

TABLE OF CONTENTS

| | Tab |
|---|-----|
| The Panelists and Moderators | 1 |
| Managing the Risk of Using Non-Employee Security Personnel by Hospitality Companies By: Michael C. Schmidt, Esq. and Lester E. Washington | 2 |
| Liquor Liability By: Jeffrey V. Hill, Esq. – Bodyfelt Mount LLP | 3 |
| Survey of Dram Shop and Social Host Liability Laws | 4 |

A separate booklet entitled ***Fair Claims Handling Statutes, A 50 State survey***
is also included as part of this seminar.

INDUSTRY LEADERS FORUM

**MAY 18, 2012
SCOTTSDALE, ARIZONA**

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THE PANELISTS

Brian Arndorfer is Vice President - Associate General Counsel of Church Mutual Insurance Company. Brian joined Church Mutual as a senior claims attorney in 2000 and was promoted to Assistant Vice President – Claims in 2001 and accepted additional responsibilities as Assistant General Counsel in 2005. He was promoted to his present position in 2009. He earned his Bachelor of Arts and Law Degrees from the University of Wisconsin – Madison and received the CPCU designation in 2006. Brian has held leadership positions in several local organizations, including Merrill Area Development Corporation, Lincoln County Economic Development Corporation and Good Samaritan Health Center Foundation.

David W. Ashley is the Director of General Liability Claims for the Markel Corporation. David is responsible for General Liability claims throughout North America. David's career in property and casualty insurance claims spans over 30 years and includes a wide variety of assignments and positions involving claim operations and management. Before joining Markel Southwest Underwriters, Inc. in 2005, he has been associated with a number of insurance carriers including Safeco, Industrial Indemnity/Coregis, Reliance, Scottsdale and Progressive Insurance Companies. David holds a bachelors degree in Business Administration from California State University at Los Angeles.

Jan Fondse is the Corporate Claim Manager for Starwood Hotels and Resorts Worldwide. The Starwood umbrella encompasses more than 1100 hotels in 100 countries, among them the W, Sheraton, Westin and Le Meridien Hotels and Resorts. She is responsible for and oversees the domestic and international general liability, automobile and workers' compensation programs and works closely with her Risk Management team to optimize the Risk Management programs, both in loss prevention and claim management.

Tracy Hurst has been with Ruby Tuesday, Inc. for 12 years where they self-administer their general liability program and portions of the workers compensation. She is the Litigation Manager and Custodian of Records and holds adjustor licenses in multiple states. She is a Tennessee State Chair for CLM. Tracy is on the Board of Directors for the National Retail and Restaurant Defense Association (NRRDA) where she recently co-chaired NRRDA's Annual Conference. She is also working with a committee to expand the workers compensation presence in NRRDA.

Glenn Ison has been an insurance claim professional for forty years, the last twenty-five with Great American Insurance Company in Cincinnati serving in a variety of capacities in both management and direct handling of complex seven-figure GL and Construction Defect cases. Prior to Great American Glenn worked for a medical malpractice captive in Florida for five years during which time he had 75 jury verdicts. Before that Glenn worked ten years for the Aetna Casualty in Washington, D.C., San Francisco and Connecticut. Glenn has his CPCU designation and is licensed in five states. Glenn earned his Masters in Social Work in 2006 and is state licensed in social work.

Frank McLaughlin, JD CPCU ARM is a graduate of Providence College and Rutgers University Law School - Newark, where he served on the Law Review. He has over 20 years of product liability claims management experience. Since 2005, Mr. McLaughlin has been Senior Vice President and Chief Claims Officer of Generali Claims Solutions, LLC and Generali US Branch. Prior to joining Generali, Mr. McLaughlin was employed at Riverstone Claims Resources, in Manchester, New Hampshire where he helped establish the largest construction defect run-off program in the nation and later managed a team of complex latent claims handlers in the area of emerging mass torts. Mr. McLaughlin's background includes primary, excess and reinsurance claims operations with domestic and international insurers and he has managed nearly every variety of commercial claims. Mr. McLaughlin has extensive audit experience and has led numerous audit teams, both in the United States and in Europe.

