



# Eagle News

Issue XII

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## CHAIRMAN'S MESSAGE

By: Timothy W. Waldeck, Esq.  
Waldeck Law Firm

Dear Eagles:

As we look towards ending our calendar 2014 year it's time not only to take a breath, but to enjoy the success of a very productive year. It started with an exceptional program in Philadelphia, followed by an annual meeting in Scottsdale that included new faces and new contacts. As always, the hospitality of the Church Mutual claims personnel make this one of the most productive trips Eagle has to offer. This was followed by a return visit to Atlanta and offered participation not only in the seminar, but the unique venue of a baseball game. Finally, we made our fall return to New York with panels packed with industry personnel with a fitting conclusion of a spirited debate about granting of authority for mediation. I was additionally struck by the amount of correspondence that was flowing not only from Eagle members to the panelists thanking them for their involvement, but between the panelists discussing matters of negotiations and mediations and other topics of interest by our industry friends.

I have tried over the last year or more to have our industry contacts participate in presentations and the selection of topics and act as a partner with us, not only in ideas, but in participation. They have responded. I believe this helps foster the idea of our industry friends taking ownership of these presentations and a commitment to Eagle. As you all know, our mission is to identify and engage our clients to attend and participate in seminars and to refer business and it requires a great deal of work and effort. The referring of clients, though not always as work intensive, is equally important. Eagle was organized to develop business for its members. We look to not only our clients, but to each other for that

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development. I would be remiss not to acknowledge the contributions of Mario Ciano, Mitch Orpett, Chris Koning and David Hudgins as examples of those who are generous in sharing their clients. Their efforts not only fulfill the mission of Eagle, but are good business for its members.

The success of our Publications Committee also fosters business, and I cannot go without recognition, primarily to John VanDenburgh for all he has done. Of course, we've had excellent guidance in membership recruitment and budget balancing by Alex Hagan, David Abrams and Gene Backus. This operation simply cannot work at the levels we are demanding of it without the work that is done by Frank and Terri Napolitani. For many organizations, the status quo "steady as she goes" is appropriate. Not so with

Eagle. It's clear that the Board continues to believe that exposure by Eagle with the involvement of their clients is best served by our seminar approach. Though this requires a great deal of work, it offers opportunity for members to be active in Eagle and an unprecedented opportunity to have client contact. That's really what Eagle is all about.

Although we are already preparing for our future events, it is time to collectively say Job Well Done! With what we have done we certainly are entitled to not only know but convey to others that we produce superior quality seminars and education to our industry friends. To all Eagles, thank you for making this an organization which we are proud to belong.

Tim

## NOTE FROM THE PUBLICATIONS COMMITTEE

By: John W. VanDenburgh, Esq.  
Chairman, Publications Committee

The Publications Committee is in the process of updating the Eagle publication *Minor Settlements from Alabama to Wyoming*. For those members who have provided updated information for your state, or another, thank you. For those who have not we'd greatly appreciate your help so we can publish the update in a timely fashion by the end of the year. Clients have identified this publication as one of the most helpful we provide. The other client favorite is *Claims Handling Requirements, A 50 State Survey*. By far this was our most ambitious undertaking and it needs to be updated for the first quarter of 2015. Clients have remarked that they find this quick reference guide very helpful. The Committee will be sending out a formal request for member assistance in the immediate future. These publications, although requiring an investment of time, provide substantial value to our membership and our clients and really highlight the professionalism of our organization.

As I reported at the New York meeting, the mission of the Publication Committee is ever evolving. Our Newsletter keeps our members connected and we have been trying to include an article or two focusing on the relationships between European members and how they can maximize networking opportunities

among themselves as well as with U.S. members. We are also looking at ways in which to stay in contact, as an organization, with clients who attend our meetings. The feedback from the clients who attend a meeting is almost universally favorable in terms of their perceptions of our members and organization. We are looking for a way to maintain that contact so that Eagle remains at the forefront of their thoughts. Presently we are considering some type of quarterly or bi-annual E Blast that would keep our organization in the forefront of their thoughts. We are still working on exactly what form this will take and whether it is feasible. There are a number of considerations in terms of making sure such an effort is not intrusive and does not highlight the organization above the individual members who have introduced their clients to the organization. If you have any suggestions let me know at [jwv@nvnolaw.com](mailto:jwv@nvnolaw.com).

As always, thank you very much for your cooperation and contributions. Our publication efforts succeed because of the willingness of our members to participate.

John

## EAGLE MARKETING POSITION

By: Mitchell A. Orpett, Esq.  
Tribler Orpett & Meyer, P.C.



