



Eagle News

Issue XIII June 2015

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MESSAGE FROM THE CHAIR

By: Jeffrey V. Hill, Esq.
Hill & Lamb LLP

Dear Fellow Eagles:

I am delighted to accept the privilege of leading Eagle for the next two years as Chair. We have a wonderful and dynamic organization that I have been part of for nearly fifteen years. Outstanding Chairs precede me. Most recently, Tim Waldeck. All of us know Tim's generosity in giving of his time and talent – few of us have not received a client referral from him. Tim's sure-handed management of Eagle affairs these last two years has been outstanding. Please thank Tim personally when you see him, or drop him a note. Eagle is much stronger and deeper today for his leadership. Singling Tim out takes nothing from all of his predecessors – all of whom left Eagle better and stronger than when they arrived as Chair. I am very fortunate that I can call on all of my predecessors – *and all of you* – to help me continue the tradition of Eagle always moving forward, advancing our clients' interests and the opportunities of all our members.

I also would like to thank Terri Napolitani, who works tirelessly for Eagle. We are a much better organization for her dedication to our mission and her careful attention to our clients. We cannot thank Terri too much for all she does for Eagle. Please help Terri with everything she asks, particularly in meeting all the many deadlines she must manage in order for us to seamlessly present now six events each year. Stealing from Tim Duncan about Coach Popovich: "Terri makes us go." Please, help Terri make us go; she makes Eagle very successful.

I asked many of our members' for their views as I began to think about my role as Chair. I discussed our strengths, any weaknesses and what should be done to address them, as well as what our needs are, and what

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our goals should be in the years ahead. You will not be surprised at what I found. There is much that is very right with Eagle, and very little that is wrong. What I heard most often were: “Membership;” “leadership;” and, “keeping our focus on doing and expanding what we do very well.” So here are my goals, for the next two years. I ask for every member’s help in achieving them:

1. Membership. We are stronger with more, and more active members. Three areas for us to continue to work: Expanding our membership in states we do not have members; expanding our membership in large states where more member firms are warranted; and, growing our footprint abroad. These are neither new nor small tasks. I will be asking all of us to look for innovative ways for us to expand our presence.
2. Leadership. My job as Chair includes not only managing Eagle over the next two years, but also looking toward the future to identify Eagle’s future leaders. I plan to ask adjusting and law firm members, their partners and associates, *including people who have not been active in Eagle*, to participate in new areas and work toward their future Eagle leadership. I will be very conscious of the need to bring people up in the organization, draw on new talent and ideas, and protect Eagle’s future.

3. Keep Doing, And Do More Where Possible, Of What We are Doing Very Well. There are few if any organizations like ours that are as successful as we are at their core mission. Eagle will present six seminars in 2015. As I write this, 106 individual clients have attended our two seminars to date in 2015. We always understate individual referrals – and I encourage all of us to fully report all referrals – but in 2015 thus far, 90 new client referrals were reported by members. We will all be working to expand this.

Thank you for your trust and confidence as I accept the leadership of Eagle. We are as strong, or as weak, as your participation. I know that I can count on each of you to help me strengthen Eagle. I will be speaking globally to our group, but also reaching out to individual members to help, to be and to remain involved in Eagle. My expectation and responsibility is to continue the Eagle Chair tradition of turning the organization over to the next Chair with Eagle in an even stronger position than it is today. Please hold me accountable and always let me know how Eagle can improve.

Best regards and wishes for 2015.

Jeff

A NOTE FROM PAST CHAIR

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

Dear Eagles:

As I leave as Chair of Eagle, I was asked to prepare an article for the newsletter. I thought rather than reflect on the last couple of years that I would share my thoughts on the value of Eagle International.

John McKay, a number of years ago, taught me of the value in clients knowing of his membership in Eagle, and for them to see it for their use and not to simply view Eagle as a means to meet other members’ clients. As he described, it was to make his clients aware of the important connections that he could provide



for legal counsel, adjusting services, and expert services nationwide. In addition, that these services and contacts could be coordinated by John with the local Eagle members. John successfully used this approach to provide his clients with multi-jurisdiction legal and adjusting resources through the use of Eagle

members and to demonstrate to them the importance of using local representation; that is those with knowledge of the actual and practical information about a specific jurisdiction, rather than those sitting on the east coast musing about it. John, like many of

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us, came from a smaller firm; however, he was able to use Eagle's members and resources to create the strength of a large firm and with the benefit of having counsel and adjusters in each of the jurisdictions. I have implemented John's teachings in my own practice and have found it very rewarding.

Working off of John's premise, in 2009 Eagle introduced the Industry Leaders Series for our seminars. (What client doesn't want to be recognized as an Industry Leader?) Its skyrocketing success speaks not only to the number, but the quality of the seminars and the fact that they are sanctioned by both CE and CLE accreditors. This has been a wonderful resource for our clients. Another resource has been the written materials that have been generated by Eagle and distributed liberally to our clients and attendees at seminars as well as to those in their office. Eagle is viewed not just as a group of soliciting lawyers and adjusters, but a strong organization with connections, resources, and specific multi-jurisdiction capabilities. These resources include not only their members, but the clients who attend Eagle seminars. We have all observed during the seminars that there is a great deal of networking done intra-industry. All of this has built loyalty with these clients, not only for the sponsoring members, but to other Eagles as well. And as we have seen, as clients become familiar with Eagle and its resources, continued loyalty develops.

