



EAGLE INTERNATIONAL ASSOCIATES, INC.

Presents

## SUCCESSFUL CLAIMS HANDLING

### Avoiding the **Lions, Tigers and Bears (or Reptiles)** OH MY!

**March 21, 2019**

**Kansas City, Missouri**

The insurance claims industry is fraught with peril coming both from internal and external sources. In this conference, industry leaders and experienced defense counsel will provide creative and thoughtful advice on how to deal with some of the more common, yet complicated, issues facing insurance claims professionals. Through both panel discussions and a speaker presentation, attendees will be able to learn from and question these experts and gain invaluable insight on how to navigate the yellow brick road of claims handling, defeat the wicked witch in whatever form she takes, and reach the emerald city.

**REGISTER BY MARCH 15<sup>TH</sup>**

#### VENUE:

**The Fontaine Hotel**  
901 West 48<sup>th</sup> Place  
Kansas City, MO 64112  
816-753-8800

[www.thefontainehotel.com](http://www.thefontainehotel.com)

*Complimentary Wi-Fi in guest rooms and access to Fitness Room.*

#### HOTEL ROOM RESERVATIONS:

Hotel room reservations are made through conference registration, not with the hotel. Payment will be made by presenting a credit card at check-in.

**Room Rate:** \$189

**Jr. Suite:** \$299

**Check In:** 3PM

**Check Out:** 11AM

**RESERVE BY FEBRUARY 20<sup>TH</sup>**

**CONFERENCE FEE: Complimentary**

#### *Reception and Dinner Immediately Following the Seminar*

Adjuster Continuing Education Credits are pending for Florida, Oklahoma and Texas  
Agent/Producer Continuing Education Credits are pending for Kansas and Missouri  
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.*

*The membership of Eagle International Associates, Inc. is committed to diversity and inclusion in all endeavors of the organization. A statement of Eagle's diversity policy is set forth on our website at [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) or 702-221-1399

## SUCCESSFUL CLAIMS HANDLING Avoiding the Lions, Tigers, and Bears (or Reptiles), Oh My!

### PROGRAM

*Nichols Ballroom*

*Business Attire*

- 12:00 pm** Registration/Sign-In
- 12:45 pm** **Welcoming Remarks**  
Mitchell A. Orpett, Esq., Tribler Orpett & Meyer, P.C.  
**Vice Chair, Eagle International Associates, Inc.**
- Program Introduction**  
Sean M. Sturdivan, Esq., Sanders Warren Russell & Scheer LLP  
**Program Chair**
- 1:00 pm** **Debunking and Redefining the Plaintiff Reptile Theory**  
Dr. Bill Kanasky, Senior Vice President, Courtroom Services Inc.
- 1:45 pm** **Successfully Battling the Reptile: Identifying and Responding to "Reptile" Issues**  
**Moderators:** Nicholas G. Brunette, Esq., Reminger Co., LPA  
Tiffany A. Norton, Esq., Senter Goldfarb & Rice LLC
- 2:30 pm** **BREAK**
- 2:50 pm** **Just When You Thought You'd Seen It All ... Navigating Bad Faith Risks**  
**Moderators:** Robert A. Anderson, Esq., Anderson Julian Hull, LLP  
Peter A. Miller, Esq., Pozo-Diaz & Pozo, P.A.
- 3:50 pm** **Eroding Limits Policies and The Gradual Destruction of Your Claim**  
**Moderators:** John E. Bordeau, Esq., Sanders Warren Russell & Scheer LLP  
Theodore J. Waldeck, Esq., Waldeck Law Firm P.A.
- 4:50 pm** **Closing Remarks**  
**5:00 pm** **Cocktail Reception**  
**6:00 pm** **Dinner**

### GUEST PANELISTS

Robert A. Ballard, Zurich North America  
Jerry Bedell, Tecum, Inc.  
Alison Confer, Swiss Re  
Briana Ford, AIG  
Konrad Hendrickson, ANPAC  
Dr. Bill Kanasky, Courtroom Services, Inc.  
Kimberly Kayiwa, Sedgwick  
Robin LaFollette, Westport Insurance