As I offer these, my first comments as the newly-appointed chair of your Marketing Committee, I would be horribly remiss not to offer our great thanks to Jeff Hill, for his leadership of this Committee. Our conferences, as Frank has recently noted, continue to be ever more successful, compliments from

clients and other attendees are abundant, notice of “Eagle strikes” increasingly cross our desks and word of mouth about Eagle expands. None of that is an accident and Jeff and his dogged committee members Mario Ciano, Paul Finamore, Paul Graf, David Hudgins, Peter Miller, Burt Satcher and Tim Waldeck deserve our thanks.

In attempting to fill these shoes, I am mindful of the old adage that “Marketing is too important to be left to the marketing department.” One might well say the same about the Marketing Committee and I hope that every Eagle member recognizes that marketing is something that requires all of us to be involved and cannot simply be left to the Committee – especially now that its leadership has become suspect.

I have several goals that I will try to outline very briefly here. You will hear more in the weeks and months ahead:

**Goal 1:** First and foremost is to increase the direct and active participation of Eagle members in Eagle’s marketing initiatives. To that end, I am asking and will ask again repeatedly until accomplished that **every member firm appoints someone to serve as your liaison to the Marketing Committee.** While there will continue to be an active core group of Marketing Committee members for purposes of

conference planning, monthly telephone meetings and the like, we want to make certain that we have a broader network across all of Eagle of individuals who will be attuned to all things marketing. We will be attempting to do more than conferences and the fine job done by John VanDenburgh in publications in the future and we want every member firm to be able to play a part and reap the benefits. As such, my first ask is: **(1) please identify and send to me and Terri the name of the person in your company or firm who will serve as a liaison to the Membership Committee.** That position will not require travel, will most likely not involve telephonic meetings and should be a no-cost item. I look forward to compiling a list with 100% member participation. As the ancient sage might have said, If not marketing, what? If not now, when?

**Goal 1A:** Listening to your ideas. We all know that marketing, like politics, is local and personal. We need more input from all of you and need to hear what you think will work for you. Don’t be shy. Send in your thoughts and ideas. I’ll personally award a prize to the best ones we get. All judging is highly subjective and no property rights are hereby created or transferred. Bribes may be accepted but the prizes will not, I’m sure, be worth it. Really, send us your thoughts. You know how to market yourself best; it is the job of Eagle to make the whole stronger and more effective than all of those parts. However, we still need to understand those parts.

**Other Goals** (in no particular order):

**Risk Manager/Corporate Self-Insured Initiative** – we have a lot of success with insurance companies. There are tremendous opportunities for us amongst the corporate risk managers/litigation managers of the world, including those who are self-insured, have high deductibles and otherwise control their own litigation and hire their own counsel.

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## EAGLE MARKETING POSITION - *Continued from page 3*

**Better Living Through Technology** – in a world increasingly ruled by technology, we are still heavily papered. For marketing purposes, we should explore how we might better communicate our message to potential clients and the industry through technology. Younger members of our firms who can actually use these contraptions and services are specifically invited and should be considered by you when identifying your Marketing Committee liaisons.

**Remembering Our Past to Preserve Our Future** – as noted, we have had many successes and received laudatory feedback from a host of clients and potential clients. They attend our seminars, participate with us and then, all too often, drop off the Eagle map. We will explore ways to keep past attendees and FOEs (“friends of Eagle”) involved and identifying with us as a group, as well as individually. An Eagle Fan Club (figuratively, not literally) would be a good thing to have.

**Increasing Industry Recognition Initiative** – all too often, when I start explaining to a client or potential client that I’m off to some far-off clime to attend one of our meetings and describe who we are, I’m interrupted by a comment like, “Oh, you mean Harmonie or “U.S. Law?” I have yet to be asked if I am referring to Eagle. If we believe that we have services and benefits to offer that are better than those and other similar groups, we need to get our name out there and become better known. Our message is a winner but we can do much to increase our name recognition and market share.

**Renewed Focus on Adjusters** – we need to make certain that Eagle’s efforts are meeting the needs and expectation of our adjuster members. This creates a two-way obligation but also many opportunities. The industry and the manner in which adjusters are retained and utilized has changed over the years. We need to re-examine how we can take advantage of the opportunities created by those changes and maximize the mutual interests of adjuster and lawyer members. Eagle’s obligation is to undertake that assessment. The obligation of our members – especially our adjuster members – is to participate in that assessment

and contribute your thoughts and ideas. Keep the cards and letters coming!

**Industry-Specific Outreach** – there has been discussion already about tailoring a conference to address a certain industry so as to attract clients and potential clients centered around a particular targeted type of claim, e.g., transportation. This has implications beyond simply conferences as well and we should consider whether there are benefits to such an approach.

**Son of Church Mutual** – we have a hugely successful relationship with Church Mutual, anchored each year by our conference at Church Mutual’s headquarters in Merrill, Wisconsin. We will look to whether this model can be expanded to other companies, who may also be interested in an in-house conference with Eagle.

