1ST ANNUAL
INSURANCE CLAIMS INSTITUTE

April 30, 2019 | Thomson Reuters
3 Times Square, New York, New York 10036

FEATURING SPEAKERS FROM THE FOLLOWING COMPANIES:

AIG
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Cap Specialty
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This program is expected to qualify for 6.0 credit hours in 50-minute states and 5.0 CLE credit hours in 60-minute states.
<table>
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<th>Time</th>
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<tr>
<td>8:30 a.m. – 2:00 p.m.</td>
<td>Registration</td>
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<tr>
<td>8:45 – 9:00 a.m.</td>
<td>Welcome &amp; Opening Remarks</td>
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<tr>
<td>Roy A. Cohen, TIPS Chair, Principal, <em>Porzio, Bromberg &amp; Newman</em>, P.C., Morristown, NJ</td>
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<tr>
<td>Gary L. Gassman, Program Co-Chair, Shareholder &amp; Co-Chair, <em>Professional Liability Practice Group</em>, Cozen O’Connor, Chicago, IL</td>
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<td>Charles J. Stoia, Program Co-Chair, Principal, <em>Porzio, Bromberg &amp; Newman</em>, P.C., Morristown, NJ</td>
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<td>9:00 – 9:30 a.m.</td>
<td>Keynote address</td>
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<td>Kristine Tejano Rickard, Senior Vice President, Secretary and General Counsel, <em>Fuzion Analytics</em></td>
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<td>9:30 – 10:30 a.m.</td>
<td>Claims Handling Conflicts</td>
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<td>Conflicts of interest can arise between insurer and insured, named insureds and additional insureds, insured as indemnitor and its indemnitee, employers and employees, corporations and their Ds&amp;Os, or between the Ds&amp;Os, to name a few. When a conflict between insureds or insurer and insured exists, should the insurer’s file be split for handling? When is an insurer required to provide independent counsel? When might it be a good idea to let the insured have independent counsel even if it is not legally required? This panel will address a variety of the conflicts that arise when a matter is tendered and coverage is evaluated, and how to best address the conflicts in the claims handling process.</td>
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<td>Moderator: Rocky Dhir, President &amp; CEO, <em>Atlas Legal Research</em></td>
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<td>Panelists: Jane M. Downey, M.Ed, ARM President, <em>Clarity Concepts</em>, Inc.</td>
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<td>Janet B. Dreifuss, ARC Excess &amp; Surplus LLC</td>
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<td>John Favilla, Assistant Vice President <em>Berkley Professional Liability</em></td>
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<td>Timothy Thornton, Partner, <em>Gray Duffy LLP</em></td>
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<td>10:30 – 10:40 a.m.</td>
<td>Break</td>
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<td>10:40 a.m. – 11:40 a.m.</td>
<td>Initial Coverage Evaluation By Claims Handlers – Best Practices To Avoid Issues Down The Road</td>
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<td>The duty of good faith and fair dealing is imposed upon every insurer with respect to the handling of claims. But what does it require and what happens if it is not met? This panel will provide valuable insight into the practical issues, hurdles and pitfalls facing every claim handler when a matter is tendered for coverage, including advice on what to do and what to avoid.</td>
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<td>Moderator: Nosizi Ralephata, Attorney, <em>Resnick &amp; Louis, P.C.</em></td>
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<td>Panelists: Sarah D. Katz Downey, D&amp;O Product Leader and FINPRO Claims Advocate, <em>Marsh America</em></td>
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<td>Thomas Penna, Senior Claims Specialist, <em>Cap Specialty</em></td>
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<td>Kim Petrina, Senior Litigation Counsel, <em>Axis Capital</em></td>
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<td>Craig Rosen, Large Loss Specialist, <em>AXA/XL Ltd.</em></td>
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#MeToo And Its Insurance Implications

The #MeToo movement has put a spotlight on workplace harassment issues across a variety of industries. From Hollywood to broadcast television, print media, restaurants, academic institutions, and even law firms, it seems that no sector is immune. While addressing alleged workplace harassment and similar issues like equal pay and gender discrimination is nothing new, the increased attention associated with the #MeToo movement has created a need to re-examine policies, training and the manner in which internal investigations are conducted. The panelists will discuss best practices in these areas, retention of counsel, internal investigations, and developing strong internal policies and procedures, risk management and insurance coverage issues. They will also address recent legislative changes regarding alleged harassment claims, including provisions requiring elimination of confidentiality clauses in settlement agreements and, most recently in New York, legislation requiring a certain level of harassment training for businesses.