John's approach of course is in substantial contrast to those who view the seminars only as an opportunity to meet new clients. This is somewhat reminiscent of Blanche DuBois' famous comment "I have always depended on the kindness of strangers." This analogy

may not be perfect, but I think you get my point. I know that John McKay advocated his clients' use of Eagle and I personally am a believer in it as well. I think you will find that your involvement with Eagle will produce greater satisfaction and productivity by giving this concept a try and doing yourself a favor by having clients use Eagle.

This year the Board of Directors believed it was important to recognize outstanding achievement by an Eagle member. This is not meant to be an annual award, but rather an achievement award. The criteria are as follows:

1. Has made outstanding and Eagle International changing contributions toward the goals and objectives of Eagle by demonstrating leadership, professionalism, guidance and support to fellow Eagle members and enhancing the image of Eagle.
2. Has actively and continuously engaged clients to refer legal matters to Eagle members and for their participation and attendance at Eagle seminars and meetings.

At this year's annual meeting the Eagle Award was presented for the first time to a member who has not only met, but exceeded the criteria of the award by demonstrating professional leadership and commitment to excellence and to Eagle International. I'm proud to call the first recipient, **Mario Ciano**, my friend.

Best wishes,
Tim

THE EAGLE AWARD

A complete surprise to Mario, he humbly accepted the Award with a few short words of thanks. Here are a few photos of the moment.



A NOTE FROM THE PUBLICATIONS COMMITTEE

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

Summer is just around the corner and the Publications Committee is heating up. Work is finishing up on a new compendium publication covering the minimum age for contributory negligence and assumption of the risk among the 50 states. We are also updating our existing publication: *Fair Claims Handling Statutes – A 50 State Survey*. We expect the former to be ready in time for the Church Mutual trip on June 24th and the claims handling booklet in time for the October 15-16 Boston meeting. The claims handling publication is a major undertaking and includes a lot of information so your help in getting the requested information to the Publication Committee as soon as possible is greatly appreciated. The Publications Committee is also working in concert with the Marketing Committee to develop an E-Blast format

that will allow Eagle to stay in contact with previous client attendees from our various seminars and conferences. We expect to have the E-Blast up and running this summer.

Eagle's publications continue to draw praise and appreciation from our clients. They are available to members on the web site, or contact myself or Terri Napolitani if you need information on how to obtain copies. The publications are not possible without the help and hard work of the members. As always, thank you very much for your cooperation and contributions. Our publication efforts succeed because of the willingness of our members to participate. If you have any questions or suggestions contact me at jwv@nvnolaw.com.

SPOTLIGHT ON EAGLE MEMBER

Jack Storer

For anyone who has not had the opportunity to meet John W. Storer, III, you should know that if you call him John, there is a distinct possibility that he will not know you are referring to him. With very little exception throughout his life, he has been known to family, friends and colleagues as Jack.

Those who know Jack professionally are aware that he is an accomplished trial lawyer and a partner with Swenson, Storer, Andrews & Frazelle, P.C. in Phoenix, Arizona. His practice areas include product liability, premises liability, hospitality industry liability, large vehicle liability and elevator and escalator liability.

Jack was raised in the Chicago area attending Loyola Academy, the largest Jesuit High School in the United States. Although he did not follow classmate, Bill Murray, into the comedic acting arena, Jack relates that Bill was funny even then and humor was a great balance to the strict discipline and academic rigor

By: Kimberly E. Kenealy, Esq.
Napierski VanDenburgh, Napierski & O'Connor, LLP

of Jesuit education. Jack obtained his B.S.B.A. and M.B.A. Degrees from the University of Denver. After working at Blue Cross / Blue Shield of Colorado as a Financial Analyst for a number of years, he returned to Chicago where he obtained his Law Degree from DePaul University College of Law. He is licensed in Texas, Illinois and Arizona.

Jack's professional accomplishments include a State Bar of Arizona Board Certification in Personal Injury and Wrongful Death Litigation and an award from the State Bar of Arizona naming him an Arizona Significant Defense Verdict Winner for the year 2009 resulting from a very interesting case involving a hotel guest who contracted West Nile Virus.

Jack is a sports enthusiast and his participation over the years has been somewhat varied. At Loyola, he was on the golf team which won a state championship. In college, he was on the developmental ski team

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for one year. He quickly faced the fact that he was outmatched by the A-team players from Norway and other European countries who also skied on the World Cup circuit. Jack's roommate, who at the time was the captain of the Rugby team, convinced him to work out with the team to "stay in shape". After a number of injuries to other players, Jack was moved from third string to starter, playing outside center and wing, which he says provides an explanation for various cognitive deficits. Believing that "when in Rome do as the Romans", he also became involved in climbing Colorado 14ers. For anyone not familiar with the parlance, a 14er is a mountain that meets or exceeds an elevation of 14,000 ft. Many are easy hikes, the only requirements of which are being in good shape and the ability to deal with high altitude. Then there is the tougher side of the spectrum. Jack's 14er resume includes Crestone Needle (Sangre de Cristo Range in southern Colorado); Pyramid Peak and the Maroon Bells (Elk Range outside of Aspen).