**Message, Message, Message** – One of the great rules of marketing is that “Clarity trumps persuasion.” What does Eagle stand for? What is its message? I think we all know the answers to those questions, but do our clients? Do the potential clients with whom we come in contact? In an effort to ensure “clarity” so as to minimize barriers to “persuasion,” we may want to spend some time and effort on fine-tuning a message that represents Eagle and helps us better communicate with the industry.

These are rough thoughts. Most important is that marketing for Eagle becomes a grass-roots effort. Please send me your thoughts and ideas and we will together achieve even greater success and more effective marketing results. I look forward to working with all of you.

Mitch

## SPOTLIGHT ON EAGLE MEMBER

### *David Pennington*

*By: Stephen J. Fields  
Brinker & Doyen, LLP*

David Pennington is as close to a founding member of Eagle as one can come across. Born and raised in Philadelphia, David attended the Wharton School of the University of



Pennsylvania and was a member of Beta Gama Sigma Honor Society. After he graduated college, he spent the only time of his life living outside of Philadelphia. First, he attended the New York University School of Law as a Root-Tilden scholar. He was then drafted into the Army to serve in Korea, where he repaired field radios. When he graduated law school, one had to wait six months before being sworn in to practice law. However, David was sworn in by his Company Commander while he was stationed in the Army. He had some great company during his time in the service, one gentleman who became President of NBC. After returning from the service, he worked for the Pepper Law Firm. He then spent five years as in-house counsel for Liberty Mutual.

In 1965, he joined his present firm which became the firm of Harvey Pennington in 1972. Over the years, he has represented clients in Pennsylvania, New Jersey and New York. He was involved in the first case in Pennsylvania as to whether or not an insurance carrier had a duty to enter into a reasonable settlement for its insured, to avoid a claim of negligent handling for the defense of the insured. He was also involved in the New Jersey Supreme Court case that set forth law regarding the inapplicability of *res ipsa loquitur* to products liability claims. He has argued numerous times before the appellate court of the 3<sup>rd</sup> Circuit, Pennsylvania, New Jersey and New York.

Outside of the practice of law, he is on the Board of Advisors for the Philadelphia Boys Choir and on the Board of Directors for the American Prepaid Legal Services Institute. He enjoys going to the Philadelphia Orchestra with his wife and spending a lot of time visiting their grandchildren in Connecticut.

With respect to his time in Eagle, he has been a board member and a chairman of various programs through the years. Overall, David has seen the effectiveness of the organization grow exponentially with members getting business, especially from other members. The programs have improved over the years. His firm has represented European insurance companies which he would never have had the opportunity had it not been for the firm's involvement in Eagle.

He recommends that all members need to "be patient." Obtaining new clients can be a slow process, and it may be five years or more before that client will be in a position to send you a case. He urges members to participate as speakers and attend the meetings. Attorneys have to go where the clients are and meet with the client. One has to keep plugging away in order to achieve success. With this mindset, Mr. Pennington has achieved quite a bit of success over the years at the Law Firm of Harvey Pennington, and David does not even mind when he is called "Harvey," and gets a kick out of it because quite a few people have called him "Harvey" over the years. Either way, his firm has exceeded his expectations for over 40 years.

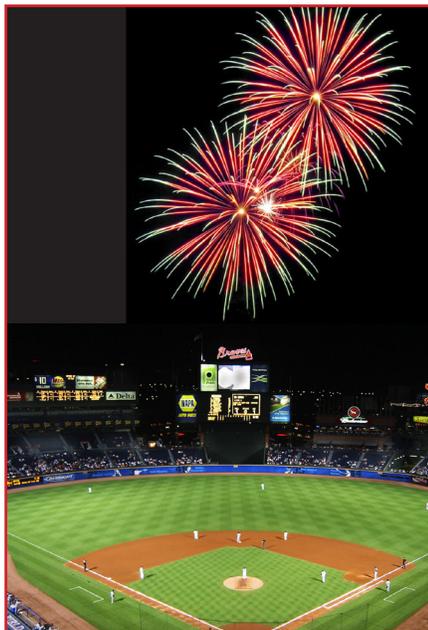
## FALL 2014 EVENTS - RECAP

### *Atlanta - By: Annarita L. McGovern, Esq., Owen Gleaton Egan Jones & Sweeney, LLP*

#### **Owen Gleaton hosts Regional Conference for Eagle International Associates at Turner Field.**

On September 19, 2014, Owen Gleaton partners Burt Satcher and Annarita McGovern co-chaired the second Regional conference in Atlanta in three years. The conference took place at Turner Field's 755 Club, and was followed by a game between the Atlanta Braves and the New York Mets.