**Moderator:** Rachel Byrne, Director of Labor and Employment Service, Thomson Reuters Corporation

**Panelists:**
- Christopher Celentano, Vice President, Chubb
- Kevin J. O’Connor, Shareholder, Hermes, Netburn, O’Connor & Spearing, PC.
- Tracey Pall, Claims Manager, ANV Global Services
- Gordana Vasic, Assistant General Counsel, Management Liability Division, AIG

Lunch and Keynote Speaker

Beth Goldberg, Chief Underwriting Officer, Starr Companies

Dealing With The Excess Insurer In Claims Handling—Notice, Interference and Cooperation

Primary liability insurance protects individuals and entities through a duty of good faith and fair dealing on the insurer’s part. But what happens when there is excess insurance? What are the rights and obligations of the insurers to each other? When should notice be provided to the excess insurer and who gives that notice? What are the primary insurer’s obligations regarding notice and communications? What are the settlement implications? What if the excess demands involvement in claims handling? What if the excess insurer does not want to settle? How do you handle responding to policy limits demands that involve primary and excess layers? This panel will address the issues that arise when an excess insurer is involved and seeks to be part of the claims handling and settlement decision-making, and the implications on the claim, exposure and the policyholder and the insurer relationships.

**Moderator:** Craig D. Baron, Partner, Rawle & Henderson LLP

**Panelists:**
- Anthony Fowler, Assistant Vice President, Commercial D&O and Transactional Risk Claims, Hartford Insurance
- Michelle Castle, Director, Everest Insurance
- Kim D. Hogrefe, Mediator, Arbitrator and Consultant; Former Senior Vice President and Worldwide Technical Claim Officer, Chubb & Son Insurance
- Gail Sider, Claims Team Manager, Financial Lines Claims, Zurich American Insurance Company
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| 3:00 – 4:00 p.m. | **Insurance Brokers and Policyholder Claims Advocates—Involvement In Claims Scenarios**  
Insurance agents and brokers, policyholder claims advocates and risk managers are often at the center of the claims handling process, coverage disputes and litigation because they play a central role in procuring and servicing the insurance policies in dispute. This panel will examine some of the issues that arise when brokers stand as a middle man or policyholder representative when a claim is tendered to an insurer, when brokers are involved in coverage disputes, the complex relationship between producers, policyholders, and insurers and the resultant conflicting loyalties, the complex nature of placing and administering coverage, the wide range of ability and expertise among producers, and the benefits and potential hurdles faced with their involvement.  
**Moderator:** Kathy Barlow, Senior Vice President, *Marsh Inc.*  
**Panelists:**  
Arthur Del Principe, Claims Manager, *Starr Adjustment Services, Inc.*  
John A. O’Neill, Assistant Vice President and Counsel, *MassMutual Financial Group*  
Stacy Parker, Esq., Managing Director – Financial Services Group, Commercial Risk Solutions, *Aon*  
John Reitwiesner, VP- Head of Complex Claims, *StarStone Insurance* |
| 4:00 – 4:10 p.m. | **Closing Remarks**  
Roy A. Cohen, TIPS Chair, Principal, *Porzio, Bromberg & Newman, P.C.*, Morristown, NJ  
Gary L. Gassman, Program Co-Chair, Shareholder & Co-Chair, *Professional Liability Practice Group, Cozen O’Connor*, Chicago, IL  
Charles J. Stoia, Program Co-Chair, Principal, *Porzio, Bromberg & Newman, P.C.*, Morristown, NJ |
| 4:10 – 5:15 p.m. | **Networking Reception** |
Registration
Please print or type one form per person; photocopy this form for additional registrants.

Last Name
First Name
Middle Name

Name as you wish it to appear on your badge

Firm/Company

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Fax: (312) 988-5850

Act Fast! Space is Limited!
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The ABA directly applies for and ordinarily receives CLE credit for ABA programs in AK, AL, AR, AZ, CA, CO, CT, DE, GA, GU, HI, IA, IL, IN, KS, KY, LA, ME, MN, MS, MO, MP, MT, NH, NJ, NM, NV, NY, NC, ND, OH, OK, OR, PA, SC, TN, TX, UT, VT, VA, VI, WA, WI, and WV. These states sometimes do not approve a program for credit before the program occurs. This course is expected to qualify for 5.0 CLE credit hours (including 0.0 ethics hours) in 60-minute states, and 6.0 credit hours (including 0.0 ethics hours) in 50-minute states. This transitional program is approved for both newly admitted and experienced attorneys in NY. Attorneys may be eligible to receive CLE credit through reciprocity or attorney self-submission in other states. For more information about CLE accreditation in your state, visit www.americanbar.org/groups/tort_trial_insurance_practice.html/ or contact Danielle Daly at danielle.daly@americanbar.org or 312.988.5708.

CE INFORMATION
CE Credits have been applied for through CEUInstitute and may be available in the respective states so don’t miss this exciting educational opportunity. CEUInstitute will be on-site to handle all applications and inquiries. Please contact Juel Jones after April 1st, 2019 for more information.

SCHOLARSHIPS AVAILABLE!
ATTENTION TIPS MEMBERS: Scholarships are available for all Section activities, courtesy of the TIPS Scholarship Fund. The Fund, established with the International Risk Management Institute (“IRMI”) and supported by subscriptions to the IRMI CGL Reporter, is intended to increase membership involvement in TIPS activities among minorities, solo and small firm practitioners, plaintiffs, government attorneys, women, law students, and young lawyers by providing financial support to those who would otherwise be unable to participate. To request an application or receive additional information, visit www.americanbar.org/groups/tort-trial_insurance-practice/about_us/scholarship_fund.html or contact Jennifer Michel at 312-988-5463.