



INTERNATIONAL ASSOCIATION
OF CLAIM PROFESSIONALS

The background features a collage of images: a city skyline with a sailboat on the water, a golf course with a fountain, and various geometric patterns of triangles in blue and green. A large green triangle in the center contains the main text.

IACP 2018 Annual Conference

Great Expectations - Can We Manage Unpredictability

September 30th – October 3rd, 2018

The Rancho Bernardo Inn,
San Diego, CA

Welcome



**Catherine Kalaydjian,
IACP Executive Director
and Past President**

Dear Annual Conference Attendees:

On behalf of the IACP Board of Directors, I would like to welcome you all to our 49th Annual Conference at the Rancho Bernardo Inn. This is our second conference at this property, we were here in 2003, and the stunning renovations and beautiful grounds only add to the excitement of being back. Two of the highlights of this year's conference are bestowing our prestigious Vince Donohue Award to Peter Fennell, IACP Past President and Managing Director Aon Benfield and our inaugural Young Claims Professional Award to Charlie Bush, Zurich UK.

Following well received and attended regional conferences in New York and Zurich, we have another great annual program for you this year with our trademark blend of insurance, claims, technology and executive focused topics. We are sure you will enjoy our diverse and compelling speakers and appreciate as we do their willingness to spend time with us this week.

Our social events, always a highlight of our conferences, will give us all time to catch-up with friends or make new acquaintances while enjoying live music and lots of great food, most of it locally sourced.

This has been an exciting year of change for the IACP starting last August as we have completely restructured our overall association management, rolled out a new web site with improved member and event management and strengthened our financial reporting. Just like the insurance industry, the IACP as it is approaching it's 50th Anniversary conference in 2019, is moving forward keeping up with new technology and the ever-changing face and needs of our membership.

Enjoy the next several days and we look forward to seeing you at our European Conference in Dublin, Ireland in April and the 50th in Laguna Niguel, CA in September.

Sincerely,
Catherine Kalaydjian

2018 VINCE DONOHUE AWARD WINNER



**Peter E. Fennell CPCU,
Managing Director, Aon Benfield**

Pete's successful claim career spans over 40 years. He started his career with Liberty Mutual in Brooklyn NY as a field claim adjuster spending time handling Auto, GL and WC before moving to the Suit Group. Pete settled civil cases in Kings and Richmond Counties as well as Brooklyn Supreme Court. He continued to develop his skills joining the Home Insurance Co working as a Claim Supervisor in the NYC field office and then moving on to Home Office Claims where he supervised the Eastern Region field offices.

Ready for another challenge Pete eventually moved to Reinsurance and held several senior claim positions at North Star Reinsurance Co and SCOR Re. Presently he is a Managing Director at Aon Benfield in Chicago and manages several reinsurance claim teams in North America. In addition, he is a member of the Global Claims Steering Committee of Aon Benfield.

For much of his career Pete has been an active member of the IACP having attended his first annual meeting in 1989 at the Phoenician Hotel in Scottsdale Arizona. He joined the Board of Directors in 2007 eventually being elected President in 2015. His first assignment on the board was chairing the Membership Committee. Leading this committee, the organization saw record increases in membership applications. He also led the initial modernization of the IACP website which allowed members to pay online and submit applications for the first time. Content was redrafted to better reflect the associations core values and business objectives. Pete was also responsible for setting up the IACP LinkedIn and Facebook pages.

As President he fought for improved administration and increased marketing and promotion of the IACP. This led to the ultimate hiring of the associations first Executive Director, Past President Catherine Kalaydjian, who has continued Pete's mandate to raise the profile of the association within the insurance industry with high level program content and speakers, media coverage and continued emphasis on improved technology for our members.

Pete met his future wife Patricia at Sunday school when they were in the third grade. They married in 1977 and went on to raise two children. The children are now married and living in the Chicago area. Pat and Pete became grandparents for the very first time in May of this year.

Pete Fennell's career reflects someone who was never been satisfied with the status quo and always worked hard to improve things for everyone's benefit. Fairness, quality and professionalism describe Pete's work ethic. His reputation and his dedication to his job and to the IACP over many years is the hallmark of a Vince Donohue Award recipient.

2018 YOUNG CLAIMS PROFESSIONAL AWARD



**Charles Bush,
Head of Property and Energy Claims, Zurich**

After being honored at the IACP London Conference in 2017 as the London Young Person Claims Professional Award, Charlie Bush has been selected as the first recipient of the annual IACP Young Claims Professional Award. This award is bestowed by the Board of Directors to recognize an individual who embodies the attributes of a future claim's leader in the spirit of the IACP stated objectives. We hope with Member sponsorship support next year that we can bestow two awards; International and US. The recipient receives an expense paid trip to the Annual conference and attends part of the Board of Directors meeting and the President's reception.

Charlie's achievement which illustrates his tenacity to improve our claims industry is his contribution to the Single Claims Agreement Party initiative. As part of this cross market collaborative project he has been the chair-person of the Inter Company Agreement work stream, which has sought to combine the views of the representatives from LIIBA, Lloyd's, the IUA and the LMA. The implementation of SCAP will see a significant improvement in the way in which London market claims, as a whole, are managed resulting in a quicker response time to the customer and ensuring that London remains a competitive global hub.