The seminar portion of the program including presentations, panels, and demonstrations related to "Resolving Claims: Staying Ahead of the Curve." The first portion of the program included a portion of a mock trial, a presentation, and a panel on the new plaintiff's strategy of using the "Reptilian Theory" to appeal to jurors' emotions, rather than logic. The seminar then included a presentation and discussion of the issues related to apportionment of fault, taking into account the varying methods of apportionment in different parts of the country. Finally, an entertaining discussion



and panel on mediation issues concluded the program. The seminar was followed by a reception and dinner, prior to adjourning to the baseball game.

The conference was attended by more than 50 members and clients from throughout the southeast and beyond, with strong attendance from several insurers including Arch Insurance Company, H.J. Russell and Co., Liberty

Mutual, Catlin, Inc., RSUI Group, Safeco Insurance, Fireman's Fund, Builders Insurance Group, Allied World, and AIG.

### *New York - By: Alison M. Crane, Esq., Bledsoe Cathcart Diestel Pedersen & Treppa, LLP*

Eagle's Fall Meeting was held in downtown Manhattan on October 16-17, 2014. The festivities began with a sellout gathering at historic Delmonico's. Outstanding food and ambience were the perfect backdrop for top industry professionals and Eagles to mingle and build relationships.

On Friday morning, eighty Eagles and their guests gathered for a half day seminar "*At the Forefront: Emerging Trends in Litigation.*" The impressive guest list included representatives from twenty-eight distinct carriers/clients. The seminar kicked off with a dynamic and informative presentation on the multi-faceted areas of risk transfer and additional insured provisions. The panels on cybertorts and attorney professional liability were enlightening and prompted lively discussions among panelists and guests. And

Art Kutzer inspired us all to think outside the box in using the Affordable Care Act to limit future damages.

Many thanks to co-chair Dave Abrams and the members of the committee who gave tirelessly to the success of this event: John VanDenburgh, Jamie Sullivan, Peter Waldeck, Art Kutzer, Mitch Orpett, and Paul Finamore. The generosity of their time, knowledge and good humor from brainstorming to execution were instrumental in creating a successful seminar. Kudos to Frank Napolitani for his leadership and Terri Napolitani for coordinating yet another outstanding Eagle event. We all reap the benefits of her unflinching efforts and flawless organization. We look forward to the continued success of future Eagle events.

## 2015 CONFERENCE LINE-UP

### **Kansas City** – March 13<sup>th</sup>

Intercontinental Hotel  
Afternoon Seminar, Reception & Dinner

### **Chicago** – May 14-15, 2015

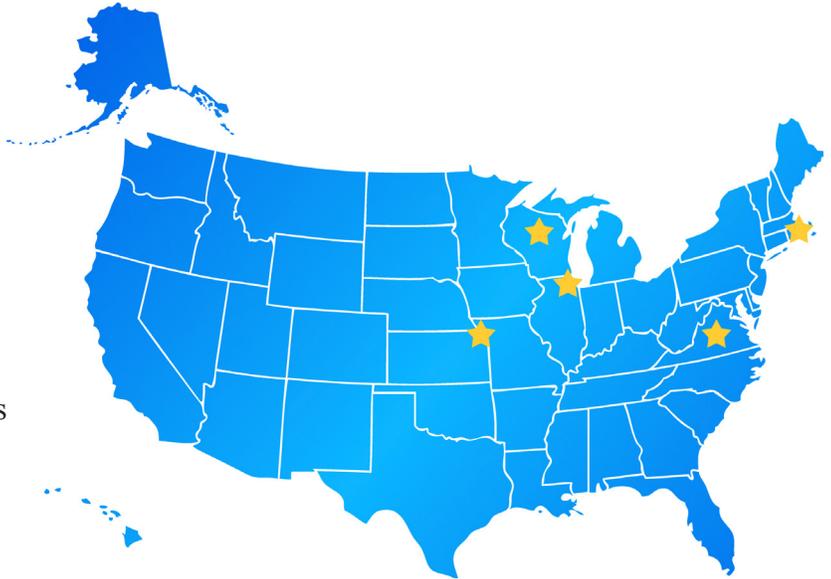
The Thompson Hotel  
May 14<sup>th</sup>: Board Meeting, Annual Membership Meeting, Reception & Dinner  
May 15<sup>th</sup>: Morning Seminar through Lunch

### **Church Mutual, Merrill** – June 23-24

Jefferson Street Hotel and Church Mutual Offices  
June 23<sup>rd</sup>: Dinner  
June 24<sup>th</sup>: Morning Seminar

### **Boston** – October 15-16

Intercontinental Boston Waterfront Hotel  
October 15<sup>th</sup>: Board Meeting, Membership Meeting, Reception & Dinner  
October 16<sup>th</sup>: Seminar through Lunch



### **Richmond** – December 2<sup>nd</sup>

The Commonwealth Club and Jefferson Hotel  
Afternoon Seminar, Reception and Dinner

## REFERRALS

### *June*

I am also pleased to report that we received two new Church Mutual assignments following the Eagle presentation, one of which was transmitted before we got to the airport to head home. This is truly a valued client and, once again, I thank Peter Miller for the original connection and all of our Eagle colleagues who have done so much to nurture this relationship.