Korin Neff was appointed Group Vice President, Global Privacy, at Wyndham Worldwide Corporation ("Wyndham") in June 2010. In this role, Korin oversees a privacy compliance program that includes the assessment and further development of privacy-related policies, standards and procedures as well as the tracking of relevant privacy laws, regulations and industry standards. She also oversees privacy-related incident response and remediation, associate training and awareness as well as audit and monitoring. Prior to joining Wyndham, Korin was a litigation associate in the New York office of Gibbons. In 2003, she left the firm to join Cendant Corporation ("Cendant") as Counsel, and was later promoted to Senior Counsel. Shortly after Wyndham was spun off from Cendant, Korin was appointed Vice President, Litigation for Corporate Services at Wyndham. Korin graduated with a Bachelor of Arts from Emory University and received her JD from The American University Washington College of Law. While in law school, Korin served as a Note and Comment Editor for *The American University Law Review*. Korin resides in New Jersey with her husband David and their three children.

Clint Thute is the Regional Claims Manager for IFG Companies/ Burlington Insurance Company and Guilford Specialty Group. Clint has over 15 years experience in Claims Management, having previously been Claims Director at Catlin Specialty Insurance, Western Heritage Insurance and Casualty Claims Director at Century Insurance Group. Clint previously was a partner at Civerolo, Wolf, Gralow and Hill in Albuquerque where he practiced insurance defense law for 12 years. Clint is a member of the FDCC, DRI, CLM and ABA and is licensed to practice law in two states. He has also spoken at numerous industry conferences on a wide variety of insurance topics. Clint and his wife Andrea have an 18 yr old son, Gannon who is a Senior at Scottsdale Christian Academy, and who will be attending college in the Fall.

Lester E. Washington Jr. (CLSD) - Area Director Global Safety/Security-Americas-Western Region. Attended the University of New Mexico-1975-1979 pursuing degree studies in Political Science. Lester began his security professional career as a Regional Director Loss Prevention with Grand Central Discount Stores from 1980-1984. He then joined Marriott International in 1987. During his 24 year career with Marriott International he has had the

privilege to hold the position of Director Loss Prevention at several Marriott Hotels including the prestigious JW Marriott/Houston and San Antonio River Center. Currently, Lester has regional responsibility for the states of TX, NM, OK, CO, UT, WY, ND, SD, AZ. His role is to act as both a resource and consultant to 125 managed Marriott Hotels encompassing all brands to include Renaissance and Ritz-Carlton hotels. He is an active member with the ASIS (American Society of Industrial Security), ASSE (American Society of Safety Engineers), served as President of the ASSE/Hospitality Branch-2004-2006 and President of the San Antonio Downtown Security Directors Assn-1999-2001. Recipient of the American Red Cross-Crossroads Award (1993-94), Marriott Chairman's Award for life saving efforts (1993) and the ASSE/Hospitality Branch-Safety Professional of the Year 2006-2007. Currently hold and maintain Certified Lodging Security Director Certification with the AHLA. During his spare time he enjoys cycling and listening to both contemporary and classical jazz. Three unknown facts about Lester: (1) Lived on American Embassy Compound from 1973-1975 in Seoul, Korea; (2) Father of three sons; ages 30, 26, 24 and one daughter age 5 yrs.; and (3) Collector of die cast model cars (Franklin Mint/Hot Wheels), postage stamps, coins, vintage comic books.

Greg Welsh was born March 31, 1958 Boulder, Colorado. His father, James Welsh, was employed 33 years by State Farm Insurance Companies as a Claims Manager in Tucson in the early 70's and Claims Superintendent in Phoenix in the 90's. Greg attended grade school in Tucson and high school in the suburbs of Philadelphia, PA. He graduated from Mount Saint Mary's University in Emmitsburg, MD in 1980 with a B.S. in Business & Finance. After college he was employed as an Insurance Field Investigator for Equifax Services in Washington, DC and specialized in Surveillance. Greg joined Marriott International in 1989 in Bethesda, MD and transferred to Dallas, TX in 1992 where he is currently a Claims Manager for Marriott Claims Services. Greg resides with his wife Nancy in Frisco, TX and his daughter, Stacey, is a Junior at the University of Missouri enrolled in the Journalism School. In his spare time Greg is an avid runner, and golfer.