As any Eagle member who knows him will attest, Jack Storer is also an active and enthusiastic member and participant in Eagle International Associates. Jack's introduction to Eagle came during Eagle's infancy when he had the good fortune to practice law with Royce Rowe in Chicago and then totally by chance with Harold Swenson in Arizona, both founding members of Eagle. Jack recalls attending early Eagle meetings in Westchester and Port St. Lucie which he describes as having been far smaller, less structured and with limited seminar content in comparison to current day Eagle meetings.

Jack is very proud to be a member of Eagle International Associates and feels strongly that the group is comprised of some of the best lawyers and industry professionals in the country. To him, this is demonstrated by the number of clients that seek to participate in seminars as presenters and attendees. Jack finds one of the Eagle's strengths to be its ability

to utilize its members' varied backgrounds in virtually every state to the benefit of other members and clients. He relates a recent experience where a hospitality industry client, who attended her first meeting as a guest, ended up participating at the next meeting as a panel member, switched industries to senior living centers, participated at another meeting, again on a panel, and has since been sending business to various Eagle members. Jack attributes this success to the fact that the group's meetings are high quality and its members do a great job promoting Eagle.

According to Jack, Eagle membership benefits his clients directly by having contacts in so many parts of the United States and abroad. Jack believes that when you have confidence in the ability of other members, as he does, the referrals result in a direct, tangible benefit to his client base.

In addition to the attorney and adjuster members, Jack is also quick to comment that Eagle is fortunate to have the skills of Terri Napolitani to watch over the various committees, keeping people to deadlines, crossing the T's and dotting the I's, which results in the highly polished product that is evident to clients. He believes this translates into repeated client comment that a particular Eagle Seminar(s) was the best seminar they ever attended.

Jack's time of late is spent below 14,000 ft. enjoying golf, skiing, travel, attending sports events, his White Sox / Cub rivalry with his wife Sharon (Bob Costas) Storer and spending time with their daughters, grandsons and extended family who have followed him to the "Grand Canyon State".

MARKETING COMMITTEE GOALS

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

Greetings from your Marketing Committee

This is my second chance to communicate with you for the Marketing Committee. I thought it would be a good idea to look back to the goals for the Committee I outlined in my first article and see where we've been and how we're doing. That journey back makes it clear that Eagle is making great strides and enjoying some tremendous successes in its conferences and marketing efforts but that we still have much more we can undertake and accomplish. Here are the goals previously identified and my current thoughts and report as to each:



Goal 1: First and foremost is to increase the direct and active participation of Eagle members in Eagle's marketing initiatives

This is clearly a work in progress. Thanks to those of you who have identified a Marketing Committee Liaison for your firm or organization. If you have not yet done so, please send me a name of a good suspect and we'll add her to the list. It's not too late to join and I expect this liaison group to get itself organized over the summer and off the ground and in operation soon after Labor Day.

The Liaison group is but one way of increasing the direct participation of Eagle members, however. As discussed in Goal 1A, below, for example, there is clearly more we can do to engage more members in more activity and more accomplishments. The Marketing Committee will continue to explore ways to increase the involvement of more members and to broaden the roster of those speaking and organizing conferences, writing articles or contributing to publications and engaging in special projects, thereby presenting greater opportunities for all. We welcome your thoughts and ideas.

Goal 1A: Listening to your ideas

Speaking of ideas . . . please do! Eagle can help you with your marketing efforts. To do so, however,

we need to know what you want to accomplish and how. I would be delighted to receive any comments, brainstorming, concrete ideas, wild imaginings or anything you have to say. Eagle members need not be shy. Let me know what you think your Marketing Committee should be doing and where our focus should be. We have been only modestly successful in increasing this kind of dialogue over the last several months and I would love to see more. Please

help. Send me your marketing thoughts and dreams. The Committee will try to make it happen.

Other Goals (in no particular order):

Risk Manager/Corporate Self-Insured Initiative

This initiative is off to a successful and flying start. At the Chicago Conference, we devoted one of our panel discussions to the perspective offered by a couple of risk managers/claims attorneys for corporate interests. Our desire is to reach out to this important but, at least for Eagle purposes, under-represented and under-targeted group of corporate self-insureds, risk managers, or high deductible insureds and bring them into Eagle. The panel discussion was a good start. We hope to have more from this group participating in our various panels going forward and will try to conduct what the Committee has referred to as a "Mario Meeting" around the time of each of our future conferences. Thus, we will try to arrange a small meeting with a corporate group in October in Boston, around the time of our Fall Conference and are already working on identifying and arranging a similar meeting in Richmond around the time of our December conference there. In this way, we can greatly expand Eagle's reach and enjoy the same great relationships with those within corporations who control litigation and claims.

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MARKETING COMMITTEE GOALS - *Continued from page 6*

Better Living Through Technology

We are establishing a Technology subcommittee to identify and pursue marketing opportunities through technology? LinkedIn posts, blogs, client news flashes, apps and other things understood best by 12 year-olds will be explored and brought back for further discussion and consideration. Recognizing that face time is not always possible in a live setting, we want to figure out how Eagle can best maintain contact and meet new clients through other forms of communication. This group will also be established over the summer and get going in earnest in September. If you have any thoughts or wish to join, please let me know.