***David Abrams, Strongin, Rothman & Abrams***

I am very pleased to report that I received two new assignments from Church Mutual. Thanks to Peter, John, and all of you who have kept the Eagle name out front and before this client. ***Marc Sheiness, Sheiness Glover & Grossman***

Thanks to the Philadelphia Eagle Regional Meeting in March 2014 and the attendance of Larry Warshaw of Carl Warren & Company, we received an assignment from Larry for the defense of commercial premise liability case in Toledo, OH. ***Mario Ciano, Reminger Co.***

Received a new assignment today from Marc Sheiness on behalf of Western World. Thanks!! ***Brent Savage, Parker Claims***

I am pleased to announce the receipt of 2 new matters from Church Mutual. Thanks again to the efforts of all who have helped foster this relationship. ***Stan Sliwa Sliwa & Lane***

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## MORE REFERRALS

### July

One of the underappreciated benefits of Eagle is its members' ability to provide referrals to other specialized practitioners in their particular jurisdictions, even if the referral does not lead immediately to fee-paying work for the referring law firm. Kim Kenealy with John VanDenburgh's firm in Albany was able to provide one of my firm's clients with a referral and recommendation for a criminal defense lawyer in the Albany/Saratoga Springs area for a family member who was recently arrested. Word today from the client is that the matter was resolved very satisfactorily and the client is both pleased and relieved – not to mention impressed with our ability to provide him with a valuable out-of-state referral on very short notice. When clients are happy, we're all happy. Thank you, Kim. **John Egan, Rubin & Rudman**

One of the other benefits of being an Eagle member is that some of our past members continue to remember us. David Will, Atlanta, referred a matter to me recently. Eagle continues to work! **Tim Waldeck, Waldeck Law Firm**

**Marc Sheiness** had a request from a client who had a new claim involving an alleged false negative on a BVDV test (Bovine Viral Diarrhea Virus) which has been asserted against their insured by a veterinarian in Larchamp France and asked for a referral of a French attorney who speaks fluently in French and English. **Simon Ndiaye of HMN & Partners** in Paris was able to contact the client and make arrangements for a meeting on September 14<sup>th</sup>.

### August

I have several new matters to report that I received recently that illustrate the strength of our organization.

**Church Mutual.** I received assignments of two new matters since our recent conference in Wisconsin. Peter Miller was critical in originally developing Church Mutual for us. Thanks to Peter and all our members who work so well continuing our relationship with Church Mutual. All of us work very hard sustaining our relationship with Church Mutual— none of course harder or more importantly than Terri.

**Generali.** Dave Abrams introduced us to Generali many years ago. I have received several interesting assignments over the years and a new one in the last few weeks. Our relationship continues with Generali and I am hopeful that Greg McGinley and Jerome Wright will be able to join us in New York.

**General Star/General Re.** Tim Waldeck referred General Star to me many years ago. The two related companies have been important for me ever since and I forget to thank Tim every time a new matter case.

Thanks Tim for all your generosity referring so many of your clients around our organization.

Thanks Frank and Terri, and all our members and committees, who make our organization work so well. **Jeff Hill, Hill & Lamb**

Annarita and I, on behalf of Owen Gleaton, wish to note that each of us has recently received new matters from Church Mutual - a fraud case and a premises liability case. We thank Peter Miller for opening the door for all of us to benefit from this long term relationship. **Burt Satcher, Owen Gleaton Egan Jones & Sweeney**

**Sweet Claims Company**, our independent adjusting company member for New York, New Jersey and Pennsylvania is the CAT TPA for AIG Private Client Group since 2010. In addition to CAT claims, AIG also uses Sweet Claims for overflow business involving this account and they act as both the inside and outside adjuster for AIG PCG.

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## MORE REFERRALS

*August - Continued from page 8*

**Debbie Diehl**, President of Sweet Claims, has referred 24 claim assignments in the last two weeks to fellow Eagle members, Alan Mayfield of T.M. Mayfield & Company, Chris Koning of Koning & Associates and Patrick Bello of Leamon Peterson & Bello. Deb anticipates more assignments in various other territories as well.

