



## EAGLE INTERNATIONAL ASSOCIATES, INC.

*Presents*

### Claims Handling: The Good, The Bad and The Ugly *The Saga Continues.....*

**MARCH 16, 2015**  
**Kansas City, Missouri**

**HOTEL ROOM RESERVATIONS DUE BY FEBRUARY 9<sup>TH</sup>**  
**SEMINAR REGISTRATION DUE BY MARCH 10<sup>TH</sup>**

#### VENUE:

**InterContinental Hotel**  
401 Ward Parkway  
Kansas City, MO 64112  
816-756-1500  
[www.intercontinental.com](http://www.intercontinental.com)

**CONFERENCE FEES: Complimentary to Guests**

#### HOTEL ROOM RESERVATIONS:

Room reservations made through Terri Napolitani, not with the hotel. Payment will be made by presenting a credit card at check-in. Please complete the Member Registration Form for Hotel Reservations.

Room Rate: \$219  
Check In: 3PM  
Check Out: 12PM

#### Following the Seminar Join Us For A Reception and Dinner

Adjuster Continuing Education Credits are pending for Florida, Oklahoma and Texas  
Legal Continuing Education Credits are pending for Illinois, Kansas, Missouri and Wisconsin

*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](http://www.eagle-law.com)

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

It is important to anticipate (and avoid) the bad and the ugly in order to achieve the best outcome. Our seminar with insurance industry leaders will address several potential problem areas and best practices to keep the insured and insurer protected. The seminar will include panel discussions of high exposure/low liability claims; effective reservation of rights; and recent developments and pitfalls in the property damage appraisal process. Attendees will hear from and have the opportunity to question industry specialists, who will provide their perspectives on navigating good, bad and ugly scenarios to obtain favorable resolution of claims.

### PROGRAM

- 12:30 pm **Registration/Sign-In**
- 12:45 pm **Welcoming Remarks**  
*Jeffrey V. Hill, Esq., Hill & Lamb LLP (OR/WA)*  
*Vice Chairman, Eagle International Associates, Inc.*
- Program Introduction**  
*Patrick Bello, Leamon Peterson & Bello (KS/MO)*
- 1:00 pm **Low Liability, High Exposure: Those Cases Everyone Loves to Try.....**  
Moderators: *Stephen J. Fields, Esq., Brinker & Doyen, LLP (MO)*  
*Sean M. Sturdivan, Esq., Sanders Warren & Russell, LLP (KS/MO)*  
Panelists:  
*Mike DiSilvestro, Vice President – Claims, AXIS PRO*  
*Cynthia Khin, Life Sciences Casualty Claims Director, Berkley Life Sciences*  
*Jeffrey Lauersdorf, JD, Claims Expert, Vice President, Corporate Solutions, Swiss Re*  
*Thomas E. Meierant, Claims Manager, The Medical Protective Company*
- 2:10 pm **Winning Client Service - It's Not Magic**  
*Larry Warshaw, Carl Warren & Company*
- 2:30 pm **BREAK**
- 2:45 pm **Determining Loss Without Losing Your Mind: The appraisal process for first party property claims.**  
Moderator: *Daniel J. Ripper, Esq. – Luther-Anderson PLLP (TN)*  
Panelists:  
*Christopher R. Grunenwald, Esq., Claims Attorney, Church Mutual Insurance Company*  
*Konrad Hendrickson, Vice President, Associate General Counsel, ANPAC*  
*Marc A. Sheiness, Esq., Sheiness Glover & Grossman, LLP (TX)*
- 3:45 pm **Reservation about Reservation of Rights? - Strategic Considerations**  
Moderator: *Melvin J. Davis, Esq., Reminger Co., LPA (OH)*  
Panelists:  
*Brad Dantic, Vice President and General Counsel, ALPS*  
*Amy Parker, JD, Vice President, Swiss Re America Holding Corporation*  
*Dan Vance, Vice President and Casualty Team Manager, Swiss Re Insurance*
- 4:55 pm **Closing Remarks**
- 5:00 pm **Cocktail Reception**
- 6:00 pm **Dinner**