Remembering Our Past to Preserve Our Future

This goal recognizes that we have had many successes and have met with many clients and guests who have been favorably impressed with Eagle. We don't want to forget those folks and, more importantly, don't want them to forget about us. We had previously talked about some way to keep "Friends and FOES (Friends of Eagle)" more engaged with us on a continuing basis. Some of this may, as discussed above, be done through technology, but we have also had great success in both Kansas City and Chicago by reaching both out and back to those who attended previous seminars and meetings in those cities and inviting them to return. This is one of the key ingredients for our increased attendance at those meetings and has led to an institutional relationship with some of these clients, which can inure to the benefit of us all.

Increasing Industry Recognition Initiative

We are making good progress in this important area. For example, several of us who attended the CLM Annual Meeting last April organized an Eagle informal after-dinner gathering of friends at the Finamore villa in Palm Springs and invited numerous clients. The feedback was great and even those who could not attend were appreciative of Eagle's invitation and mindful of its presence at the meeting. Likewise, our outreach to past attendees has helped spread word of mouth among the industry. More Eagle presence at

other organizations' events, through our individual attendance will serve to further strengthen Eagle and enable us to maximize the value of our membership. Please contact me if there are events that you will be attending that might be suitable for an Eagle presence and we can help coordinate among all the Eagle members who will be attending.

Renewed Focus on Adjusters

We need additional help in this area. We have tried to make sure that our topics at our conferences are valuable to and offer participation opportunities to our adjuster members. For example, we looked at the appraisal process as part of our Kansas City conference and have included an adjuster-specific issue in the fact pattern that will be used for our upcoming mock trial at Church Mutual at the end of June. Our ability to do more of this and to engage our adjuster members depends on gathering your input and ideas. How can the Marketing Committee help? Please let us know.

Industry-Specific Outreach

We have considered but not yet acted on the idea that we present an industry-specific conference or reach out to a particular segment of the insurance or claims industry. I intend to suggest to the Board that we use one of our scheduled regional meetings in 2016 to experiment with this idea. If you have any recommended focus, please let us know. Otherwise, watch this space for further word and announcements.

Son of Church Mutual

Some thought that we should expand on the very successful Church Mutual in-house seminar model and take it to other insurers or companies. Thanks to the fine work of Dave Hudgins, we are about to do so. September will find Eagle in Missoula, Montana, presenting a half-day conference to ALPS, a good friend and supporter of Eagle and Eagle members. This is a great way to further strengthen this relationship and for members not already familiar with ALPS professionals to get to know them. We are also exploring the possibility of another such seminar

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based on the interest expressed by a company in the Chicago Conference and hope to be able to present there in late 2015 or early 2016 as well. Please let me know if you know of an insurer or corporation who might be a good candidate for such an in-house presentation.

Message, Message, Message

The Marketing Committee has not really devoted any time thus far to identifying and studying Eagle's message. Whatever it is, it is working well and we've been so busy with conferences and other initiatives that the necessary time for quiet reflection and strategic planning has not been carved out. This is something that is, in my opinion, an important part

of ramping up our effectiveness and value so I don't want to lose sight of the need to effectively formulate our message for our clients. Again, thoughts and ideas are most welcome!

Eagle has been very kind to and supportive of the Marketing Committee. Thanks to Tim for his great leadership and help, to Jeff for assuming the mantle of responsibility and for his many ideas and to all of you for attending, contributing, listening and making Eagle as strong and effective as it is. We look forward to more and even greater success going forward.

Enjoy the summer!

Mitch

DIVERSITY INITIATIVES

**By: Annarita L. McGovern, Esq., Committee Chair
Owen Gleaton Egan Jones & Sweeney, LLP**

I am honored to be writing this as the Chair of Eagle's newly formed **Diversity Committee**, and am doing so with many thanks to the major contributions by the other members of the committee who have helped get this new initiative off the ground: Gene Backus, John Cuttino, Alison Crane, Melvin Davis, and Terri Napolitani.

Improving diversity has been an issue in the legal profession for many years, with the National Law Journal recently publishing that in 2015, only 14.4 percent of lawyers in the work force are minorities, which is less than half the percentage in other professional fields such as accounting and medicine. Yet, there is undoubtedly a benefit to inclusion of those with different perspectives, skills, and challenges in the practice of law today. Our clients, judges, witnesses, and juries are diverse, so expanding diversity among our ranks is a benefit to all of us in incorporating new ideas and perspectives into our practices.

In keeping with Eagle's goal to improve diversity, our committee has drafted and the Board has adopted our diversity policy, which states:

Eagle International Associates, Inc. is of the strong belief that our organization is stronger, more valuable, and more effective through the inclusion of adjusters and attorneys of diverse gender, sexual orientation, racial, ethnic, cultural backgrounds, and all religious or non-religious affiliations. Eagle recognizes that the inclusion of such diversity is vital in order to achieve excellence and to serve its clientele effectively. Eagle is committed to a further understanding of its cultural filters and the absolute need to accept each person as a valued, talented, unique individual, which, when working with other Eagle members, will bring the organization and its members genuine benefits and competitive advantage in the marketplace.