This type of program business shows the advantages of being an Eagle member. Thank you, Deb for your continued support of the Eagle network! **Frank Napolitani, Executive Director**

We thank John Egan for referral of another case through the United Church of Christ. **Dave Pennington, Harvey Pennington**

Happy to report that we were able to assist Barry Rothman of Strongin, Rothman & Abrams in locating surveillance in a case they are defending. Another way that Eagle works! **Tim Waldeck, Waldeck Law Firm**

I wanted everyone to know that just yesterday, Matt MacDonald, our new adjuster in Massachusetts, tried to refer a case to me here in Houston, but the carrier said no. But he tried. Can't ask for any more. **Marc Sheiness, Sheiness Glover & Grossman**

*September*

I want to extend my gratitude to the Reminger firm for asking our firm to be local counsel in a major federal RICO/Sherman Act matter. In particular, to Greg Brunton and Nick Bobb of Reminger with whom we will be working. **Gene Backus, Backus Carranza & Burden**

Sweet Claims Company **has assigned an additional 41 claim assignments during the past 3 weeks to fellow Eagle members**, T.M. Mayfield & Company; Koning & Associates, Leamon Peterson & Bello; Metro Adjusting Service Inc. and Appalachian Claim Service. Since **August 1<sup>st</sup> Deborah Diehl has assigned 65 claims to Eagle members** and expects to assign more in various states. Again, thank you Deb for your continuing support of the Eagle network and I look forward to seeing you at our NY Seminar in October. **Frank L. Napolitani, Executive Director**

We got another one about an hour ago from Deborah with Sweet Claims. I promised her that I would buy her a drink in NY. I am starting to look pretty cheap. I better come up with a better plan. **Patrick Bello, Leamon Peterson & Bello**

Many thanks to David Giannelli at Eagle Member The MacDonald Companies Inc., providing claims administration services in Connecticut, Rhode Island and Massachusetts, for a new assignment representing an apartment complex in a slip and fall case. Eagle works. **John VanDenburgh, Napierski VanDenburgh Napierski & O'Connor**

I am pleased to report that **Deb Diehl of Sweet Claims Company** has assigned an **additional 19** claims to fellow Eagle IA members, T.M. Mayfield & Company; Koning & Associates and Leamon Peterson & Bello in the last 3 weeks. Since August 1<sup>st</sup> Deb has **assigned 84 claims** to Eagle members and expects to continue. Again, thank you Deb for your continued support of the Eagle network members. **Frank Napolitani, Executive Director**

I just wanted to report that I received a claim from Gallagher Basset as a result of a referral from Matthew D. MacDonald from the The MacDonald Companies, Inc. Thank you Matthew! **Deborah Diehl, Sweet Claims Company**

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## MORE REFERRALS

*September - Continued from page 9*

I would like to thank Dave Abrams and the other STRONGIN ROTHMAN & ABRAMS attorneys for graciously providing their Livingston NJ conference room to me today for a deposition in a case filed in the US District Court in California in which Church Mutual is the plaintiff. We're all here to help each other. Thanks again. See you in New York. **Paul de Lorimier, McKay de Lorimier & Acain.**



*October*

I wanted to report an "Eagle trade." David Abrams has referred a Club Med matter to us here in the great state of North Carolina. Thanks, David. -- David Abrams has also agreed to assist our client in a commercial dispute filed in New Jersey. **Alex Hagan, Ellis & Winters**

I would like to report the assignment of a new matter from Church Mutual, with a thank you to Peter Miller for his efforts in facilitating this relationship. **Annarita McGovern, Owen Gleaton**

EAGLES - Annarita's message earlier today reminded me that I omitted to report a Church Mutual referral of a premises case a couple of months ago. The new matter was from a claims professional whom I met for the first time at the conference in Merrill back in June. Our network does work, and attending the conference at CM made the challenging return trip worth the effort and time. Please let me also thank Peter Miller for introducing us to CM and to all others who since then have devoted the time and effort to continue the development of this relationship. **Burt Satcher, Owen Gleaton**

I am pleased to report that Deb Diehl of Sweet Claims Company has assigned an **additional 19** claims to fellow Eagle IA members, T.M. Mayfield & Company; Koning & Associates and Leamon Peterson & Bello in the last 3 weeks. Since August 1<sup>st</sup> Deb has **assigned 84 claims** to Eagle members and

expects to continue. Again, thank you Deb for your continued support of the Eagle network members. **Frank Napolitani, Executive Director**

As another example of Eagles collaborating, I've been assisting Georgia Eagle Fred Gleaton (of member firm Owen Gleaton) in a medical malpractice trial in Greenville, SC this week. I'm pleased to report that earlier today Fred obtained a defense verdict for our mutual client. So congrats to Fred and Owen Gleaton! **John E. Cuttino, Gallivan White & Boyd**