Currently, Charlie is the co-chair person of the Claims initiative under the London Market Target Operating Model, which is seeking to greatly expand on the initial work achieved through SCAP in enhancing the customer experience of having a claim managed through the London market.

Charlie has been an active member of the Joint Energy Claims Group and the smaller working group which sets the direction of the energy claims market.

He leads the UK Property, Energy and Construction Claims team at Zurich. In addition, he has been instrumental in Zurich issuing its first claims Journal which seeks to deliver thought leadership to their brokers and customers.

He has had several high-level speaking engagements on Claims best practice and Customer engagement including an Energy claims conference in Norway, the Intelligent Insurer Europe event and the Joint Under 35's conference co-sponsored by the IACP in June.

SATURDAY SEPTEMBER 29, 2018

8:00am BREAKFAST

8:30am - 4:00pm BOARD MEETING

Location: Granada Room

SUNDAY SEPTEMBER 30, 2018

1:00pm - 5:00pm REGISTRATION

Location: Loggia 1

6:30pm - 10:00pm WELCOME RECEPTION & DINNER

Location: Aragon Lawn

**Special Event - Vince
Donohue Award**

**HONOREE: PETER E. FENNELL CPCU,
MANAGING DIRECTOR, AON BENFIELD**

*Introduced by: Mitchell Balter, Executive Managing Director,
Aon Benfield, Client Services & Edward R. Quinn, Jr., Immediate
Past President IACP*

MONDAY OCTOBER 1, 2018

Location: Aragon Ballroom, Continental Breakfast 7:30am

8:25am - 8:30am WELCOME REMARKS: FREDERIC GINDRAUX, PRESIDENT IACP

8:30am - 9:15am KEY NOTE SPEAKER

Brigadier General Richard C. "Rich" Gross, USA (Retired),
Former Legal Counsel to the Chairman of the Joint Chiefs of Staff

9:15am - 10:00am WE LIVE IN INTERESTING TIMES

Carl Hess, Head of Investment, Risk & Reinsurance, Willis Towers Watson

10:00am - 10:15am BREAK

**10:15am - 11:00am FORECASTERS OF THE FUTURE - APPLYING TODAY'S
KNOWLEDGE ON PAST EVENTS**

Joe Bastardi, Chief Forecaster, WeatherBell Analytics

11:00am - 11:45am THE FOURTH DIMENSION OF SATELLITE IMAGE INTELLIGENCE

Paul Majmader, Commercial Director, EARTH-i

**11:45am - 12:30pm WILDFIRES AND WINE - INVESTIGATIVE TECHNIQUES
AND UNDERWRITING EXPOSURES**

Claudia Carnevale, SVP - Programs, Allied World Assurance
Thomas Eddy, Thomas Eddy & Associates

1:00pm GOLF TOURNAMENT - RANCHO BERNARDO COURSE

Brown Bag Lunch at Course

1:30pm - 5:00pm ACTIVITY - WINERY TOUR

Brown Bag Lunch Provided

2:00pm - 4:00pm BUSINESS MEETINGS

7:00pm - 10:00pm COCKTAILS & BUFFET DINNER

Location: Promenade and Veranda Patio

Conference Attire

Day sessions and evening
receptions are Business Casual
(shorts permitted) with the
exception of the Tuesday Banquet
which is Cocktail Attire

TUESDAY OCTOBER 2, 2018

Location: Aragon Ballroom, Continental Breakfast 7:00am

- 8:00am – 8:45am** **THE CURRENT VIEW ON DOMESTIC AND GLOBAL TERRORISM**
Iain Donald, Senior Partner, Control Risks
- 8:45am – 9:30am** **DEFENDING MASS SHOOTINGS IN TORT**
Veronica G. Mocibob, JD, Assistant Vice President,
Excess Casualty Claims, AIG Property Casualty
- 9:30am – 10:15am** **“A MIGHTY INVENTION”: CHALLENGES TO AMERICAN CONSTITUTIONAL DEMOCRACY IN ITS THIRD CENTURY**
Chief Justice Margaret H. Marshall, Senior Counsel Choate, Hall & Stewart
David Attisani, Partner, Choate, Hall & Stewart
- 10:15am – 10:30am** **BREAK**
- 10:30am – 11:15am** **DEMYSTIFYING ARTIFICIAL INTELLIGENCE FOR INSURANCE - SCANNING 2018 AND BEYOND**
John Standish, Chief Analytics Officer, Infinilytics
- 11:15am – 12:00pm** **FRAUD ANALYTICS – THE POWER OF ARTIFICIAL INTELLIGENCE**
Dan Donovan, Global Head of Product Marketing, Shift Technology
- 12:30pm – 1:15pm** **“MEMBER ONLY” ANNUAL BUSINESS MEETING - LUNCH PROVIDED**
Location: Catalina Ballroom
- 2:00pm – 4:00pm** **BUSINESS MEETINGS**
- 6:30pm – 11:00pm** **COCKTAIL RECEPTION & BANQUET**
Location: Aragon Ballroom
(Dress is Cocktail /Business Formal)