This policy has been included on the Eagle website and will appear in the 2016 Directory, as well as incorporated into seminar materials.

To help support this mission, the Diversity Committee will have a member serve as the Diversity liaison for each of the upcoming conferences. To date, we have John Cuttino as the liaison for the Chicago meeting; Gene Backus for Church Mutual; Alison Crane for the Boston meeting; and myself for the Richmond

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seminar. Our committee will be coordinating with the Marketing Committee to help facilitate diversity among our panels, and to encourage invitations to diverse members and clients to attend Eagle seminars. I will also send periodic reminders during the registration periods for each conference to encourage everyone to think about how they can support our goal of expanding diversity at these conferences—whether it is by walking down the hall to ask an attorney or

adjuster who has never attended a seminar to do so, or by contacting a diverse client that you may not have originally thought of to speak on a panel or attend a seminar.

Thank you all for supporting Eagle's commitment to diversity. I look forward to keeping you updated on our progress throughout the year.

RECAP OF EARLY 2015 MARKETING EVENTS

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

KANSAS CITY



Eagle returned on March 16, 2015, for its second Kansas City Regional Conference, entitled “Claims Handling: The Good, the Bad and the Ugly – The Saga Continues.” To say it was a success would be a wild understatement. In what is most likely an attendance record for an Eagle regional conference (confirmation from Guinness Book of Records awaits), we had 90 registrants. Revealing Eagle as the marketing Nirvana it has become, the program was attended by 56 client guests and 34 Eagle members. The conference was hosted and led by Patrick Bello, who established a welcoming and interactive tone that carried through the entire day. People really are nice in Kansas City!

The conference itself consisted of three panel discussions and a magical presentation by Larry Warshaw on “Winning Client Service – It’s Not Magic,” complete with Larry’s usual stunning array of magic tricks and legerdemain. Steve Fields and Sean Sturdivan led a robust panel on “Low Liability,

High Exposure: Those Cases Everyone Loves to Try.” Industry experts Mike DiSilvestro, Vice President Claims, AXIS PRO, Jim George, Senior VP Westport Insurance (Swiss Re), Cynthia Khin, Life Sciences Casualty Claims Director, Berkley Life Sciences and Thomas Meierant, Claims Manager, The Medical Protective Company, dove deep into the unique challenges of handling, defending and trying these difficult cases where you know you’re right but also know that, if you’re wrong, it will cost you. It was an excellent discussion.

Dan Ripper then moderated a panel offering important insights into “Determining Loss Without Losing Your Mind: The Appraisal Process for First-Party Property Claims.” Offering a group of experts who clearly had learned not to lose their minds, we heard from Chris Grunenwald, Claims Attorney, Church Mutual Insurance Company, Konrad Hendrickson, Vice President and Associate General Counsel, ANPAC and Marc Sheiness, our Houston, TX member. The panel and Dan did an excellent job explaining and offering practical advice and insights into this important process and into the traps that await the unwary.

The final panel was highly interactive and generated considerable commentary from the audience, perhaps highlighted by the verbal fisticuffs between Sheiness

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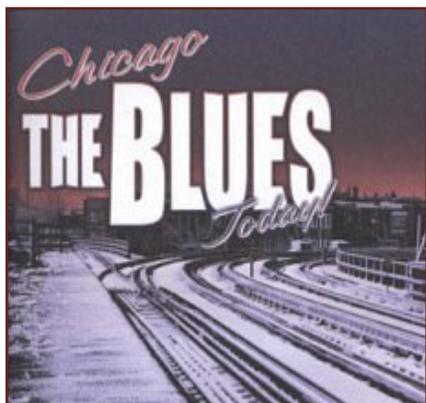
RECAP OF EARLY 2015 MARKETING EVENTS

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and Orpett on some now-forgotten point of insurance coverage minutiae. Melvin Davis was ringmaster for that event and did a great job controlling the masses, identifying and raising important and controversial issues and weaving together the panel's comments and views. Amy Parker, VP, Swiss Re American Holding Corporation and Dan Vance, VP, Casualty Team Manager, Swiss Re, and Stephen King, VP and Claims Manager, also of Swiss Re, were our industry experts and yours truly was a last-minute replacement due to a conflict encountered by a scheduled panelist. Fortunately, Amy, Dan and Stephen, with Melvin's expert guidance, were able to carry the day and offer a very interesting discussion.

An extremely well-attended reception, followed by dinner, was enjoyed after the conclusion of the conference. Once again, Terri and Frank put together smooth-running, professional and seamless show for members and guests. The positive feedback from our Kansas City guests was gratifying and the door appears open for a warm welcome back when we next decide to hold a meeting there. Special thanks also go to the KC Conference Committee, consisting of Patrick Bello (KS/MO), Steve Fields (MO), Paul Finamore (MD), Dan Ripper (TN) and Sean Sturdivan (KS/MO) and to Tim Waldeck for his support, ideas and invitations. It was a successful conference, well planned and well executed and great fun for all.

