



# SAVE THE DATE

## March 21, 2019

**EAGLE INTERNATIONAL ASSOCIATES, INC.**

*Presents*

### SUCCESSFUL CLAIMS HANDLING:

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

***The Fontaine Hotel  
901 West 48<sup>th</sup> Place  
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.

#### **The Lions – Eroding Limits Policies and the Gradual Destruction of Your Claim**

Some insurance policies contain a diminishing limits clause by which claims expenses, including attorney fees incurred in defending a claim or lawsuit, reduce the limits of the policy otherwise available for indemnifying the insured. Such provisions carry significant implications when it comes to managing and resolving the claim properly. Insurers and defense counsel must each take extra steps and devote additional effort to make certain that their practices meet their duties of good faith and loyalty to the insured. By addressing the common pitfalls early on Insurers and defense counsel can avoid potentially significant ethical and financial consequences.

#### **The Tigers – Just when you thought you'd seen it all... Navigating Bad Faith Risks**

The threat of bad faith claims is a constant issue with claims handlers and managers. Resourceful policyholders' counsel are always coming up with new ways to attack how a claim was handled, from the early investigative stages through settlement. Knowing the basic rules for how courts view "good" claims handling practices is crucial, as is keeping abreast of the latest tactics in bad faith actions.

#### **The Bears (or reptiles) – Successfully Battling the Reptile: Identifying and Responding to "Reptile" Issues**

A reptile theory is a subversive strategy attempting to play on subconscious and uncontrollable human emotions with the aim of obtaining a compensation based on emotions instead of the facts and the law. The best defense to the Reptile Theory is seeing it coming before it bites you. We will discuss the Reptile theory from the claims handler's perspective, including identifying and responding to Reptile arguments and preparing witnesses to successfully counter the tactics.

Eagle International is excited to return to Kansas City and our members look forward to seeing you on March 21<sup>st</sup> at The Fontaine Hotel.

***Following the seminar, please join us  
for a cocktail reception and dinner***

***This Event is Complimentary***

***12PM – 5PM Seminar  
5PM – 6PM Cocktail Reception  
6PM – 8PM 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.*

*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