



THE *keys* **TO**
success

2019 ADJUSTER CONFERENCE



U.S. ADJUSTING
services





huge giveaways



:::: **DISTO LASER MEASURE**



:::: **LITTLE GIANT LADDER**



:::: **CATMANDO TOOL BELT**



X2 XACTIMATE TOKENS

X2 REGISTRATION REFUNDS



keynote speaker



MIKE
RODRIGUEZ

As an Independent Adjuster you are a business owner. You have the keys to success, but are you using them to your fullest potential? This year's keynote will ask questions of you and introduce concepts that, if implemented, will improve your bottom line earnings.

What impact do you want to have in life? How are you managing your relationships with your business partners? How are you managing your brand? In what attitude do you perform your services? What is your greatest asset? Are you strategically investing in it for optimal success? This talk is full of thought provoking questions that will make you both a stronger adjuster and a better business owner.

Mike Rodriguez is a business and life strategist featured on CBS, U.S. News & World Report, Fast Company and Success magazine. He was recently added to Amazon Alexa Inspire Me alongside Tony Robbins and others. He is a former Ziglar showcase speaker and a best-selling author with 13 books. His clients include names like Bank of America, McDonald's Corporation, Reuters News Agency, the U.S. Government, and many more.



agenda

■ property certification

■ property breakout

SUNDAY, JUNE 2

8:00-8:30

Breakfast | Registration

8:30-9:15

General Session |
Sponsor Messages

9:15-10:00

Mike Rodriguez - Keynote

10:00-11:50

2.0 Wind vs. Flood - Doug
Stephens

■ Hover General Session

■ Hover Demo / Certification

12:00-1:00

Lunch

1:00-2:50 | 1:00 - 4:50

2.0 Floor Wars - CATI Staff

■ California Earthquake -
Dan Dyce

3:00-3:50

■ PLNAR Virtual Claims
Solution

4:00-4:50

1.0 Ethics - CATI Staff

5:30-9:00

Casino Night

MONDAY, JUNE 3

7:30-9:00

Breakfast

8:00 - 11:50

■ MS Plans Certification

9:00-9:50

1.0 Forensic Evaluation of Roofs &
Roof Structures - Justin Donaldson

10:00-10:50

1.0 Property Subrogation - Tammy
Wittal & Jeremy Dixon

11:00-11:50

■ TWIA Update - Lance Cook &
David Harkin

12:00-1:00

Lunch

1:00-2:50 | 1:00 - 3:50

2.0 Update from the Trenches -
Hail, Harvey, Appraisal, Fraud, and
Other Hot Topics - Steve Badger

■ MS Plans Certification

3:00-3:50

1.0 Streamlining the Large Loss
Process - Tyler Wasinger & Tyler
Shockley

4:00-5:00

General Session | Closing
Ceremonies



speakers

SUNDAY 10:00-11:50

WIND VS. FLOOD

DOUG STEPHENS – STEPHENS ENGINEERING

Each year, billions of dollars are spent on insurance claims resulting from wind and flood-related damage. During large storms, such as hurricanes, structures are subjected to both high winds and storm surge or inland flooding resulting in both wind and flood-related damage. The challenge is to properly discern the damage resulting from both hazards on the same structure. The purpose of this seminar is to provide a basic understanding of both wind and flood-related damage, and how to differentiate between the two. Understanding the differences between wind and flood damage will assist in adjusting property damage claims for either wind or flood.

Doug Stephens holds a B.S. in Civil Engineering (1997) from Iowa State University. Go Cyclones! He completed his post-graduate study in Structural Engineering at Kansas State University and North Carolina State University. Doug possesses over 20 years of engineering experience and 13 years experience in residential design and home building. For the last 8 years he has been performing engineering investigations related to building failures from weather related and environmental causes.

PROPERTY BREAKOUT

2.0



speakers

SUNDAY 10:00-11:50

TRANSFORMING THE CUSTOMER JOURNEY THROUGH MOBILE TECHNOLOGY HOVER

As a poor claims experience can cost a carrier four customers on average, companies are looking to innovative technologies to address customer expectations. The biggest logjam (and most expensive step) in the claims process is scheduling the adjuster visit to the homeowner's property to scope damage. In order to stay ahead of a rapidly changing environment, more and more companies are turning to technology solutions to help offer the flexibility of a menu of options for settling claims more efficiently, accurately, and economically, in order to positively impact customer satisfaction.

This session will introduce a mobile technology that's been deployed to Insurance carriers and independent adjusters across the United States. With HOVER, adjusters and homeowner can take photos of any home and receive a settlement-ready data package including an interactive 3D model with accurate exterior measurements.