THE MODERATORS

David Abrams is a founding member of Strongin Rothman & Abrams, LLP with offices in Livingston, NJ and New York, NY. David has been admitted to practice law in New York since 1986 and in New Jersey since 1988 and is also admitted in the federal courts in those jurisdictions. Mr. Abrams has over twenty five years of civil litigation experience, including significant trial experience in the State and Federal Courts of New York and New Jersey. Areas of concentration include hospitality industry litigation, premises and premises security liability, sports and recreational injury litigation, insurance coverage, construction site accidents, transportation/trucking, products liability, and commercial litigation. Since 1996, Mr. Abrams has served as national coordinating counsel for Club Mediterranee, S.A.'s insured litigation in the United States, a position he proposed, developed, and implemented. He is a former Chairman and a member of the Board of Directors of Eagle International Associates, Inc. Mr. Abrams is a contributing author to the legal treatise Products Liability in New York, Chapter 8, "Defending the Design Defect Case: Strategic Considerations," published by the New York State Bar Association in 1997. Additionally, Mr. Abrams has lectured on a variety of civil litigation topics at Bar Association seminars and before professional organizations. He received his Juris Doctor from Hofstra University School of Law in June 1985, where he graduated "with distinction" (top 10%). He graduated from the State University of New York at Binghamton with a BA in June 1979.

Leland Eugene (Gene) Backus is a native Nevadan and graduate of UCLA School of Law. He has been chief trial counsel or regional counsel on some of the largest complex cases in the country from the MGM Fire Litigation where he was appointed Liaison Counsel to Agent Orange, asbestos, Dupont Hotel Fire Litigation, Pepcon Plant Explosion, Bone Screw Litigation, Yellow Brass Litigation, tobacco, diet drug and other complex and class action litigation. Mr. Backus has authored several articles in the field of litigation, including DRI and ABA. He has lectured on litigation and insurance topics throughout the country. He has helped educate judges and lawyers on civil rule practice. Mr. Backus has been selected as a Super Lawyer in general litigation for Nevada and the Mountain States. He is the founding shareholder of Backus, Carranza & Burden whose law office is located in Las Vegas, Nevada.

Paul M. Finamore is a member of Niles, Barton & Wilmer, LLP located on the Inner Harbor in Baltimore, Maryland. His litigation practice concentrates in first and third party claims including the defense of general liability, professional liability, and employment law claims. He is admitted to practice in the state and federal courts in Maryland and Washington, D.C., the U.S. Court of Appeals for the Fourth Circuit, U.S. Court of Appeals for the Federal Circuit, and the U.S. Court of Federal Claims. Mr. Finamore has an AV- preeminent peer rating in Litigation, Insurance, and Labor and Employment and a 5.0 Client Rating by Martindale.com. He has been recognized as a top attorney by *Maryland SuperLawyers* magazine annually from 2008 through

2102. He has been a recipient of the Golden Gavel Award from the Westfield Group of Insurance Companies. He is a member of Eagle International Associates, Inc., the Federation of Defense Corporate Counsel, the Defense Research Institute, and the Professional Liability Underwriting Society. Mr. Finamore has published articles in DRI's *The Voice* and the Federation of Defense Corporate Counsel's Employment Practices and Workplace Liability Section Newsletter. He has lectured extensively on the investigation of fraudulent claims, the handling of automobile tort cases, premises liability, and employment law.

John W. Storer is a partner with Swenson, Storer, Andrews & Frazelle, P.C., in Phoenix, Arizona. Jack is a Certified Specialist in Injury and Wrongful Death Litigation by the State Bar of Arizona. His practice areas are Insurance Defense, Product Liability, Premises Liability, Vertical Transportation Industry, Large Vehicle Accidents; Construction Defect, and Insurance Coverage. Jack is a graduate of the University of Denver, BSBA 1974, MBA 1977; Law School: DePaul University 1980. His Bar membership is in Texas (1980), Illinois (1981), and Arizona (1985).

Timothy W. Waldeck of Waldeck & Lind, P.A. located in Minneapolis, Minnesota, is licensed and practices law in both Minnesota and Wisconsin. He is a 1970 graduate of Bradley University and a J.D. graduate of Drake University in 1972. He is a member of the Hennepin County and Minnesota State Bar Associations; the Minnesota Defense Lawyers Association; the State Bar of Wisconsin; the Twin Cities Claims Association; and is Vice Chairman of Eagle International Associates, Inc. AV rated by Martindale Hubbell. Mr. Waldeck has practiced exclusively in insurance defense throughout most of his career providing defense to both surplus lines and standard line carriers with primary emphasis in defense of products liability, professional liability, and clergy abuse claims.

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