WEDNESDAY OCTOBER 3, 2018

Location: Bernardo Ballroom, Continental Breakfast 7:30am

8:30am- 9:30am EXECUTIVE MGA PANEL

Corinne Jones, CPCU, Executive Vice President,
AmWINS Access, part of AmWINS Group

Stephen Boyd, President & COO, Arrowhead General Insurance
Agency

West McAdams, President SCU Southern Cross Underwriters

Danielle Wade, COO, Jackson Sumner & Associates

9:30am – 10:15am CLAIMS SERVICE PERFORMANCE TRENDS - AN INTERACTIVE SESSION

Ben Bolton, Managing Director, Gracechurch Consulting

10:15 – 10:30am BREAK

10:30 – 11:15am “ME TOO” CLAIMS AND INSURANCE POLICY EXPOSURES

Mike Frimet, Partner Vogrin & Frimet

George Vogrin, Partner Vogrin & Frimet

11:15am – 11:45am TED TALK – CASUALTY RESERVING

Michael Rozema, Head Actuarial & Reserving P&C Americas,
Swiss Re America Holding Corp.

11:45am – 12:15pm TED TALK – DEPOSITIONS USING MILITARY TECHNIQUES

John Morgenstern, Deasey Mahoney & Valentini

12:15pm - 12:30pm CLOSING REMARKS

12:30pm - 2:30pm GOODBYE LUNCHEON

Location: Bernardo Patio





IACP

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Good-Bye Luncheon Sponsors





David Attisani

Partner, Choate, Hall & Stewart

David Attisani is a partner in Choate's Insurance & Reinsurance Group, which is top-ranked by Reactions (#1 reinsurance and litigation firm in 2012) and by

The 2013 Legal 500 guide to preeminent law firms. He is also co-chairman of the ABA's Reinsurance Subcommittee, and a member of the ARIAS-US Education Committee (2013-present).

Mr. Attisani has served as lead counsel with respect to the following claims: 9/11; "Obamacare"; Superstorm Sandy; Hurricanes Wilma, Katrina, Harvey; the Las Vegas shooting; the California wildfires; the "Big Dig" Tunnel Collapse; the Nikita Levy/ Johns Hopkins "rogue" doctor case; and Sphere Drake.

Mr. Attisani was named one of Law360's "10 Most Admired Insurance Attorneys in America" for 2010—out of 1,016 nominations from 100 firms. He was also the first-ever Boston-area attorney to be recognized in the Chambers USA nationwide rankings for Insurance/Reinsurance (2014-2018). He is one of only 12 reinsurance lawyers listed in The 2016 and 2017 Legal 500's elite "Leading Lawyers" category, a designation he also received in 2015, 2012 and 2011. He was also named to the inaugural Legal 500 Hall of Fame, which recognizes elite leading lawyers who have consistently been ranked for six consecutive years— one of only 455 partners in the U.S. selected for this honor. Mr. Attisani was also elected to Best of the Best USA (2009-2014) in Insurance & Reinsurance, which recognizes only 30 US industry professionals. He is No. 3 on the 2018 Who's Who Legal: Thought Leaders list of the most highly regarded individuals in Insurance and Reinsurance law. In 2016, Mr. Attisani was one of only 5 U.S. insurance and reinsurance attorneys to be named "Most Highly Regarded" in the 13th annual edition of Who's Who Legal: Insurance & Reinsurance (one of 15 in the world). He was also elected to the World's Leading Insurance and Reinsurance Lawyers (2006-

2018). Mr. Attisani is listed in Best Lawyers in America for Insurance Law (2012-2018).

Mr. Attisani is a Fellow of the American College of Coverage and Extracontractual Counsel, a group of preeminent re/insurance lawyers, where membership is obtained by nomination and is limited to 1,000 lawyers. He is also a Fellow of the American Bar Foundation, where membership is limited to 1% of lawyers licensed to practice in each jurisdiction. In addition, Mr. Attisani is a member of the International Association of Defense Counsel and an adjunct member of the International Association of Claims Professionals (fka "Excess/Surplus Lines Claims Association").



Joe Bastardi

Chief Forecaster, WeatherBell Analytics

Joe Bastardi is an institution in the science of weather prediction and is co-chief Meteorologist at WeatherBell, which he joined at

the company's founding. Many companies across a multitude of industries, including energy, winter maintenance and retail/supply chain, are profiting from his forecasts. His exceptional skills are rooted in a comprehensive understanding of global oscillations and in-depth analysis of historical weather patterns. Mr. Bastardi's analog approach, which finds similarities between current and historical weather patterns, allows him to make an accurate forecast, sometimes in defiance of computer model consensus. Mr. Bastardi is well known for his WeatherBell Premium blog, featuring the popular videos "The Atmospheric Avenger," "The Raging WeatherBull" and "The Saturday Summary".