PROPERTY CERTIFICATION





speakers

SUNDAY 1:00-4:50

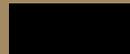
CALIFORNIA EARTHQUAKE CLAIM HANDLING COURSE

DAN DYCE

Part one of this course covers the California Department of Insurance regulations requiring adjusters handling EQ claims in California to have an Earthquake Claim Handling certificate. Company desk adjusters who manage independent field adjusters also need this certificate. What adjusters learn in this class will help them prepare to handle earthquake claims in any state in the US. Part two of the course covers the California Earthquake Authority (CEA) earthquake policy coverage. This course is extremely valuable as twenty two insurance companies write their CA EQ coverage with a CEA EQ policy.

DAN DYCE, CPCU RPA is a consultant specializing in residential earthquake claim handling. He is a graduate of California State Polytechnic University and has worked in the insurance industry his whole career. He has held positions in underwriting, insurance operations and claims. His forte is the ability to train claim adjusters on earthquake policy coverage and claim handling in a humorous and memorable way.

PROPERTY CERTIFICATION





speakers

SUNDAY 1:00-2:50

FLOOR WARS

CATI STAFF

This fun, interactive and informative workshop will give participants the skills they need to accurately identify the most common flooring types they may encounter and a checklist for proper installation methods for any foundation type.

Following this session, adjusters will be able to identify the most common categories of flooring materials, identify primary types of material within each category with tips for remembering varieties, identify types of damage most common to each flooring type and evaluate repair vs. replace for various loss type scenarios, and understand standard installation processes and flooring components for various materials for any foundation type (below grade, on grade and above grade). Our unique and energetic Floor Wars game show provides a challenging, hands-on yet entertaining opportunity to put materials knowledge to use.

PROPERTY BREAKOUT

2.0



speakers

SUNDAY 3:00-3:50

PLNAR - VIRTUAL CLAIMS SOLUTION

ANDY GREFF, PLNAR

Learn how PLNAR is quickly becoming the leading Virtual Claims Solution. It's the only data collection technology designed for insurance, utilizing an Augmented Reality app and cloud-based reporting to provide a comprehensive solution for Desk and Field Adjusters. You don't want to miss this presentation.

ANDY GREFF is the CEO of PLNAR and has spent over 22 years in software working with a collection of enterprise software, insurance, telco / wireless, healthcare, digital media, agency and retail companies. His experience spans consulting and executive level positions in general management, product management, product marketing, sales, business development and engineering. Andy has experience working with and for large public multi-national companies as well as small startups with proven success at every level.

PROPERTY BREAKOUT



speakers

SUNDAY 4:00-4:50

ETHICS
CATI STAFF

This session is approved by TDI for 1.0 Ethics CE hours and will provide adjusters with an understanding of the substantive issues related to Unfair Claims Practices Act, Texas Insurance Code and Deceptive Trade Practices Act. The session will also review pertinent requirements of various statutes, regulations, and case law as they relate to claim handling in Texas.

PROPERTY BREAKOUT

1.0

MONDAY 8:00-11:50 & 1:00-3:50

MS PLANS FIELD CERTIFICATION

CATI STAFF

Adjusters wishing to handle field claims for MS Plans (Mississippi Windstorm Underwriting Association and Mississippi Residential Property Insurance Underwriting Association) must complete training and certification specific to MS Plans. Certification is good for one year. First-time certification must be completed in-person and may be renewed annually either online or in-person. This session is specific to field adjusters only.

PROPERTY CERTIFICATION





speakers

MONDAY 9:00-9:50

FORENSIC EVALUATION OF ROOFS & ROOF STRUCTURES

JUSTIN DONALDSON, NELSON FORENSICS

Participants will learn about different types of roofing materials, framing, investigative techniques, and scientific methodologies relevant to forensic evaluations of roofs for damage from common perils, such as: hail, windstorm, collapse, improper installation and design defects. Case studies will be included.

JUSTIN DONALDSON has performed over 1,000 building evaluations, typically focused on roof system failures and damage involving a variety of roofing materials and contributing causes. He is an expert in the application of building codes to roofing and reroofing projects, and on proper techniques for evaluating water intrusion into roofing systems. Justin has also performed many evaluations of other building systems and components (e.g., veneers and cladding, windows, interior finishes, foundations) subjected to damage from hurricanes, tornadoes, hail and wind storms, and foundation movement. He is the Director of the Nelson Discovery Laboratory and assisted in founding the laboratory, playing an integral role in its development since inception. Justin established many of the testing procedures utilized by the laboratory and has personally performed many of the evaluations of roof membrane samples. Justin earned a B.S. in Civil Engineering from Virginia Polytechnic Institute and State University.

PROPERTY BREAKOUT

1.0



speakers

MONDAY 10:00-10:50

PROPERTY SUBROGATION ESSENTIALS

TAMMY WITTAL, JEREMY DIXON &
ANGELA MCKEE, AAA TEXAS

This one-hour session presented by our partners at AAA Texas is intended to reinforce principles of subrogation for property losses including an understanding of the basis of subrogation and delving into theories of liability that give rise to potential subrogation opportunities. Participants will consider negligence, product liability, inverse condemnation, large and small loss investigation, use of experts and identifying subrogation opportunities during CAT losses.

