A variety of prominent media outlets have covered his research, most notably the New York Times, the Washington Post, and National Public Radio.

Wade G. Manor is the Managing Partner of the Mississippi offices of Scott, Sullivan, Streetman & Fox located in Jackson and Natchez, Mississippi. There are 16 attorneys practicing in the Mississippi offices. His law practice revolves around the defense of insurance companies and insureds throughout the state with a focus on first-party claims of bad faith and uninsured/underinsured motorist disputes. Mr. Manor also has a significant practice in the areas of premises liability, professional E&O claims, motor vehicle liability and other property and casualty claims. He is also a faculty member of the National Business Institute which provides continuing education to attorneys in Mississippi. Mr. Manor received his B.S. from Auburn University and his J.D. from Mississippi College School of Law.

Annarita L. McGovern has been in private practice in Atlanta for the past thirteen years. She joined Owen Gleaton Egan Jones & Sweeney in December 2008, and was previously a partner at Seacrest Karesh in Atlanta, where she worked for 10 years. Ms. McGovern represents Fortune 500 corporations, insurance companies and governmental entities in the areas of medical malpractice, governmental liability, employment law, as well as general civil litigation matters. Annarita received her undergraduate degree from the University of Virginia in 1991 and her J.D. from the University of Memphis in 1997. Prior to

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entering private practice she worked for the Chief Judge of the Tennessee Criminal Court of Appeals and a civil trial judge in Memphis, Tennessee. She is on the Board for Children without a Voice (CWAV), an organization dedicated to the prevention of child abuse, has served as a violinist in the Atlanta Lawyers' Orchestra, and is a founder of a youth running program to combat childhood obesity in Roswell, Georgia.

Daniel J. Ripper is a partner in the law firm of Luther-Anderson, PLLP in Chattanooga, Tennessee and has been in practice since 1992. He is licensed in all state and federal courts in both Tennessee and Georgia, as well as the Sixth and Eleventh Circuit Courts of Appeal and the United States Supreme Court. Dan received his BA from the University of Notre Dame in 1989 and his JD from the University of Tennessee in 1992. Since that time he has represented corporations and other businesses as well as individuals in a variety of civil and criminal cases. His practice primarily focuses on the defense of insureds in auto, product and legal malpractice matters along with the frequently associated coverage disputes. He also represents professionals before licensing and disciplinary boards and individuals in significant criminal matters. As a result he has tried over 150 cases to verdict before a jury. Mr. Ripper is a frequent program presenter for insurance company adjuster CEU programs on topics including ethics, claims handling practices, negotiation and handling of coverage issues. He is a member of the Tennessee Bar Association, the Georgia State Bar and the American Bar Association.

Burt Satcher's trial practice of twenty-nine years includes extensive experience in defending healthcare providers and institutions in malpractice cases, as well as the defense of insureds and self-insureds, product manufacturers and trucking companies in catastrophic injury cases. He has been selected by his peers as a Legal Elite in the areas of trial practice and personal injury defense. Burt has tried cases in the State and Federal Courts throughout Georgia and frequently presented appeals and oral arguments in the Georgia Supreme Court and the Court of Appeals on a variety of civil trial practice issues. He regularly speaks to professional organizations on issues pertaining to risk management and the defense of professional liability lawsuits.

Mr. Satcher remains an active member of the Defense Research Institute and the Georgia Defense Lawyers Association and currently serves on the Board of Directors of Eagle International. During his career he has been actively involved in the State Bar of Georgia, the Atlanta Bar Association and the Lawyer's Club of Atlanta.

Burt earned his undergraduate degree from the University of North Carolina at Chapel Hill and then graduated from the University of Georgia School of Law in 1985. He is a native Georgian.

Cliff Shepherd is currently a Director of Claims with Houston International Insurance Group. He has over 30 years of experience in the insurance industry specializing in property and casualty claims (commercial and personal lines), accident investigations and litigation management. His extensive background includes the management and direction of complex Inland Marine, General Liability, Workers Compensation and Automobile claims. During his career, Mr. Shepherd has been associated with the Atlanta Claims Association, the Atlanta Claim Managers' Council and the Southern Loss Association. He has an undergraduate degree from Valdosta State University and a Juris Doctor degree from Georgia State University.

Timothy W. Waldeck of Waldeck Law Firm located in Minneapolis, Minnesota, is licensed and practices law in both Minnesota and Wisconsin. He is a 1970 graduate of Bradley University and a J.D. graduate of Drake University in 1972. He is a member of the Hennepin County and Minnesota State Bar Associations; the Minnesota Defense Lawyers Association; the State Bar of Wisconsin; the Twin Cities Claims Association; and

is AV rated by Martindale Hubbell. Mr. Waldeck has practiced exclusively in insurance defense throughout most of his career providing defense to both surplus lines and standard line carriers with primary emphasis in defense of products liability, professional liability, and clergy abuse claims.

Mr. Waldeck has been a presenter for continuing education for adjusters and continuing legal education for lawyers throughout the years, including the following: Discovery in Liquor Liability Cases-Minnesota CLE; Employers Coverage B Exposure in 3rd Party Claims- Minnesota Claims Association; Bad Faith Litigation in Minnesota and Wisconsin-Eagle International Association; Construction Coverage Issues-Eagle International Association; Evaluating and Negotiating of Claims-Eagle International Associates; and was most recently a presenter for the CLM Annual Conference 2011 Roundtable - Commercial Litigation: Two's Company, Three's a Crowd. In addition, he's a contributing author for Engineering Testimony published by the Biomedical Engineering through the University of Iowa. Mr. Waldeck has been involved in the trial of hundreds of lawsuits and has over 50 appellate court decisions from the State of Minnesota, State of Wisconsin and the 8th Federal Circuit. Mr. Waldeck is the current Chairman of Eagle International Associates, Inc.

Larry Warshaw is an Account Manager with Carl Warren & Company's Kansas City area office, helping insurer and self-insured clients improve results through proactive cost and litigation management. Previously, Larry practiced as an insurance defense lawyer with several jury trials and appellate cases to his credit before joining Employers Reinsurance, eventually becoming a claims Vice President with primary responsibility for insurance agents and brokers errors and omissions claims in Canada. In addition to his "day job," Larry provides entertaining CLE seminars at law firm retreats incorporating his insurance background as well as over 30 years as a professional magician (see www.MagiCLE.us).

Bridget Zaremba is an Assistant Vice-President of Health Care Professional Liability Claims at Allied World Assurance Company. She is responsible for management of six senior Claims Analysts handling claims in multiple states. Bridget has over 25 years of risk management, claims and medical/legal consulting experience.

Prior to joining Allied World, Bridget served as Regional Manager for American Physicians Assurance. In this position she managed claims departments over several Midwest States and provided detailed evaluation of liability exposure, reserve evaluation, defense counsel management and litigation resolution strategies. She also has experience as an independent consultant, collaborating with hospitals and private practices to define and manage risk unique to each organization.

Bridget received a Baccalaureate degree in Nursing from Elmhurst College in 1984 and has worked as an independent risk consultant and claims manager for several Midwest professional liability malpractice carriers.

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See Attached Registration Form