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**Patrick Bello** is the President of Leamon, Peterson, & Bello. LPB is an independent adjusting company that handles commercial and residential claims in Kansas, Missouri, Illinois, and Arkansas. The adjusters are experienced in auto, liability, property, construction liability, medical malpractice, professional liability claims. They also provide catastrophe and file review services. He began his career with Cigna Insurance in 1989 and currently resides in Kansas City with his wife and two daughters.

**Bradley D. Dantic** is Vice-President, Secretary and General Counsel of ALPS Corporation and ALPS Property & Casualty Insurance Company. He has been employed with ALPS since August 2002. Mr. Dantic is responsible for all aspects of corporate, legal and regulatory compliance at ALPS. Prior to joining ALPS, Brad was an attorney and certified public accountant practicing as a principal shareholder in the law firm of Worden Thane, P.C. in Missoula, Montana. Mr. Dantic attended The University of Montana and obtained his undergraduate degree in accounting in 1985 (B.S. with Honors). While attending The University of Montana, he was an honorable mention All Big Sky Conference wide receiver and was twice selected as an Academic All American District 7. Upon obtaining his undergraduate degree, Mr. Dantic successfully passed all four sections of the Uniform CPA examination in November 1985 and thereafter practiced as a certified public accountant in Phoenix, Arizona with the accounting firm of Deloitte & Touche, LLP. In 1988, Mr. Dantic returned to The University of Montana to attend law school and received his law degree in 1991 (J.D. with High Honors). During law school, Brad was selected to serve as a member of The University of Montana Moot Court team. Mr. Dantic formerly served as a course instructor in the subject areas of business law and real estate secured transactions for candidates studying for the Montana bar examination. While in private practice Mr. Dantic's legal practice emphasized corporate law, insurance defense, health care and taxation, real estate and ERISA. Mr. Dantic is admitted to practice law in both the State of Montana and the State of Washington and has received a general recommendation rating of "Very High" by his peers in the legal profession. He is a member of the Federation of Defense and Corporate Counsel and has been a member of the American Bar Association since 1991.

**Melvin J. Davis** is a shareholder at the law firm of Reminger Co. LPA., focusing his legal practice in several areas including, employment, government liability and professional negligence. Additionally, Melvin has extensive experience representing long-term care facilities, including a recent jury case, which concluded with a defense verdict. Melvin has also developed an appellate practice representing clients before Appellate Courts throughout Ohio, the Ohio Supreme Court and the U.S. Sixth Circuit. Melvin was recently rated by Super Lawyers' as a Rising Star.

Melvin's talents go beyond the courtroom, as he serves on the Executive Board as Legal Counsel for Kids Voting of Central Ohio, a non-profit organization dedicated to creating lifelong, informed voters among today's youth. As a former collegiate debater and recipient of the Merle Brown Award for Excellence in Intercollegiate Debate, Melvin has dedicated his time to Ohio's Urban Debate Program. He was also recently appointed by the Columbus City Council to the Columbus Records Commission. Due to his accomplishments, Melvin was recognized in Who's Who in Black Columbus, which celebrates the accomplishments of African Americans in the community.

**Mike DiSilvestro** has been with AXIS (formerly Media/Professional) since May of 1998. During his time with the company he has managed claims in the libel and intellectual property, professional liability, technology and specialty errors and omissions programs. Mike was instrumental in the development and launch of the new Corporate Expression program for Media/Professional. Prior to joining M/PI, Mike worked in private practice and was in television news for eight years.