CHICAGO



Eagle's Spring Meeting was held on May 14-15 amidst the hustle and bustle of River North in Chicago, Illinois. Ninety-six Eagles and guests (20 more than when we were last in Chicago for a Spring

Conference) gathered for an informative and entertaining CLE session, "Avoiding the Blues in Chicago: Successfully Resolving Claims and Escaping the Muddy Waters of Litigation." Bad puns aside, the conference topics resulted in extremely interesting presentations and panel discussions and uniform positive feedback from our clients. Needless to say, the social side of Eagle was also well represented, as we also got together for a well-attended reception and dinner the night before the seminar itself. The dinner, of course, was highlighted by a stirring and well-deserved presentation of the Eagle "Avvocato Magnifico" Award to the invaluable, irreplaceable

and indefatigable Mario Ciano. Complimenti caro amico! Well deserved.

Total attendance for the conference was 96. Once again, for the second conference in a row, clients and guests outnumbered Eagle members, in this instance by 56-42. Where else can attorneys and adjusters attend CLE and social events in one place and enjoy a better than 1-1 ratio of attorney/adjusters to clients. Eagle continues to offer great exposure and great opportunities for those who attend. As usually, the educational component was excellent as well.

The first panel discussed the ethical issues in both social media discovery and in negotiating claims. Co-moderators David Abrams and John D'Amelio led a blue-ribbon panel consisting of Sarah Abrams, Senior Claims Examiner from Markel Corporation, Donna Asta, AVP of Westport Insurance Corporation (Swiss Re), and Judy Frymark, Senior Complex Casualty Claims Examiner, Church Mutual Insurance Company, through a variety of emerging and important issues posing ethical implications and challenges. The conversation was interesting, useful and entertaining and reinforced that we can, indeed,

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enjoy “Better Living (and Results) on the High Road.” Thanks to David and John and their panel for a superb presentation.

The second panel addressed coverage and defense concerns arising out of reservations of rights and eroding limits policies. Our new Chair, Jeff Hill, and Peter Waldeck, both skillfully navigated an interactive discussion focusing on troubling situations arising out of coverage denials and conflicts of interest with a superb and interesting group of company representatives, including: Joseph M. Goldberg, Assistant General Counsel, Sentry Insurance; Michael Otworth, Vice President, Claims, General Star; Rohini Palit, Executive Claims Examiner, Markel Corporation; and Brad Temple, Claims Manager and Senior Attorney, West Bend Mutual Insurance Company. Claims professionals and attorneys alike learned valuable lessons about what to do and what not to do in these tricky and potentially dangerous situations. Kudos and thanks to Jeff and Peter for organizing this group and for skillfully leading the discussion amongst panel and audience alike.

The third panel, “More Heat in the Hothouse: The Professional as a Client and Insured,” was led by Daniel Ripper and Marc Sheiness. Stories abounded of what some consider to be the difficult personality of your average lawyer (not anyone in Eagle, of course!) and our panel, Doug Crone, Claims Consultant, CAN Pro Claims, Kobi L. Gibbs, Claims Attorney, ALPS Property & Casualty Insurance Company, Paul Poppish, VP of Claims, AmTrust North America, and Chris Ziemba, Chief Claims Officer, Euclid Specialty Managers, offered great insights and tips into the unique legal and practical issues that often arise for the claims professional and defense counsel when a professional is the insured/defendant. Dan and Marc did a great job presenting a diverse group dealing with tough issues in an entertaining and very informative way.

Finally, the last session of our conference kicked off Eagle’s “risk manager/self-insured” initiative. Designed to expand our scope and our client outreach

to companies and organizations that are self-insured, have high deductibles or self-insured retentions and have great influence or independence in selecting counsel, this panel discussion offered presentations from the insured’s perspective on what is expected from insurers and defense counsel. Shea Conley expertly introduced and wove together this interesting narrative from Ari Kirshner, Associate General Counsel, NuCare Services Corp. and Heather Maher, Senior Director of Risk Management and Claims Counsel, Ralph Lauren. Thanks to Shea, Ari and Heather for brilliantly starting Eagle on this new and exciting path.

A brief reception and a lunch followed the CLE presentation, giving us all more opportunities to mingle with and get to know the many guests in attendance. The food was almost as good as the CLE.

Our industry guests seemed delighted by the opportunity to participate in our CLE, by the activities and quality of the organization, beautifully run (as always) by Terri Napolitani and by their interaction with Eagle members. All of them did well as faculty members and provided us with a high-quality CLE and social event. My profound thanks, in addition to Terri and Frank, without whom little of any use ever happens, goes to the Committee, whose tireless efforts and inspiration led to a meeting about which we could all be proud. The members of the Committee were; David Abrams, Shea Conley, John D’Amelio, Dan Ripper, Marc Sheiness and Peter Waldeck. Likewise, the leadership and support of our bookend Chairs, outgoing star, Tim Waldeck, and new leader, Jeff Hill, were crucial to the development of the conference. Please buy them all drinks next time you see them and give them your thanks. They deserve it.

Chicago offered a fine venue for the meeting with many industry guests from whom to draw. Based on this year’s Spring Meeting, you should resolve not to miss our next visit. I look forward to welcoming you again at that time.