During his 32 year tenure at Accuweather, Mr. Bastardi built a large private client services business and honed his skills at applying his knowledge of the weather to various applications. His reputation for making bold and accurate forecasts has landed him on major television programs including Fox News Live, ABC World News, The O'Reilly Factor, The

Colbert Report, CBS' The Early Show, Imus in the Morning, and several others. He is most often now on Fox during severe weather and is the "personal weatherman" of the Sean Hannity show and Larry the Cable Guy's XM 97 Weekly roundup.

He is also the author of the book: The Climate Chronicles. Inconvenient Revelations you Wont Hear from Al Gore (and others).

Mr. Bastardi graduated from Pennsylvania State University and holds a Bachelor's Degree in Meteorology in 1978.



Ben Bolton

Managing Director, Gracechurch Consulting

Ben is a market researcher by background having worked for agencies and large financial businesses including NatWest

and PPP. Ben started running his first business in 1992 and founded Gracechurch in 2001.

Gracechurch's independent insight and advice helps clients make the right strategic decisions.

Gracechurch began doing research and consultancy for a range of blue chip professional and financial services businesses and now specialises in the commercial insurance sector.

Ben believes in the value of the insurance product but also feels that the industry must embrace significant change to remain relevant.



Stephen Boyd

President & COO, Arrowhead General Insurance Agency

Steve Boyd joined Arrowhead in 1995 and has held a variety of roles throughout the organization. As President

and Chief Operating Officer, Boyd oversees Arrowhead's operational infrastructure and works with Division leaders to support and expand their existing product and distribution platforms. Boyd served as President of Arrowhead's Commercial

Division from 2010-2013. In that capacity he was responsible for the strategic oversight of the Commercial Division's underwriting profit, carrier relationships, risk management and business development.

Boyd previously served as Arrowhead's Chief Information Officer from 2007-2010. In 2001, Boyd was promoted to Vice President of IS and oversaw the development of a full-service online product distribution platform for Arrowhead's independent agencies. In 2000 he led the team that developed private label insurance services to independent agencies, banks and other financial institutions.

Boyd is a regular participant on industry panels and has presented on a number of technology topics relating to the property and casualty marketplace.



Claudia Carnevale

SVP - Programs, Allied World Assurance

Ms. Carnevale is responsible for managing the overall profitability and assisting in the formulation of Underwriting

Strategy for Property and Inland Marine Program segments for Allied World Insurance Company. Claudia handles daily management of Program Business including referral underwriting, creating underwriting guidelines and policy review. In addition, she assists with the overall catastrophe management and risk exposure aggregation of the portfolio.

She has over 20 years of property and casualty experience on both the programs and reinsurance side. Prior to joining Allied Word Insurance Company, Claudia was Vice President and Deputy Manager of Programs for Starr Indemnity & Liability Company. Her previous positions included Vice President for QBE Insurance Corporation where she spent 8 years exclusively on Program Business and Vice President at Partner Re, focusing on Treaty reinsurance for Program

Business. Claudia began her career as a reinsurance underwriter at Generali-US Branch. She earned a BA in Political Science from American University and holds the CPCU and ARe designations.



Iain Donald

Senior Partner, Control Risks

Iain Donald is a Senior Partner at Control Risks and head of the Global Risk Analysis practice in the Americas. Based in New York, Iain specializes in

supporting clients in the identification of effective approaches to entering new markets: capturing commercial opportunity while managing strategic and operational risks. His experience extends in particular to the extractives, infrastructure and insurance sectors. Iain leads a department of expert analysts and risk consultants delivering country risk analysis, threat assessments, risk workshops and scenario planning exercises for clients.

Before joining Control Risks, Iain was Director for Global Risks at a UK-based international risk consultancy, leading the Intelligence and Security Consultancy departments. Iain holds a Bachelor of Science degree in Geography from the University of Birmingham, and a Master of Arts in War Studies from Kings College London. Iain is a regular media commentator on international political, security and business risk management issues.



Dan Donovan

Global Head of Product Marketing, Shift Technology

Dan Donovan is a veteran insurance claims and technology executive who serves as global head of

product marketing for Shift Technologies. His responsibilities include providing client support

and developing the positioning, messaging, and go to market strategies for the company's solutions. With two decades of insurance industry experience leading fraud investigation and claims operations for Liberty Mutual, and six years working in the insurance technology sector, Donovan has become a respected expert in the field of insurance fraud and claims analytics. He holds a degree in criminal justice and is a certified Fraud Claim Law Specialist (FCLS). Connect with him on Twitter @dandnvn.



Thomas Eddy

Thomas Eddy & Associates

Tom's history and experience in the wine business goes back to the upturn in the California wine industry that began in the 1970s.

Tom earned his degree in fermentation science from the renowned University of California at Davis. Cocktails still ruled as America's beverage of choice, but great vintages like 1974 and 1976 attracted lots of attention to Napa Valley Cabernet Sauvignon. After college, Tom did his corporate winemaking at large wineries like Wente Bros., Inglenook, Souverain, and Christian Bros., but his goal was always to have his own winery in Napa Valley. He has been recognized as one of the most influential California winemakers responsible for the meteoric rise in wine quality in the past 30 years.