**Stephen J. Fields** is a partner in the law firm of Brinker & Doyen, L.L.P. He is a graduate of the University of Illinois at Champaign-Urbana and The John Marshall Law School. He is licensed to practice law in Missouri and Illinois. He represents clients in a wide range of cases including professional liability, restaurant liability, medical malpractice, products liability, premises liability, securities liability and insurance fraud. In February 2011, he obtained a defense verdict in a jury trial where the Plaintiff alleged she became ill from a hamburger at a national restaurant chain and sought more than \$5 million dollars from the jury. In May of 2011, he obtained a FINRA arbitration decision in favor of the Respondent where the Claimant sought more than \$900,000. He has obtained defense verdicts for the largest hospital network in the City of St. Louis. He is a member of the American Bar Association, the Missouri Bar Association, the Illinois State Bar Association, the Bar Association of Metropolitan St. Louis and the Missouri Organization of Defense Lawyers.

**Christopher R. Grunenwald** is a Claims Attorney at Church Mutual Insurance Company located in Merrill, Wisconsin. Chris is a graduate of the University of Southern California. He holds an MA from Concordia University and a JD from the University of Wisconsin where he was a managing editor of the Wisconsin Law Review. Chris handles professional liability and serious injury claims in a number of states. He also oversees first party property litigation and appraisals for Church Mutual. Chris also works on the bad faith litigation initiated against Church Mutual.

**Konrad Hendrickson** is Vice President/Associate General Counsel, Commercial-Agribusiness Claims Officer at American National in Springfield, Missouri. Konrad presents his unique perspective of encouraging good faith and corporate ethics. Where issues do arise, understanding insurance and internal operations also provides opportunity to mitigate claims of bad faith. Konrad attended Missouri State University and earned a B.S. Insurance and B.S. General Business in 1994 and his J.D. from the University of at Kansas City in 1997. He is a member of the American Bar Association, Missouri Bar Association, Illinois Bar Association, CPCU Society, Excellence in Missouri Foundation and Defense Research Institute.

**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.

**Cynthia Khin** is the Life Sciences Casualty Claims Director for Berkley Life Sciences. She is also a claims and litigation management expert with substantial experience managing and directing high exposure litigation, coverage litigation, pharmaceutical and medical device product liability litigation and professional liability (eg. LPL & E&O) litigation. Ms. Khin places a high premium on delivering exceptional results while providing high quality service and expertise to the Life Sciences industry for more than 25 years.

Specialties: Coverage analysis, defense analysis, general litigation management, negotiation, mediation and litigation management for mass torts and class actions.

Most recently, Ms. Khin served as the Chief Claims Officer for Medmarc Insurance Group. In this capacity, she was responsible for pharmaceutical and medical device claim investigation and settlement oversight, defense counsel selection, litigation management, trial preparation/supervision, claim reserve audits and assessments.

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**Cynthia Khin** *continued*

Ms. Khin holds the Chartered Property and Casualty Underwriter (CPCU) designations from the American Institute for Chartered Property Casualty Underwriters (the Institutes), Associate in Claims, Associate in Risk Management and certificates in Claims Law from the Institutes, as well as designations in Supervisory Management and General Insurance. Ms. Khin has taught CPCU classes in the Washington DC area and is a frequent lecturer presenting on coverage, claims and litigation management topics before a variety of audiences.

**Jeff Lauersdorf** is a Vice President with the North American Casualty Claims team of Swiss Reinsurance Corporate Solutions with the title of Claim Expert. He is a 1981 graduate of Washburn University School of Law in Topeka, Kansas and practiced law for 10 years with an insurance defense firm before joining the insurance industry in 1991 handling professional liability claims for insurance agents and brokers for Employers Reinsurance Corporation. In 2001 he began handling property and casualty claims in the company excess and surplus lines book of business where his primary focus was on handling claims involving complex issues and/or catastrophic losses as well as disputed coverage and bad faith claims against the company. He currently handles excess and umbrella claims for the company throughout the country which could fall anywhere in an insurance tower from the lead umbrella layer up to the top excess layer of coverage.

