Loss Executives Association
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2020 ANNUAL MEETING & EDUCATIONAL CONFERENCE

Fort Lauderdale Marriott Harbor Beach Resort, Fort Lauderdale, FL

January 15 – January 17, 2020

Wednesday, January 15, 2020

8:00 – 5:00 pm	**Registration Opens**
8:00 – 5:00 pm	**Speaker Ready Room Available**
8:30 am	**Rod Birmingham Memorial Golf Outing** Jacaranda Golf Club 9200 West Broward Boulevard Plantation, FL 33324
5:30 – 7:30 pm	**Opening Night Reception** (*Open to All Registered Attendees)*

Thursday, January 16, 2020

7:30 – 9:00 am	**Continental Breakfast**
8:00 – 5:00 pm	**Registration Desk Open**
8:00 –12:00 pm	**Speaker Ready Room Available**
8:00 – 8:45 am	**General Session/Members Meeting**
8:00 – 8:05 am	**Welcome/Anti-Trust** Costantino Suriano, Esq., Partner *Mound Cotton Wollan & Greengrass*
8:05 – 8:15 am	**Opening Remarks & Introduction of New President** Paul Aviles – LEA President Senior Vice President *Allied World Assurance Company*
8:20 – 8:25 am	**Treasurer's Report/Golf Report** Thomas D. Casson, AG Commercial Property and Energy Property Claims Field Group Lead *AIG*
8:30 – 8:35 am	**Membership Report** Margaret A. (Peggy) Reilly *Edward R. Reilly & Co., Inc.*
8:40 – 8:45 am	**Continuing Education Report** Louis D. Magnan, CPA *JS Held*

8:45 – 9:00 am **Program Overview & Introduction of Keynote Speaker**
Paul Aviles, Senior Vice President & LEA President
North American Property Claims Group
Allied World Assurance Company (USA) Inc.

9:00 – 10:00 am **Keynote Speaker**

Speaker Morgan Luttrell, Former Navy Seal, Lieutenant & Former Sr. Advisor
Veteran Relations with the Department of Energy

To maximize results, Luttrell has focused on principals from the military's Mission Success Philosophy. Luttrell's dedication to teamwork and collaboration has established him as an influential force across several industries. Discipline honed from his military experience combined with his dedication to using machine learning and artificial intelligence to compute complex data has led to the breakdown of silos, faster more precise statistical outcomes, and the creation of cross-functional teams that have resulted in a greater impact for companies and causes.

10:00 – 10:15 am **Refreshment Break**

10:15 – 11:15 am **Virtual Currency & Blockchain - Emerging Insurance Industry Issues**
The program is intended to provide a brief summary of cryptocurrency (specifically "Bitcoin"), and the technology upon which it is based (Blockchain), and the potential impact and use of both in the insurance industry, as well as an overview of associated issues.

The world of money, finance and insurance is transforming daily. Digitized assets and innovative financial channels, instruments and systems will be, and indeed are, impacting the insurance industry. Many of the features of Bitcoin and Blockchain are novel and can be difficult to comprehend. Accordingly, an overview of the technology and its application to the insurance marketplace will assist professionals in understanding, and hopefully defining, new paradigms of use that benefit both the individual and the industry as a whole. The program is designed as an interactive workshop that will introduce the concepts, their use and relevance, as well as potential benefits and risks in hopes to promote meaningful and engaging discussion.

Speakers Michael T. Vannucci, CPA, CFE, CFF
Meaden & Moore

Jeff Weinstein, Partner
Mound Cotton Wollan & Greengrass

11:15 -12:15 pm **The Property Case Law Update**
Give us 60 minutes and we'll give you the year in review! Bill Erickson, Bill Webster, James Kitces and Liz Burnett of Robins Kalan LLP will update you on the most interesting property insurance case decisions of the past year. Cases illustrating important trends in several areas will be featured, including the latest decisions on policy exclusions, flood coverage, physical loss, deductibles and sublimits, appraisal, jurisdictional provisions and other topics from the past year. The Property Case Update is not a lecture program. Join Bill, Bill, James and Liz for a fast-paced combination of audience participating and case discussion covering the recent cases and trends you need to know.

