

EAGLE INTERNATIONAL ASSOCIATES

Presents

CLAIMS HANDLING: The Good, The Bad and The Ugly

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SPEAKERS

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.

Jeffrey V. Hill is a partner at Hill & Lamb LLP (www.hill-lamb.com), an insurance and trial practice law firm in Portland, Oregon. He is a thirty year trial lawyer who concentrates his practice in the areas of complex insurance coverage, professional, fire, environmental and financial liability. 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 Associate of Defense Counsel, Defense Research Institute, The CLM and is a frequent contributor to insurance and trial related presentations around the United States and Europe. jhill@hill-lamb.com. 503-417-1104.

Steven Kaufman grew up in Colorado and Nebraska. He has practiced since 1994 and is a partner with Brinker and Doyen in St. Louis, Missouri. Steve's practice includes a variety of insurance defense cases ranging from automobile accidents to workers compensation. Steve received his B.A. from the University of Nebraska and his M.A. Philosophy and J.D. from the University of Missouri-Columbia.

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.

Brad Russell has been involved in over 1000 civil lawsuits and has tried over 90 civil jury trials to verdict in federal and state courts throughout Kansas and Missouri. He has been selected as a Super Lawyer for Kansas and Missouri for General Personal Injury Defense and Professional Liability Defense from 2005 to the present. Since 2007, he has tried over 20 civil jury trial and all resulted in defense verdicts or verdicts below the defendant's pre-trial offer. Mr. Russell has defended clients involved in litigation with Jim Kelly of the Buffalo Bills, Brian Bosworth of the Seattle Seahawks, and defended the wrongful death case of professional wrestler Owen Hart who fell to his death in Kemper Arena in Kansas City. Currently, he is defending the contractor who struck a natural gas line prior to the explosion that destroyed JJ's Restaurant in the Plaza. Mr. Russell earned his B.A. from Kansas State University and his J.D. from the University of Kansas. He is a partner with Sanders Warren & Russell, LLP in Kansas City.

Matthew Schrader is a shareholder in Reminger Co., L.P.A.'s Columbus office. He focuses his practice in the areas of professional liability, commercial premises liability, claims for product liability, commercial litigation, employment law, civil rights and general casualty defense in cases involving catastrophic personal injury. Matthew has tried cases in both the state and federal courts of Ohio. He has also argued and briefed appeals in Ohio appellate courts and the Sixth Circuit. Matthew is the Coach of and Advisor to the Mock Trial Team of the Capital University School of Law, where he also serves as Adjunct Professor. He acts as General Counsel of one of Central Ohio's largest non-profit organizations. He has also spoken to audiences throughout Ohio on issues dealing with trial practice, medical negligence and employment issues. Matthew earned his B.A. from Xavier University, University Scholar in 1998 and his J.D. from the University of Dayton School of Law in 2001.

Clint Whitworth, a partner and director with the Edmonds Cole Law Firm in Oklahoma City, Oklahoma has successfully represented various insurance companies, manufacturers, business organizations and individuals. He maintains a general civil practice, which is based in litigation and involves oil and gas litigation, construction defect litigation, products liability litigation and a wide variety of insurance disputes, including bad faith litigation defense. In addition to his litigation practice, Clint performs a wide variety of transactional tasks for his corporate and agricultural clients. His main practice areas are insurance trial practice, bad faith defense, products liability, construction law, oil and gas law and agriculture law. He earned his B.S., Cum Laude, from the Oklahoma City University and his J.D. from the University of Tulsa. Clint is a member of the Oklahoma Bar Association, serving as a member of various committees; the American Bar Association; the Oklahoma Association of Defense Counsel; DRI; and Eagles International Associates, Inc. Clint has been recognized as a top attorney by Oklahoma SuperLawyers magazine annually from 2008 through 2013.

PANELISTS

Nan Grube has more than two decades of experience in business, transactional, trademark, copyright, licensing, insurance and, most recently, privacy law has provided a wealth of experience on which she honed her skills to negotiate, mediate, and protect the interests of clients. She is a licensed attorney in Kansas and Missouri, a Certified Information Privacy Manager (CIPM) supervising and managing cyber technology and data breach issues for a wide variety of businesses, and a licensed adjuster in 11 states. Nan joined AXIS Insurance in 2008 as Claims Counsel overseeing professional liability claims, cyber-technology claims and privacy breach incidents. She graduated from the University of Kansas School of Law in 1993 and from University of Kansas William Allen White School of Journalism in 1991.

Cynthia Khin is the Chief Claims Officer of Insurance Operations, for MEDMARC Insurance Company. In this capacity, she is responsible for medical device claim investigation and settlement oversight, defense counsel selection, litigation management, trial preparation/supervision, claim reserve audits and assessments. Ms. Khin holds the Chartered Property and Casualty Underwriter (CPCU) designations from the American Institutes for CPCU, Associate in Claims, Associate in Risk Management and certificates in Claims Law from the American Education Institute, and designations in Supervisory Management and General Insurance from the Insurance Institute of America. Cindy has taught insurance classes in the Washington D. C. Area. Ms. Khin has spoken on claims - and litigation management topics before a variety of audiences, including the annual conference of Medical Device & Diagnostic Industry magazine, the International Risk Management Institute, the National Home Health Care Conference, International Business Consultants and numerous MEDMARC risk management seminars. Her co-authored article, "We Love Settlements!" appeared in "For the Defense," the monthly publication of the Defense Research Institute. Prior to joining MEDMARC Insurance Group in 1989, Ms. Khin was with a leading casualty insurer, GEICO, in its home office where, for eight years, she assisted the company in shouldering litigation, management and training responsibilities.