TAMMY WITTAL, AIC, AIS, AINS, is a 32-year veteran in the insurance industry and is currently the Property Claims Unit Manager of AAA Texas. Tammy's background also includes underwriting, auto and casualty claims, and Subrogation. Tammy increased overall subrogation collections by 24.9% and increased property subrogation collections by over 100% during her three year tenure overseeing the Subrogation Unit.

JEREMY DIXON has 11 years experience in subrogation. Since 2011, Jeremy has handled a variety of cases from "slammer" claims with clear liability to large and litigated losses that entail complex theories of liability. Jeremy has also been involved in the handling of several mass tort and class action litigations.

ANGELA MCKEE is a Large Loss Property Subrogation Claim Service Representative. With 21 years of handling experience in all aspects of property and casualty claims including homeowners, commercial, and large loss. Angela has worked for State Farm, Nationwide and now AAA and has handled numerous Large Loss Mass Torts and Large Loss Litigation.

PROPERTY BREAKOUT

1.0



speakers

SUNDAY 11:00-11:50

TWIA/TFPA UPDATE

DAVID HARKIN

Learn more about the TWIA/TFPA claim handling philosophy, the upcoming adjuster conference, new Resource Management System and some other upcoming changes.

As Senior Claim Manager, **DAVID HARKIN** leads the front line supervisors/manager and claims examiners for daily and catastrophe claims for both TWIA and TFPA. David is a seasoned property claims professional with over 20 years of leadership and technical experience. He has worked as an independent adjuster and staff for Farmers Insurance, Horace Mann, QBE and TWIA/TFPA. David is a graduate of Arizona State University.

PROPERTY BREAKOUT





speakers

MONDAY 1:00-2:50

UPDATE FROM THE TRENCHES - HAIL, HARVEY, APPRAISAL, FRAUD & OTHER HOT TOPICS (2.0)

STEVE BADGER, ZELLE LAW

Hail and Hurricane Harvey remain the hot topics in the Texas property insurance industry. The vast majority of all first party claims in Texas involve these two topics. This session will cover all the hot adjustment and coverage topics arising in these matters, including the expanding use of the appraisal process. Also discussed will be strategies to address the abuses and outright fraud that have sadly become commonplace in these matters.

STEVE BADGER represents the commercial property insurance industry in major catastrophe exposures, both as a plaintiff in subrogation matters and a defendant in coverage litigation. Beginning with Hurricane Andrew in 1992, for over 25 years Badger has been involved in litigation arising from every major catastrophic event, including hurricanes, fires, floods, and the 9/11 Terrorist Attack. Badger currently leads the insurance industry response to the emerging hail risk, including strategies to address fraud and other illegal conduct in these matters.

PROPERTY BREAKOUT

2.0



speakers

MONDAY 3:00-3:50

STREAMLINING THE LARGE LOSS PROCESS

TYLER WASINGER & TYLER SHOCKLEY, NATIONAL LLOYDS

This session is tailored specifically to loss handling guidelines for National Lloyds and will assist property adjusters in developing a solid process for investigation of large losses from the preparation phase (reviewing prior loss history, loss facts and policy) through the inspection and statements including clear explanation to the insured of the process and method of operation and obtaining proper and accurate documentation of damages, investigative matters and potential subrogation along with production of accurate and proper repair estimates.

TYLER J. SHOCKLEY is a Large Loss Field Adjuster at National Lloyds Insurance Company currently handling all large loss claims in the southern half of Texas. He graduated from Angelo State University in 2010 with a Bachelor of Arts in History and a minor in Kinesiology with the intention of becoming a history professor. In 2011, Tyler made the decision to obtain his All Lines Adjuster and General Lines Agent licenses. In August of that same year he was hired by National Lloyds as a desk examiner. In 2013, Tyler began adjusting in the field in Central Texas, gaining the experience of learning the ropes from the outside perspective. In 2016, Tyler joined National Lloyd's Large Loss team where he currently handles fire, water, flood, and tornado losses.

TYLER WASINGER is the Large Loss and Liability Claims Manager at National Lloyds Insurance Company where he manages the large loss team and liability. He started his career in 2004 as an independent adjuster working auto claims, catastrophe claims, daily claims, large loss claims, and commercial claims. After working as an independent adjuster, Tyler worked as a staff adjuster for State Farm Insurance working mainly large loss commercial and business interruption claims. He started with National Lloyds Insurance in 2014 and has been a Claims Manager since early 2015. In 2016 National Lloyds developed its Large Loss team and Tyler added Large Loss Claims Manager to his ever-expanding list of claims experience.

PROPERTY BREAKOUT

1.0



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