Moderator	Bill Erickson, Esq., Partner *Robins Kaplan LLP*
Participants	Liz Burnett *Robins Kaplan LLP*
	James Kitces, Partner *Robins Kaplan LLP*
	Bill Webster, Partner *Robins Kaplan LLP*
12:15 – 1:30 pm	**Lunch** *(Open to all registered attendees)*
LEA Concurrent Workshops	**2 Hour Sessions**
1:30 – 3:30 pm **Workshop 1** (2 Hours)	**Select One** **Assignment of Benefits** *Many claims in Florida have seen an increase in assignment of benefits. The parameters of the claims, what is assigned, what is an appropriate assignment and who may take an assignment are not always clear. Florida decisions have created some confusion, but also provide insight.*
Moderator	Christine Renella, Senior Associate *Zelle, LLP*
Participants	Louisa Chisholm, Senior Claims Specialist *Liberty Specialty Markets*
	Kristin Cummings, Partner *Zelle, LLC*
	Samantha Flax, COO and Co-Founder *Flax & Associates*
Workshop 2 (2 Hour)	**Early & Combined Involvement of the Adjustment Team: Controlling the Course and the Costs of Major Losses** *This program will review the dynamics between the insurance company, the necessary consultants, the insured and their representatives. Through analysis of various cases we will demonstrate how the early and continuous involvement of all parties paves the way for swift and appropriate settlements. We will also review where a "hands off" approach can lead to a disastrous increase in claim values and an adversarial relationship. The goal of this presentation is to relate the personal experiences of the claim professionals in attendance to the subject matter.* *Case One – Refinery Explosion* *Case Two – Builder's Risk Claim for High Rise Office Construction* *Cast Three – Wood Pellet Manufacturer Fire*
Moderator	Aubrey Shea, Vice President *JS Held*

Participants Mark Andrews, Associate Principal
Thornton Tomasetti

Maureen Myre, Claim Manager
AXA XL

Michelle Pertesis, Vice President/Executive General Adjuster
McLarens

Workshop 3 (2 Hours) **The Price of Modern Technology**

Big Tech insureds present unique challenges to the claims environment as there are so many moving pieces – data centers, warehouses, distribution facilities – as well as potential data breach and other forms of cyber compromise –often with multinational concerns. This course will include a series of Case Studies as we explore the price of Modern Technology.

Moderator Jean L. Broderick, Are, Regional Practice Leader
Energy, Property & Construction Claims – NA
XL Catlin - AXA XL, a division of AXA

Participants Steve Cersine, Director of Property Claims
Allianz Global Corporate & Specialty (AGCS)

Mark Ewing, Practice Leader
Envista Forensics

Liz Peterson, Managing Director, UK
Envista Forensics

3:30 – 3:45 **Refreshment Break**

Concurrent Workshops (Cont.) **1 Hour Sessions**

3:45 – 4:45 pm **Select One**

Workshop 4 (1 Hour) **The Lloyd's Market – A Look at Life Inside the Square Mile**

The Lloyd's of London insurance market and how it operates can sometimes be perceived as complicated, rigid and perhaps even old fashioned. This seminar aims to dispel these perceptions. We aim to clearly educate the attendee as to how claims are handled in the Lloyd's market, both domestically and in conjunction with international insurers.

We will focus on the composition of the market. We will clearly explain the processes within Lloyd's claims handling and how these may differ from our international counterparts. We will also focus upon the individual roles various stakeholders perform.

In addition, there will be a specific focus on the 'Future at Lloyd's' and how this may change the claims landscape for future generations of claims professionals working within the 'Square Mile'.

Moderator Daniel Trenkel, Claims Manager
W/R/B Underwriting

Participants Jamie Davy, Senior Claims Adjuster
Cathedral Underwriting Ltd.

Isaac Franks, Senior Claims Specialist, Energy, Property, Construction
AXA XL

Owen Ludbrook, Director of Client Services, London
Sedwick

Louise Van der Valk, Claims Manager
THB Group Ltd.