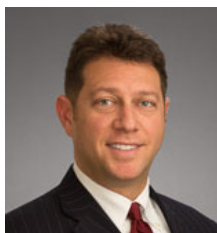
In 1991 Tom began his first eponymous label, producing Napa Valley Cabernet, and began consulting as well. His consulting gigs have taken him all over California, but also Oregon, Washington and South America to consult with various wineries and clients and lend his expertise of more than 40 years of winemaking and marketing in the California wine industry.

Today Mr. Eddy's work includes consulting for small and large clients including insurance

companies and law firms who are seeking his expertise in all facets of the wine industry, but most importantly production concerns.

Tom has completed expert work in the California wine industry now for almost two decades and remembers his first jury trial that lasted two weeks which had a very successful outcome for his insurance client. Mr. Eddy has worked with many different adjusters, legal firms and corporate insurance brokers and managers since 1996 to help them assess claim issues and report on problem sources, methods, and inventory valuation.

Today Tom lives at the winery ranch and vineyard estate with his wife Kerry, and maintains an office for the operation of the winery, but also uses it as a base for his consulting services.



Mike Frimet

Partner Vogrin & Frimet

Mr. Frimet began his legal career in the Nassau County District Attorney's Office on Long Island, New York, where he honed his skills as a

courtroom trial attorney. In 2002, Mr. Frimet entered the realm of insurance legal practice. He specializes in insurance coverage and reinsurance disputes. He has handled insurance coverage issues in various jurisdictions throughout the United States and worked on a variety of insurance coverages, including commercial general liability, property, personal disability, workers compensation, contingency, event cancellation, prize indemnity and professional indemnity. Additional, he has handled reinsurance disputes in both the courtroom setting and in complex commercial arbitrations.

Mr. Frimet focuses his practice on the representation of foreign and domestic carriers,

as well as other carriers issuing coverage through the excess and surplus lines market. He has extensive knowledge of the complexity and specific needs of this market having been seconded as in-house counsel to a syndicate management company in the Lloyds market on two separate occasions, once in 2004 and again in 2006.

Mr. Frimet received his J.D. from Syracuse University in 1998 and graduated from the State University of New York at Geneseo in 1995. He is admitted to the State Bar of New York as well as both the Eastern District and Southern District of New York, the State Bar of Texas and the United States Supreme Court. He belongs to the New York State Bar Association and the Northern American Contingency Association, of which he is a current and former board member, and former president.



**Brigadier General
Richard C. "Rich" Gross,
USA (Retired)**

**Former Legal Counsel to the
Chairman of the Joint Chiefs
of Staff**

Brigadier General Rich Gross (US Army, retired) served over 30 years in the U.S. Army as an infantry officer and judge advocate. Following 9/11, he deployed to Iraq and Afghanistan several times as the legal advisor for joint special operations units. In the latter part of his career, he was the principal legal advisor for Delta Force; Joint Special Operations Command (JSOC); US Forces-Afghanistan and the NATO International Security Assistance Force; and US Central Command (CENTCOM). Rich served his final four years in the military as Legal Counsel to the Chairman of the Joint Chiefs of Staff (CJCS).

Following his retirement from the military, Rich served as a senior mentor and faculty member

for the Thayer Leader Development Group at West Point, NY; as a Strategic Advisor to the Sheffield Company and its subsidiary, The Brief Lab, in Chicago; and as a Senior Mentor for the Department of State's Foreign Service Institute. He also served as a partner at the DC-area veteran-owned law firm of FH+H PLLC and later as the General Counsel and Chief Compliance Officer for Janus Global Operations LLC.

Currently, Rich is a Distinguished Fellow at the University of Virginia Law School's Center for National Security Law and a Senior Fellow at Columbia Law School. He is a sought-after public speaker, having spoken at several national and international conferences. He has given lectures, taught classes, and participated in panels at several law schools, to include Harvard, Yale, the University of Virginia, Columbia University, Georgetown, and Vanderbilt.

Rich also serves on three nonprofit boards: The Independence Fund, which provides tracked wheelchairs for severely wounded veterans plus education and support to their caregivers; Military Community Youth Ministries, which serves the children of military service members; and the After the Impact Fund, which provides mutual support to veterans and retired professional athletes dealing with traumatic brain injury and post-traumatic stress disorder.

Rich's military decorations include the Defense Superior Service Medal; the Legion of Merit; and the Bronze Star. He earned the U.S. Army Ranger Tab, the Master Parachutist Badge, the Air Assault Badge, and the Expert Infantryman Badge. He is a 1985 graduate of the US Military Academy at West Point; a 1993 graduate of the University of Virginia Law School; and a 2009 graduate of the US Army War College.



Carl Hess, FSA, CERA

**Head of Investment,
Risk and Reinsurance,
Willis Towers Watson**

Carl Hess is Head of the Investment, Risk and Reinsurance segment of Willis

Towers Watson and is a member of the company's Operating Committee, based in New York. The segment includes Willis Re, one of the world's largest reinsurance brokers; Insurance Consulting and Technology, supplying insurers with consulting and technology solutions; Investment, a leading consulting and solutions provider for institutional investors; Capital & Wholesale, providing wholesale broking and platforms for managing general agents; Max Matthiessen, the leading private sector retirement solutions company in Sweden; and Willis Towers Watson Securities, which underwrites insurance-linked securities and advises on insurer mergers and acquisitions.

