

# EAGLE INTERNATIONAL ASSOCIATES, INC.

Presents

## INDUSTRY LEADERS FORUM

### **TIPS FOR HITTING THE CURVE BALLS**

An Overview of Unfair Claims Practices, Bad Faith Avoidance,  
Spoliation of Evidence and Today's Social Media

September 14, 2012

Turner Field – 755 Club – Plaza Bar Room

Atlanta, Georgia

## PROGRAM

- 1:30 pm      **Registration/Sign-In**
- 2:00 pm      **Welcome – Program Introduction**  
*John E. Cuttino, Esq. – Turner Padgett Graham & Laney, Columbia, SC*  
*Chairman, Eagle International Associates*
- 2:10 pm      **Avoiding Bad Faith**  
*Wade G. Manor, Esq. – Scott Sullivan Streetman & Fox, Jackson, MS*
- 2:30 pm      **Unfair Claims Practices: A Nationwide Overview**  
*Moderated by Timothy W. Waldeck, Waldeck & Lind, Minneapolis, MN*  
**Panel Discussion:**  
*Chase W. Deits, Assistant Vice President, National Accounts Casualty Claims – Arch Insurance Company*  
*Daniel C. Farrell, CPCU – Farrell Claim Service, Hollywood, FL*  
*Gytis Gavelis, Specialty Claims Director – Catlin Insurance Company*  
*Mark Reese, Vice President, Claims – RSUI Group, Inc.*
- 3:15 pm      **Break**
- 3:30 pm      **Spoliation of Evidence: When Should You Retain Surveillance Video and Cellular  
Phone Data and Images?**  
*Daniel J. Ripper, Esq. – Luther-Anderson, Chattanooga, TN*
- 3:50 pm      **Get Connected: A Panel Discussion on the Risks, Rewards and Limits of Social Media  
in Claims Defense**  
*Moderated by Annarita Busbee, Esq. – Owen Gleaton Egan Jones & Sweeney, Atlanta, GA*  
**Panel Discussion:**  
*Mario C. Ciano, Esq. – Reminger Co., Cleveland, OH*  
*Peter F. DeJesso, Colony*  
*Becky Vogel, Senior Technical Specialist – Colony Specialty*
- 4:35 pm      **Audience Discussion and Closing**  
*John E. Cuttino, Esq. – Turner Padgett Graham & Laney, Columbia, SC*
- 4:45 pm      **Program Ends**
- Reception and Buffet Dinner**
- 7:35 pm      **PLAY BALL! – Box Seats for the *Braves vs. Nationals* Game**

3.0 hours of Adjuster Continuing Education Credits approved for Florida, Georgia, Louisiana, North Carolina, Oklahoma and Wyoming  
2.5 General and .5 Ethics Adjuster Credits approved for Texas  
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3.5 Continuing Legal Education credits approved for Wisconsin.