Workshop 5 (1 Hour) **Builder's Risk Claims: Recurring and Emerging Issues**

Builder's risk insurance, with its varied and often manuscripted policy wording, can present unique coverage and adjustment issues—along with traps for the unwary. This workshop will focus on several recurring and emerging issues in builder's risk claims, including challenges that can arise out of the naming of general contractors and subcontractors as additional insureds (whose claim is it?); the "exes" that vex (expediting expense, extra expense, and extended general conditions); and policy wording intended to constrain or clarify the insurer's obligations regarding particular types of losses.

Moderator Samuel H. Ruby, Esq., Insurance Law Practice Group Leader
Bullivant Houser Bailey PC

Participants John Roberts, Vice President, Specialty Energy & Construction Claims
AIG

Granger Struck
Executive Vice President, Builder's Risk Practice Lead
J.S. Held LLC

Workshop 6 (1 Hour) **Building Personal and Organizational Resilience for Dealing with Crisis and *Loss: The Case of Sandler O'Neil & Partners.***

The single most important factor necessary to increase an organization's ability to rebound from crisis and loss is the degree to which the organization and its people are RESILIENT. Resilience is the ability to absorb high levels of disruptive change and stress while displaying minimal dysfunctional behavior.

Personal resilience is directly related to the health, motivation and productivity of individuals. Organizational resilience is related to increased agility, adaptability and performance. When resilience is high, people feel energized, their work is exciting, and things seem to happen almost effortlessly. When resilience is low, people feel depressed, their work is monotonous, and everything seems like a chore. This workshop examines the *relationship between personal and organizational resilience and identifies attributes, strategies, and methods for improving coping skills and building resilience for employees and customers.*

Through individual and group exercises, participants will learn the factors that increase and decrease resilience and identify strategies and methods for building and maintaining resilience. The outcome of this workshop will be a grounded theory of action for improving personal and organizational resilience at the individual and organizational level following crisis and loss.

Speaker	Chester Warzynski, Principal Consultant *Warzynski Consulting Services*
5:30 – 7:30 pm	**Casual Outdoor Reception** *(Weather Permitting)* *(Open to all LEA registrants)*

Friday, January 17, 2020

7:30 – 11:45 am	**Registration Table Open**
7:30 – 8:30 am	**Continental Breakfast** (*Open to all registered attendees)*
8:30 – 10:30 am	**Repeat of Two-Hour Concurrent Workshops** ***Select One***
Workshop 1 (2 Hours)	**Assignment of Benefits**
Workshop 2 (2 Hours)	**Early & Combined Involvement of the Adjustment Team: Controlling the Course and the Costs of Major Losses**
Workshop 3 (2 Hours)	**The Price of Modern Technology**
10:30 – 11:00 am	**Refreshment Break**
11:00 – 12:00 pm	**Repeat of One-Hour Concurrent Workshops** ***Select One***
Workshop 4 (1 Hour)	**The Lloyd's Market – A Look at Life Inside the Square Mile**
Workshop 5 (1 Hour)	**Recurring Issues in Builder's Risk Claims**
Workshop 6 (1 Hour)	**Building Personal and Organizational Resilience for Dealing with Crisis and Loss: The Case of Sandler O'Neil & Partners.**
12:00 pm	**Conference Adjournment** *An LEA officer will provide concluding remarks at the end of each workshop session.*
CE Credit Requirements:	***Please remember that CE forms are to be signed by only an authorized LEA CE delegate and/or by the instructor of each session.*** ***No partial credit will be given. Attendees must attend the full sessions to receive CE credit for that session.*** ***All forms, including your license number, are to be submitted at the close of the conference. There will be no exceptions for credit if your forms are not submitted and for missing license numbers.***

Photography Waiver: ***By attending the LEA session you consent that your picture may be in one of the photographs that are taken during the LEA conference. The photos may be published or otherwise used by the LEA, which retains exclusive ownership thereof and this consent is voluntary with no expectation of compensation now or in the future.***

To Register: Visit the LEA website at www.lossexecutives.com

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