At the creation via merger of Willis Towers Watson in 2015, Carl was appointed Co-head of North America. At the time of the merger, he had been Head of the Americas at Towers Watson, and before that, Global Head of its Investment business. Within Investment, his areas of focus included investment strategy, portfolio construction, investment policy and governance, working with many of the world's largest institutional investors. He began his career at the company's Retirement business as a consultant. Carl is a Fellow of both the Society of Actuaries and the Conference of Consulting Actuaries, and is a Chartered Enterprise Risk Analyst. He received his Bachelor of Arts degree in logic from Yale University.



Corinne Jones, CPCU

**Executive Vice President,
AmWINS Access, part of
AmWINS Group**

Corinne Jones has worked in the wholesale general agency arena for 35 years and currently serves as Executive Vice President of AmWINS Access. Jones began her career with Bliss & Glennon, Inc. a small, independently owned agency. As Bliss & Glennon grew into a larger, multistate wholesale agency, Jones worked in commercial underwriting and eventually became Chief Operating Officer before the agency became part of AmWINS Access in 2014.

In her role at AmWINS Access, Jones helps drive the operational strategy and execution, which includes merging technology platforms and implementing best practices across five formerly distinct business units. She also focuses on leadership and market relations. Jones served as president of the Wholesale & Specialty Insurance Association (WSIA) in 2017-2018 and previously served as president of AAMGA, a WSIA legacy organization.

Jones organizes and participates in AmWINS' regional Summer of Service projects and fundraising for various charities in Southern California, where she resides.



Paul Majmader

Commercial Director, Earth-i

Paul Majmader is Commercial Director and one of the co-founders of Earth-i. Paul heads up the commercial section of the business and is focussed on delivering innovative solutions to end users.

Paul is introducing alternative data products and services, based on satellite derived information, to the financial services sector and considers the insurance sector as a key beneficiary of

new developments in space based capabilities over the next 5 years.

Paul has held directorships in companies across the globe, including as the Chief Operating Officer of the Valmore Group, a privately held group of companies, controlling assets in excess of USD 1billion.

Paul holds a BA in European Business Studies and is highly experienced in international commerce, operating globally in information services, financial services, property development, heavy industry, trade finance and commodities trading.



Chief Justice Margaret H. Marshall

**Senior Counsel Choate,
Hall & Stewart**

Margaret H. Marshall rejoined Choate, Hall & Stewart in January 2012. As Senior

Counsel, Marshall focuses on the Firm's extensive community outreach, pro bono and diversity programs, mentors lawyers and provides senior level counsel to clients on special projects. She is a member of the Firm's Complex Trial and Appellate Litigation practice group.

Before rejoining the Firm she served for eleven years as Chief Justice of the Supreme Judicial Court of Massachusetts. She was the first woman to hold that position in the Court's more than three hundred year history. Governor William F. Weld first appointed her as an Associate Justice of the Court in 1996. A graduate of Witwatersrand University (Johannesburg, South Africa), Harvard University and Yale Law School, Marshall gained a national reputation for both her landmark decisions and her reforms of the Massachusetts court system. Chief Justice Marshall is presently a senior research fellow and lecturer at Harvard Law School.

During her fourteen years on the Supreme Judicial Court, Chief Justice Marshall wrote more numerous opinions, many of them groundbreaking, including the 2003 decision in *Goodridge v. Department of Public Health*, which declared that the Massachusetts Constitution prohibits the state from denying same-sex couples access to civil marriage. The ruling made Massachusetts the first state to legalize gay marriage. She is recognized as a champion for an independent judiciary and as a leader in the promotion of administrative reforms within the judicial branch. Her reforms greatly improved the delivery of justice, with significant decreases in case backlogs and in the length of time between the filing and resolution of cases, as well as in cost-savings throughout the system. A long-time advocate of access to justice for all, she implemented innovative procedures for self-represented litigants and strengthened pro bono services by the bar.

Prior to her service on the Supreme Judicial Court, Marshall was in private practice for sixteen years, and was a partner at Choate, before joining Harvard University as Vice President and General Counsel in 1992. She has received numerous awards recognizing her judicial and other accomplishments, including the ABA Commission on Women in the Profession's Margaret Brent Women Lawyers of Achievement Award, the ABA's Pursuit of Justice Award, the Massachusetts Bar Association's Chief Justice Edward F. Hennessey Award for outstanding leadership in the administration of justice, and the Boston Bar Association Award for Judicial Excellence. She was the first recipient of Harvard University's Professional Women's Achievement Award. Marshall served as president of the Boston Bar Association from 1991-1992 and as President of the United States Conference of Chief Justices from 2008-2009. She is a member of the council of the American Law Institute, and a fellow of the American Academy of Arts and Sciences. A recipient of many honorary degrees, she served

as a Fellow of the Corporation of Yale University, the governing board and policy making body for the University, from 2004 to 2010. She was appointed to serve a second term in 2012 and was appointed Senior Fellow in 2013, the first woman to hold that position.