STILL TO COME IN 2015

Church Mutual - June 23-24

Church Mutual Offices - Merrill, WI

Jefferson Street Hotel for Rooms

June 23rd

6PM Reception and Dinner - Back When Cafe

June 24th

8AM *I've Fallen and Can't Get Up - But I Can Sue*

A Mock Trial

~ Featuring ~

The Eagle Players

ALPS - September 10-11

ALPS Corporation Offices - Missoula, MT

Doubletree Hilton for Rooms

September 10th

6PM Reception and Dinner - The Red Bird

September 11th

8AM Seminar



Boston - October 15-16

InterContinental Hotel Boston Harbor

October 15th

Board Meeting, Membership Meeting, Reception and Dinner

October 16th

Morning Seminar, including reception and lunch

Richmond - December 2nd

The Commonwealth Club and Jefferson Hotel

1PM Seminar followed by Cocktail Reception - The Commonwealth Club

6:30PM Dinner - The Jefferson Hotel

REFERRALS

JANUARY

I am pleased to report yet another assignment from Church Mutual and in particular, Judy Frymark. Eagle continues to work! **Tim Waldeck, Waldeck Law Firm**

Tim's email of earlier today reminded me that I have yet to advise the group of our recent assignment from Mike Flaherty with ALPS to defend one of its insureds on a professional negligence matter. A special thanks to those of you who introduced this client to the group! I hope to see this spring. **Clint Whitworth, Edmonds Cole**

We recently received an assignment from Church Mutual to represent an Assisted Living Facility in a

wrongful death action. Thanks again to all who have helped foster this relationship. **Stan Sliwa, Sliwa & Lane**

We appreciate Clint Whitworth considering our firm for representation of a client in Arkansas. Unfortunately we had a conflict, but appreciate his consideration. **Mariam Hopkins, Anderson Murphy & Hopkins**

I received many sample joint defense agreements in response to my request last week. This network is awesome! The best is yet to come! **Jamie Sullivan, Howard Kohn**

(Continued on page 13)

MORE REFERRALS

JANUARY - Continued from page 12

Eagle Rocks! Jack Storer kindly referred a self-insured retirement company to me to defend a slip and fall. What a great network we have! **Jamie Sullivan, Howard Kohn**

I take this opportunity to report that Owen Gleaton just received a new matter from our friends at Church Mutual, a case alleging boundary violations arising during a counseling relationship at a church in southwest Georgia. Thanks to Peter Miller and all others who have fostered this relationship. **Burt Satcher, Owen Gleaton**

Thanks to Eagle for the referral of a new wrongful death/psychiatric malpractice case from Allied World. **Annarita McGovern, Owen Gleaton**

I am happy to report a recently assigned premises liability case from Church Mutual. Many thanks to Joe Rectanus and Church Mutual for their continued relationship with our firm! **John D'Amelio, Harvey Pennington**

FEBRUARY

I am happy to report we have received a substantial federal cargo subrogation case as a result of a referral from Chris Koning. Thanks to Chris for making the referral. This is another example of how Eagle works! **Ted Waldeck, Waldeck Law Firm**

Thanks to our Eagle network, we just received our first United Church of Christ defense matter in our Lexington, Kentucky office and our Shea Conley. This came from TPA representative, Gerry Hiller of York Risk Services Group, who is located in York's Middleburg Hts., Ohio (Cleveland suburb). **Mario Ciano, Reminger Co.**

I am pleased to advise of a new handicap discrimination defense assignment from our friends at Church Mutual. **John Egan, Rubin & Rudman**

I too am very happy to advise that I was on the phone with CMIC when this e-mail message came in receiving a new liability suit pending here in Houston. I was also fortunate to receive a First Party case against CMIC pending in the Texas Panhandle last week. Many thanks to Peter, John, and all of you who continue to nurture them on your visits to Merrill. **Marc Sheiness, Sheiness, Glover & Grossman**

MARCH

I am very happy to report that since the first of February I have received four new assignments from Church Mutual, both Third Party as well as First Party Assignments. **Marc Sheiness, Sheiness, Glover & Grossman**

I am pleased to report the referral of a sexual abuse case from the Insurance Board. Our continued thanks to John Egan for introducing us to this client and inviting Cy McFarlin to our New York seminar. Eagle works! **Alison M. Crane, Bledsoe, Diestel**

APRIL

Thanks to John Egan we have received a new assignment through York Claims. **Kevin Lane, Sliwa & Lane**

I am pleased to report that I received a sexual misconduct case from Church Mutual. Thanks to Peter Miller and everyone involved for their effort in

securing this client. **Dave Thomas, Rutledge Manion**

Thanks to our Eagle brothers of Strong, Rothman & Abrams, LLP in New York and New Jersey and Barry Rothman, we will serve as local counsel on a trucking liability defense case. **Mario Ciano, Reminger Co.**

(Continued on page 14)

MORE REFERRALS

APRIL - Continued from page 13

I am very pleased to announce that through the introduction to Mr. Cleary by Peter Miller and John McKay, I received another First Party claim against CMIC. Thanks to both of them and to all of you who have continued to foster our relationship with Church Mutual. See you in Chicago! **Marc Sheiness, Sheiness Glover & Grossman**

Thanks to Eagle I just received another church liability

case from Church Mutual. It pays to participate. **David Hudgins, Hudgins Law Firm**

Reminger extends our many thanks to Barry Rothman and the Strongin, Rothman and Abrams firm. We have received our second assignment this month from KLLM Transport Services, Inc. based on Barry's introduction and referral! **Ron Minging, Reminger Co.**