We have received another claim from United Church of Christ. This is the 5th one we have received from that client. We thank John Egan for his efforts. **Dave Pennington, Harvey Pennington**

I just wanted to thank Dave Pisanic for the property damage claim referral in NJ we just received. Thank you Dave!! **Deborah Diehl, Sweet Claims**

I am remiss if I don't thank Dave Abrams and Dave Hudgins for some recent nice assignments. Thanks very much! **Mike Zoovas, Zoovas and Zoovas & Associates**

I am pleased to report two new Church Mutual matters referred to my firm this week. Thanks to my friend Peter and all in our Network who have worked hard to build and maintain our relationship with this excellent client. **David Hudgins, Hudgins Law Firm**

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## MORE REFERRALS

*October - Continued from page 10*

I am pleased to report an interesting new assignment and the promise of another from Church Mutual, thanks to Peter Miller and all our Eagle brothers and sisters who have worked hard to develop and maintain this important relationship.

Speaking of Peter, there was some young guy that showed up at our New York conference claiming to be you. Thought you should be aware.

Thanks to all for helping take care of my ALPS friends from Missoula, Montana. They had a ball.  
**David Hudgins, Hudgins Law Firm**

The Reminger firm is pleased to have helped our fellow firm member Annarita McGovern of the Owen, Gleaton firm providing an introduction and facilitating a meeting with a mutual client in New York, Catlin US. **Mario Ciano, Reminger Co.**

I am pleased to report that Strongin, Rothman & Abrams has asked Vetter & White to serve as local counsel for its client in a civil action pending in the Rhode Island Superior Court. We are most appreciative of and thankful for the lawyers at SR&A for thinking of us. Eagle Works! **George Lieberman, Vetter & White**

*November*

I'm happy to report that I have received another assignment from Church Mutual involving a nursing home and again want to thank all of those responsible for this very important client. **Tim Waldeck, Waldeck Law Firm**

## WELCOME TO NEW EAGLE MEMBERS IN 2014

### **Sweet Claims Company**

Founded over 60 years ago, **Sweet Claims Company** offers a full spectrum of Property and Casualty Claim Services. Sweet Claims Company first opened in New York and then over the years opened offices in New Jersey, Pennsylvania, Illinois and most recently, Florida. **Deborah Diehl**, President of Sweet Claims started in the insurance industry in 1985 working at Hanover Insurance and then Great American until 2000 when she joined Sweet Claims Company. Deb is

responsible for overseeing the operations of 5 claims offices. In her spare time she does kickboxing and is a diehard NY Ranger fan. Ice hockey is Deb's passion, having 2 sons that have played ice hockey since they were 5 years old. Her youngest, who is a senior, now, plays on the D1 Ice Hockey team for University of Delaware. If she's not working, you can find her at a hockey game! Deb attended the Philadelphia and New York seminars this year.

### **The MacDonald Companies, Inc.**

The MacDonald Companies, Inc. is a family owned and operated multi-line insurance claims administration and investigation company. We have been in business since 1957 and the company was started by J. Neale MacDonald. We specialize in investigations of insurance claims as well as the administration of large and small self-insured retention programs.

We're a small company with a wealth of experience and commitment to our customers to provide the service they need. With offices in CT, PA and MA we can cover Massachusetts, Connecticut, Rhode Island, Pennsylvania and New Jersey.

*(Continued on page 12)*

## WELCOME TO NEW EAGLE MEMBERS IN 2014 - *Continued from page 11*

### **Matthew MacDonald - President**

Following in the footsteps of his father and grandfather, Matthew MacDonald is a third generation insurance professional. With over 14 years in the industry he has handled a wide variety of insurance related matters. Through a combination of on-scene claims investigations, including locating and interviewing witnesses, scene inspections and photographs coupled with in-house claims handling, arbitration, mediation and trial experience for self-insured corporations and municipalities, Matthew's experience is unique and valued by his customers. His extensive industry knowledge and common sense approach to various categories of insurance matters, across all lines of business, makes Matthew a go to person for insurance professionals, defense attorneys, brokers, agents and business people.

As the President and Owner of his own business Matthew understands the nuances of running a successful business in a volatile industry like insurance. He provides advice, information and services with problem solving in mind, while recognizing and remaining sensitive to all parties on all sides of an issue.

Matt has been married to his wife Jessica for 12 years and together they are raising their 2 children, Payton and Oliver, in Sturbridge, MA. When he is not working he can usually be found road or mountain biking.

### **Parker & Associates**

**Parker & Associates** is a multi-line independent adjusting and claims management company offering field investigations and claims handling for carriers, agents, self-insured's and TPA's as well as complete claims management and TPA services. Our field adjusting history dates back to 1933 while our claims management and TPA history dates to 1989.