West McAdams

President SCU Southern Cross Underwriters

West McAdams is the President of SCU, a leading multi-market MGA placing \$850 million of premium annually with 33 locations across the United States. West started his career in insurance in 2005 as the Chief Operating Officer of Southern Risk, LLC. Southern Risk was purchased by CRC Insurance Services in 2008 and was merged into Southern Cross Underwriters, which later became SCU. Before insurance, West worked as a consultant at McKinsey & Co. and Environmental Specialist for the SC Sea Grant Program. West holds a Bachelors and Master's Degrees from Clemson University and the University of North Carolina.



Veronica G. Mocibob, JD

Assistant Vice President, Excess Casualty Claims, AIG Property Casualty

Veronica is proud to be part of AIG for over 12 years. She currently serves as Assistant Vice President in the Excess Casualty Claims division where she heads a specialized group handling general liability and auto claims where AIG has both the primary and umbrella coverage. Veronica oversees significant catastrophic bodily injury/property damage claims occurring throughout all 50 states. Before joining AIG, Veronica spent numerous years as a litigator in NY and NJ. She earned a Bachelor of Arts degree from Rutgers University and JD from Seton Hall University.



John Morgenstern

Deasey Mahoney & Valentini

John Morgenstern is a shareholder with the Philadelphia-based law firm of Deasey, Mahoney & Valentini, Ltd. where

he investigates and defends matters involving catastrophic and high-value exposures. He is rated AV Preeminent by Martindale Hubbell. John served in the U.S. Army JAG Corps and, in 2003, was awarded the Bronze Star Medal in Baghdad, Iraq, where he served as a legal adviser

on certain investigations at the Abu Ghraib prison, among other things. His presentation is derived from his recent book *The Interrogators' Guide to Depositions, Investigations, and Discovery: What Civil Litigators Can Learn from the World's Best Interrogators* (Archway 2018).



Michael Rozema

Head Actuarial & Reserving P&C Americas, Swiss Re America Holding Corp.

Mike Rozema joined Swiss Re in 2002 and has served as Head of Actuarial and Reserving for

Reinsurance in the Americas Region for the past 5 years. For Mike's first 10 years at Swiss Re he served as casualty treaty pricing for the US Broker unit. He is located in Westlake Village, California.

Prior to his current role, Mike served as a consulting actuary with KPMG. While at KPMG, Mike provided his clients on a wide variety of reserving, ratemaking, cost allocation and modeling solutions.

Mike is a Fellow of the Casualty Actuarial Society and a Member of the American Academy of Actuaries. He received Masters of Science and Bachelor of Science degrees in Statistics from the University of California, Riverside.



John Standish

Chief Analytics Officer, Infinilytics

John Standish is a Co-Founder and the Chief Analytics Officer for Infinilytics, Inc.

Prior to joining Infinilytics,

John was a consultant and Alliance Partner to the SAS Institute, in the State and Local Government, Security and Intelligence, and the Financial and Insurance Practices. John also consults to the insurance industry for first party bad-faith litigation involving fraud investigations, state mandated compliance, civil rico actions, and has testified as an expert for fraud, investigations, and accident reconstruction in legal proceedings.

John is a 32 year veteran of California law enforcement, first serving in the California Highway Patrol, and then California Department of Insurance, Fraud Division. John retired as the Chief of the Fraud Division, and has over 25 years of experience in investigating, supervising, and managing insurance fraud cases in California. John was responsible for statewide operations, district attorney grant funding programs, legislation and regulations for the California anti-fraud programs. John is recognized an expert public speaker, and has trained thousands of insurance industry and law enforcement officers on the identification, investigation, and reporting of suspected fraudulent insurance claims, and ancillary white-collar crimes.

While serving on the California Highway Patrol, John was assigned to general patrol duties, public affairs, associate Academy instructor (Advanced Accident Investigation and Criminal Investigations), and enforcement tactics instructor. John was assigned to the Valley Division Multi-Disciplinary Team as an Investigator specializing in vehicle dynamics and occupant kinematics.

Speakers

IACP 2018 Annual Conference

John is a Past President of the California Peace Officers' Association, a member of the International Police Chief's Association, the Police Futurists International Society, and is Past President of the Northern California Fraud Investigators' Association. John also serves on the University of San Francisco, International Criminal Justice Leadership Institute Advisory Board.

John graduated from the University of San Francisco with a degree in Organizational Behavior, and the California Peace Officer Standards Training Commission (POST) - Command College, Class 44.



George Vogrin
Partner Vogrin & Frimet

Mr. Vogrin is a partner in the firm's New York office. He specializes in insurance coverage and reinsurance matters. Mr. Vogrin focuses

his practice in the areas of reinsurance coverage, construction defect coverage, commercial general liability coverage, disability coverage, entertainment and contingency converges as well as property, including both commercial and homeowners' coverage. Mr. Vogrin has represented insurance and reinsurance carriers in court and private commercial arbitration.

