



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 15TH

VENUE:

The Fontaine Hotel
901 West 48th Place
Kansas City, MO 64112
816-753-8800

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 20TH

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.

For more information, please contact Terri Napolitani at 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 Casual 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 Sciences, 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.
Allison Confer, Swiss Re
Briana Ford, AIG
Konrad Hendrickson, American National
Michael Hermann, Ascension Care Management
Dr. Bill Kanasky, Courtroom Sciences, Inc.
Kimberly Kayiwa, Sedgwick Claims Management
Robin LaFollette, Swiss Re Corporate Solutions
Paula Letterman, American National
Jon Robinson, Sedgwick Claims Management