Our commitment to service and professionalism has enabled us to enjoy a wonderful reputation in our service to the insurance industry for over 70 years. Our adjusters average over 20 years experience and we are available 24/7. Brent Savage, President and Kathy Bowser, Director are both located in Dallas. Many of us met Kathy in New York last month.

## ANNOUNCEMENTS AND ACCOLADES

**Mike Marsh**, President, Midland Claims Service, Inc. and Industrial Injury Claims® in Montana, was an instructor for Reserving (Level 2) at the CLM Claims College in Philadelphia in September.

**John Cuttino** is now First Vice President of DRI – The Voice of the Defense Bar. He will become President Elect in October 2015, and President in October 2016.

Art Kutzer is proud to announce that his firm, **Senter Goldfarb & Rice** has been named '**Litigation Defense Law Firm of the Year in Colorado**' by 2015 Corporate Intl Magazine.

**David Thomas** and his partner **Paul Manion** of Rutledge Manion Rabaut Terry and Thomas P.C.

have once again been selected as Super Lawyers in the state of Michigan in the specialty of medical malpractice.

**Jamie Sullivan** of Howard, Kohn, Sprague & Fitzgerald was selected for the 7<sup>th</sup> year in a row as a Superlawyer in the New England Superlawyer Magazine in the area of civil defense. Jamie is presently representing a lawyer in a disciplinary matter that involves allegations that the lawyer was having sexual relations with clients, inappropriate contact and statements with various clients. The case was featured in an ABA Magazine and many of his local papers. The hearing in that case was televised by a local TV network.

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## ANNOUNCEMENTS AND ACCOLADES - *Continued from page 12*

**Owen Gleaton Egan Jones & Sweeney, LLP** in Atlanta has been named to 2015 “Best Lawyers.” Eleven firm members named “Super Lawyer” or “Rising Star”.

**Vetter & White**, Providence, RI, ranked as a Tier 1 law firm for the State of Rhode Island in the 2015 Edition of U.S. News-Best Lawyers “Best Law Firms,” is pleased to announce that its partner **George E. Lieberman**, a Martindale-Hubbell AV preeminent rated attorney, has been named for the eleventh consecutive year as one of the best lawyers in the United States in the field of Commercial Litigation and, has again been recognized as one of the best U.S. Lawyers in the field of Litigation-Real Estate, and also as a Super Lawyer in the area of business litigation by the New England Super Lawyers Magazine for the eighth consecutive year.

### **Accolades from Client Guests from the New York Conference:**

Terri: Thanks for including me in the panel last week. I found it very rewarding and am happy to participate again in the future. **Nicholas Campbell, Privacy Program Manager, Google**

David: Wonderful event. Enjoyed working with my colleagues on the panel. I always learn something new by listening to the other panel members. Thanks again to you and the entire Eagle International team. Regards, **Lance Albright, Vice President, Program Claims, QBE North America**

It was a great time with interesting lectures and super cool people to meet and/or catch up with. **Bella Kang, Director, York Pro**

I had a great time, enjoyed meeting all of you – thanks so much for including me – have a masterful week. **James Robinson, ARM, Risk Management, Equity Office**

It was a lot of fun. I have to say that the legal malpractice seminar got me all excited. I could spend a day telling stories on the issues addressed there. Looking forward to seeing at the next one! **Steve Joseph, Western World Insurance**

Adding to Steve’s comments, I enjoyed meeting everyone as well. A lot of excellent information on what is going on around the country. **Mitch Gibson, Claims Expert, Vice President - Property & Casualty Business Management, Swiss Re**

It was nice to meet all of you. It is too bad we didn’t leave David enough time to grill us but maybe he will have us back at another seminar and just start with the questions. **John Buckley, Assistant Vice President – Claims, Western National Insurance Group**

### **Accolades from Client Guests from the Scottsdale Conference:**

Eagle’s a great organization and I hope it keeps growing and prospering. **Jan Fondse, Director of Risk Management, Holiday Retirement**

Thank you for a wonderful conference and allowing me to attend and participate last week here in AZ. I truly enjoyed everyone’s company and speaking on the cat injury panel so again, thank you! **Kevin Stineman, Glencar Underwriting Managers, Inc.**

Thank you so much for all your hard work organizing the seminar. In addition to your follow up in securing our CE. It is greatly appreciated. Please keep Robin and me informed of any further seminars. **Jackie Creighan, MUSIC**

I thought the conference was informative. You put on an informative and collegial conference. Well done and thanks for the warm hospitality. **Shauna Reeder, CNA**

**BEST WISHES TO ALL EAGLES AND THEIR FAMILIES  
FOR A SPECTACULAR HOLIDAY SEASON!  
*See you in 2015!***