Mr. Vogrin graduated from the University of Notre Dame with a B.A. in Economics and received his J.D. from Boston University. Mr. Vogrin is a member of the State Bars of New York, Massachusetts, California, and the District of Columbia.



Danielle Wade
COO, Jackson Sumner & Associates

Danielle graduated from the University of North Carolina at Chapel Hill in 2006 with a bachelor's degree in Business

Administration and a minor in Spanish. Following graduation Danielle joined her family business, Jackson Sumner & Associates, in Boone, NC and is currently the Chief Operating Officer.

Danielle earned her CPCU, CIC and CIW designations. She completed the NAPSLO Executive Leadership School at University of Virginia's Darden School of Business in 2014.

Danielle was recently recognized by Insurance Business of America as one of the Top Young Guns for 2016.

Danielle is a Past UFO (Under Forty Organization) President and a Past President of the NC Surplus Lines Association. Currently, she is the Chair of the NC Stamping Office and the Chair of the Brantley Risk and Insurance Program at Appalachian State University. She is also presently serving on the WSIA Education Foundation Board as well as the ECU RMI Advisory board.

Danielle enjoys traveling and spending time with her husband, Andrew, and their kids, Lindsay and Michael.



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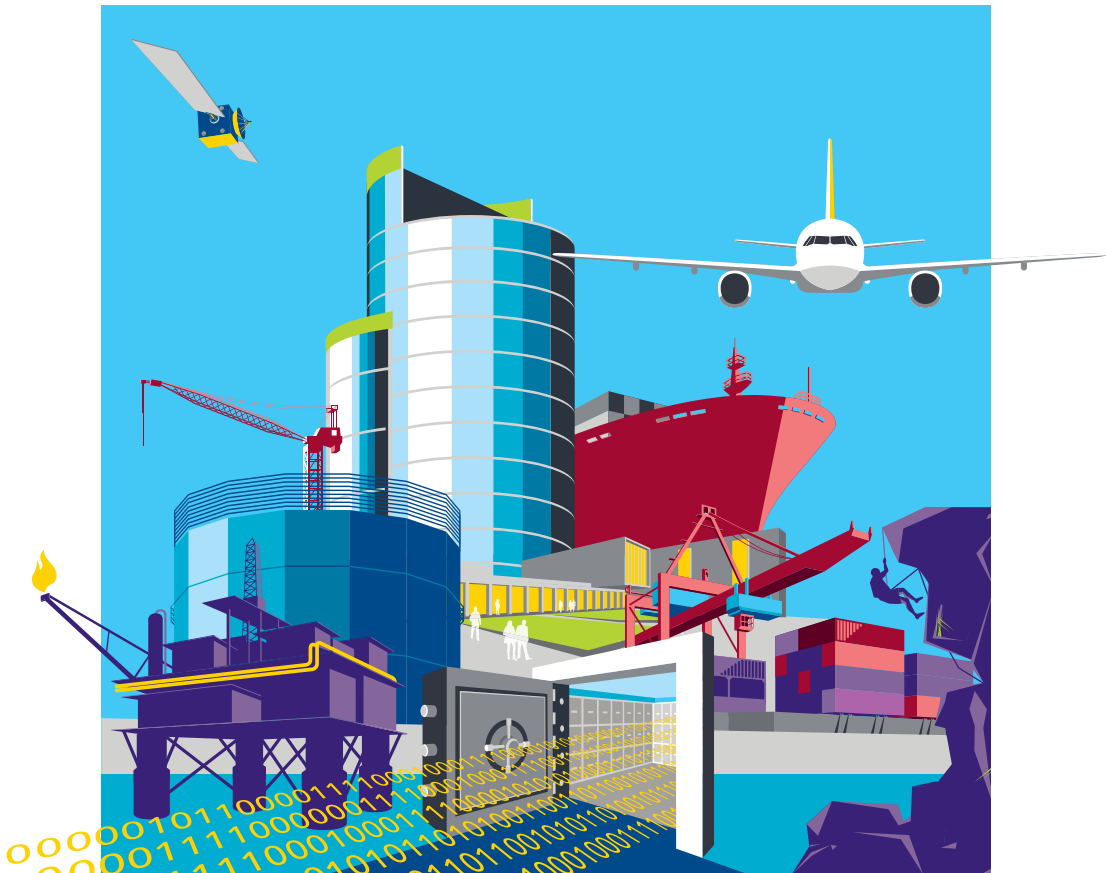
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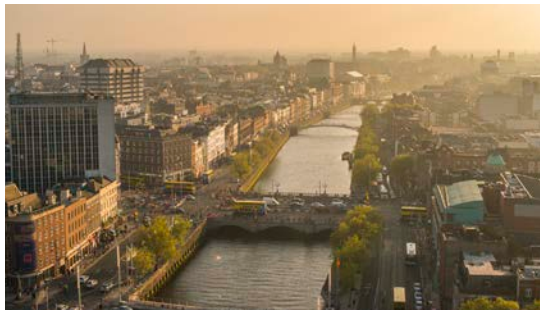
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