**Thomas E. Meierant**, Claim Manager, The Medical Protective Company – Tom graduated from Southern Illinois University-Carbondale in 1974 with a degree in Administration of Justice. He worked as a police officer with the St. Louis County Police Department from January 1975 to September 1977. He then joined the Hartford Insurance Group from September 1977 to February 1984 first as a claims adjuster, work comp supervisor and then as a senior supervisor handling product liability claims. He started with The Medical Protective Company in February 1984 and has been there ever since, first as a general agent, and then as a claim specialist handling professional liability matters in Missouri, Kansas, Nebraska and Minnesota. The Medical Protective Company is the nation’s highest-rated medical malpractice carrier, according to both S&P and A.M. Best.

**Amy Parker** is a Vice President with Swiss Re America Holding Corporation in Overland Park, Kansas. She has handled asbestos, pollution and health hazard claims and managed associated coverage litigation throughout the United States. Before joining Swiss Re, she was in private law practice for seven years in Kansas City, specializing in insurance coverage, commercial litigation and products liability litigation. Amy earned her J.D. from the University of Kansas School of Law in Lawrence, Kansas and is licensed in Missouri and Kansas. She holds an M.A. in English literature from Cambridge University in Cambridge, England and a B.A. in English from William Jewell College in Liberty, Missouri.

**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.

**Marc A. Sheiness** is Managing Partner in the Houston, Texas, civil trial law firm of Sheiness Glover & Grossman, LLP and is AV-rated by Martindale-Hubbell. He received his B.A. from Texas A&M University, his J.D. from Baylor University, and was admitted to the State Bar of Texas in 1971. He was board certified in Personal Injury Trial Law by the Texas Board of Legal Specialization in 1980. He is admitted to practice before the U.S. District Courts for the Southern, Eastern, Northern and Western Districts of Texas, and before the U.S. Court of Appeals for the Fifth Circuit. His professional memberships include the Texas Association of Defense Counsel, Defense Research Institute, and Eagle International Associates, Inc. He has been engaged primarily in insurance defense since his practice began, with primary areas of practice in products liability, professional malpractice, premises liability, and bad faith litigation.

**Sean M. Sturdivan** is a partner at Sanders Warren & Russell LLP, an insurance defense firm with offices in Kansas City, Missouri; Overland Park, Kansas; and Springfield, Missouri. Mr. Sturdivan is licensed in the state and federal courts for Kansas, Missouri, and California. He received his B.S. in International Business from Baker University, a small liberal arts college in Kansas, and his J.D. from the University of Oregon. Since graduating from law school, Mr. Sturdivan has represented businesses and individuals in a wide variety of civil claims. His current practice focuses mainly on the defense of insureds in auto, professional liability, product liability, and employment matters. Mr. Sturdivan is an active member of CLM, Defense Research Institute, Missouri Organization of Defense Lawyers, and the state bar associations for Kansas and Missouri. Mr. Sturdivan has been rated AV Preeminent by the Martindale Hubbell Law Directory and named as a Kansas Super Lawyers Rising Star (2011-2014). He lives in Olathe, Kansas, with his wife and 4 kids.

**Dan Vance** is a Vice President and Casualty Team Manager of primary excess and select general liability claims for Swiss Re Insurance. In his nearly 30 years of claims experience, he has worked in both personal and commercial lines as a casualty adjuster, litigation adjuster and supervisor. Among the last trained as a multiline adjuster, he has handled a variety of claims including agricultural, fidelity, construction BI, construction defect, dental malpractice, trucking, personal lines auto and homeowners injury claims, workers comp, and the usual assortment of other claims found in casualty commercial claims. Dan graduated from Washington State University with a BS and MA in Agricultural Economics, which of course prepared him well for a career in insurance.

**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](http://www.MagiCLE.us)).

**TO REGISTER**

**See Attached GUEST Registration Form**