MAY

While at the Chicago Seminar our good friend and colleague David Abrams referred a Club Med matter to me. Thank you, David. **Tim Waldeck, Waldeck Law Firm**

Due to the efforts of many Eagles and after traveling to the "Great White North" for each of the past several years, I am pleased to report that I have been asked to handle a matter for Church Mutual here in Tennessee, our firms first matter with CMIC. Persistence and involvement pays dividends. Thank you to everyone

who has helped foster the Eagle relationship with Church Mutual that led to this referral!! **Dan Ripper, Luther Anderson**

I'm delighted to report the referral of a substantial commercial litigation matter to my firm. Specifically, Howard Strongin of NY/NJ member firm Strongin, Rothman, & Abrams LP kindly sent this to us. Eagle continues to provide value to our firms! **John Cuttino, Gallivan White & Boyd**

ANNOUNCEMENTS AND ACCOLADES

Annual Meeting Held May 14th in Chicago - Officers and Directors Election Results: The terms of Board Members David Hudgins, John Cuttino, Annarita McGovern and Pierre Humblet came to an end. Board Members Hudgins and Cuttino were subject to Term Limits and did not stand for reelection. Board Members McGovern and Humblet were reelected and new Board Members Dan Ripper and Paul Finamore were elected to the Board. Jeff Hill took his place as Chair of Eagle; Alex Hagan as Vice-Chair and Alison Crane as Secretary. Tim Waldeck completed his term as Chair.

Our thanks to Dave Hudgins and John Cuttino who served Eagle immensely as Board Members, Chairs of Eagle and with their long term outstanding service. Eagle owes them our thanks! Fortunately, they are

not going far but will remain as very active Eagle members.

We also extend our appreciation to Tim Waldeck for all his hard work and guidance during his term, now leaving Eagle stronger and deeper than when he began as Chair.

We are excited to have **Dan Ripper** and **Paul Finamore** join the Board and look forward to their innovated thoughts and ideas about carrying Eagle forward with new enthusiasm.

Alex Hagan has stepped down as Chair of The Membership Recruitment Committee to focus on his role as Vice Chair for the next two years. The Committee will now be chaired by Paul Finamore and will include Mario Ciano, David Hudgins, Jeremy

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ANNOUNCEMENTS AND ACCOLADES - *Continued from page 14*

Hawk and Ben Paterson. A formidable challenge, they will make every effort to increase the membership and will likely call upon other Eagles for assistance. We wish them success in their undertakings.

News from Owen Gleaton

Recently honored by its client, Home Depot, by being named as its Regional Counsel for the fifth year in a row. The Home Depot team, headed by Steve Sparwath, manages personal injury litigation arising from Home Depot's retail operations in Georgia, South Carolina, Tennessee and Alabama.

Eleven **Owen Gleaton** attorneys have been named 2015 Georgia Super Lawyers or Rising Stars lists. Andy Owen, Fred Gleaton, Steve Sparwath, Rolfe Martin, David Pardue, Philippa Ellis and Richard Baker were selected to the Super Lawyers list, and Melissa Reading, Mark Meliski, Derrick Bingham and Joseph Colette were selected to the rising Stars list.

Martin, Meliski Win Again: After two hours of deliberation on May 12th, a Cherokee County jury returned a defense verdict on behalf of the firm's client, a Canton general surgeon. The Trial victory was the second of the year for Meliski and Martin and the fourth for Owen Gleaton attorneys.

Phillippa Ellis served as a panelist at the IADC's Corporate Counsel College in April in Chicago. The topic: "The Ultimate Battlefield: Attack on Your Brand During Litigation and Trial – Strategies and Tactics for Defense and Counter Attack."

McKay, deLorimier & Acain have again been named as one of California's Preeminent law firms.

In addition, the firm has added to its honors by being recognized by U.S. News and World Report as one of the best law firms in Southern California.

For the 10th year in a row, **John P. McKay** has been honored by his peers as a Southern California Super Lawyer. **Mike Acain** continues to be recognized as a "Rising Star" in California Defense Litigation.

After ten years at their downtown Denver location, **Senter Goldfarb & Rice** is pleased to announce that they have moved their offices to 3900 E. Mexico Avenue, Suite 700, Denver, CO 80210. Good luck in your new space!

Brinker & Doyen LLP is pleased to announce **Michael C. Bowgren** recently made partner in the firm. Mike will continue practicing from the Clayton, Missouri office. Congratulations, Mike!

Congratulations to **Alison Crane** for becoming a named partner at **Bledsoe, Diestel, Trepper & Crane, LLP**.

For the ninth year in a row, **David Thomas** and **Paul Manion** of **Rutledge, Manion, Rabaut, Terry and Thomas PC** in Detroit, Michigan were selected as Super Lawyers in their fields of medical malpractice and professional liability.

June 1st, **Koning & Associates** celebrated its 30th year servicing its clients with a commitment to integrity and providing prompt, thorough and cost effective investigations. Today, Koning & Associates has grown to over 60 employees and currently provides services throughout California, Arizona and Nevada through its 14 offices. Congratulations, Chris!



ENJOY THE SUMMER!
We'll be back later in the year.