Konrad Hendrickson is Vice President/Associate General Counsel, Commercial-Agribusiness Claims Officer at American National Property And Casualty Company (ANPAC) in Springfield, Missouri. Growing up within the insurance industry, 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.

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 his career handling property and casualty claims in the area of excess and surplus lines. He has mediated hundreds of claims throughout the country over

his career. He currently focuses on handling claims involving complex issues and/or catastrophic losses as well as disputed coverage and bad faith claims against the company.

Michael Mattix is General Counsel and Chief Claims Officer for Armed Forces Insurance in Leavenworth, Kansas. Mr. Mattix possesses over twenty-five years of claims management experience, primarily with Employers Reinsurance Corporation (now Swiss Re). He has experience managing both primary and excess workers compensation claims units and primary P&C claim operations, as well as managing books of casualty reinsurance business. Michael was director of ERC's claim consulting and client audit group. Before joining Swiss Re, Michael practiced insurance defense law in Kansas City for ten years. He is a graduate of Northwestern University School of Law and the University of Kansas. Michael is an active member of the Missouri Bar and has obtained both the Chartered Property Casualty Underwriter and Associate in Reinsurance designations. Michael is currently national co-chairperson for the Workers Compensation committee and the Technology committee of the Claims and Litigation Management Alliance. He is a recognized expert in claims management, process redesign and effecting change within organizations, and is a frequent speaker on these subjects.

Thomas E. Meierant, Claim Manager – 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, Iowa & 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.

Larry Warshaw is a Client Relationship Manager with Carl Warren & Company's Kansas City area office, helping insurer 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.

SPEAKER CONTACT LIST

Stephen J. Fields, Esq.

Brinker & Doyen, L.L.P.
34 N. Meramec, 5th Floor
Clayton, MO 63105
314-863-6311
sfields@brinkerdoyen.com

Jeffrey V. Hill, Esq.

Hill & Lamb
1000 SW Broadway, Suite 1780
Portland, OR 97205
971-373-8800
jhill@hill-lamb.com

Daniel J. Ripper, Esq.

Luther-Anderson PLLP
1110 Market Street, Suite 500
Chattanooga, TN 37401
dan@lutheranderson.com

Brad Russell, Esq.

Sanders Warren & Russell, LLP
Holmes Corporate Centre 1, Suite 170
1001 East 101st Terrace
Kansas City, MO 64131
816-942-6100
b.russell@swrllp.com

Matthew Schrader, Esq.

Reminger Co., LPA
Capitol Square Office Bldg.
65 East State Street, 4th Floor
Columbus, OH 43215
mschrader@reminger.com

Timothy W. Waldeck, Esq.

Waldeck Law Firm
1400 TCF Tower
121 South 8th Street
Minneapolis, MN 55402
612-375-1550
twaldeck@waldeckpa.com

Clint Whitworth, Esq.

Edmonds Cole Law Firm
7 South Mickey Mantle Drive, 2nd Floor
Oklahoma City, OK 73104
405-850-1004
cwhitworth@edmondscole.com

PANELIST CONTACT LIST

Nan L. Grube, Esq. CIPM

Claims Counsel
AXIS Insurance
1201 Walnut, Suite 1800
Kansas City, MO 64106
816-471-6118
Nan.grube@axiscapital.com

Cindy Khin

Chief Claims Officer
Medmarc Insurance Group
14280 Park Meadow Drive, Suite 300
Chantilly, VA 20151
703-652-1319
ckhin@medmarc.com

Konrad Hendrickson

Vice President, Associate General Counsel
& Commercial-Agribusiness Claims Officer
American National Property and Casualty
Companies
American National Corporate Centre
1949 East Sunshine Street
Springfield, MO 65899
417-766-2759
Konrad.Hendrickson@anpac.com

Jeff Lauersdorf, JD

Vice President, Corporate Solutions
First Specialty Insurance Corporation &
Westport Insurance Corporation
5200 Metcalf Avenue
Overland Park, KS 66202
913-676-5495
Jeffrey_Lauersdorf@swissre.com

Michael Mattix, CPCU

Vice President, Claims
Armed Forces Insurance
550 Eisenhower Road
Leavenworth, KS 66048
913-727-4389
Mike.mattix@afi.org

Thomas E. Meierant

Claim Manager
Medical Protective
PO Box 578
Wildwood, MO 63040
636-458-9600
Thomas.Meierant@medpro.com

Amy Parker, JD

Vice President, Claims
Swiss Re America Holding Corporation
5200 Metcalf Avenue
Overland Park, KS 66202
913-676-5246
Amy_Parker@swissre.com

Larry Warsaw

Coverage Analyst & Client Relationship Manager
Carl Warren & Company
4210 Shawnee Mission Parkway, Suite 200A
Fairway, KS 66205
913-831-9550
lwarslaw@carlwarren.com