

# FPCC

## First Party Claims Conference



### October 17-19, 2011 Crowne Plaza Hotel Warwick, RI



#### FEATURING KEYNOTE SPEAKER GREG SERIO

*Former Superintendent of Insurance for New York*

**“9/11/01—Ten Years Later: Lessons Learned and the Impact on Property Insurance in Conjunction with Recent Disasters”**

**NEED CE CREDITS?** Now in its third year, FPCC is a dynamic two-day educational event that offers professionals from all aspects of the first party property insurance claims community (including company adjusters, public adjusters, agents and brokers) the chance to **earn 12 CE credits in just two days**. Credits are applicable for the following states: CA, FL, GA, MA, MT, NH, NJ, NY, NC, OK, TN, TX, UT and WY. Choose from among 34 informative topics, such as:

- “The Benefits, Pitfalls and Controversy in the Appraisal Process”
- “Contingent Business Interruption -- The Tsunami Effect”
- “Technical Writing Skills for Adjusters”
- “The Ins & Outs of Crime Coverage Claims”

Speakers include top insurance industry experts such as:

- Jonathan Wilkofsky, Esq. of Wilkofsky, Friedman, Karel & Cummins
- Russell Kranzler, CPA, Cr.FA, CFF of Held, Kranzler, McCosker & Pulice LLP
- Kristi Sinkus of Massachusetts Property Insurance Underwriting Association
- Dilip Khatri, PhD, SE of Khatri International

Be informed, earn credits and network with your peers! To register online, visit [www.firstpartyclaims.com](http://www.firstpartyclaims.com) or call (703) 433-2520.



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### 2011 First Party Claims Conference - Conference Registration Form

October 17-19, 2011

Crowne Plaza Hotel

Warwick, Rhode Island

Conference Registration Fee Thru August 31 - \$525 (After August 31 - \$595)

*(Registration fees include all sessions, conference materials, breakfasts, breaks, lunches, receptions and exhibit hall access)*

Name & Title \_\_\_\_\_  
Company \_\_\_\_\_  
Address \_\_\_\_\_  
City/State/Zip \_\_\_\_\_  
Phone (\_\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_\_) \_\_\_\_\_  
E-mail \_\_\_\_\_ Website \_\_\_\_\_

**Please indicate 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> choice for each breakout session below. Please select a topic from each breakout session. To receive CE credit for multi-part topics (such as *Technical Writing Skills for Adjusters*, parts 1 & 2) you must attend all segments. For help with selections, see the color-coded schedule on page 4.**

#### MONDAY, OCTOBER 17

2:00 PM - 5:00 PM

##### Registration

5:00 PM - 7:00 PM

##### Networking Reception

#### TUESDAY, OCTOBER 18

8:15 AM - 9:30 AM

##### Keynote Presentation and Breakfast "9/11/01—Ten Years Later: Lessons Learned..." (required attendance)

##### Breakout 1

9:45 am - 10:45 am

**Technical Writing Skills for Claims Adjusters\*** *(part 1 of 2 – To receive credit for this session, part 2 below must also be selected)*

**Collapse Coverage: Understanding When the Walls Need to Come Tumbling Down**

**Depositions -- A Survivor's Guide**

##### Breakout 2

11:00 am - 12:00 pm

**Technical Writing Skills for Claims Adjusters\*** *(part 2 of 2 – To receive credit for this session, part 1 above must also be selected)*

**Conflict Between the Developer and the Contractor in Builder's Risk Claims**

**Evaluation of Wind and Hurricane Damage**

### Breakout 3

1:00 pm – 2:00 pm

- The Benefits, Pitfalls and Controversy in the Appraisal Process** (part 1 of 2 – To receive credit for this session, part 2 below must also be selected)
- Contingent Business Interruption – The Tsunami Effect**
- The Value of Using Forensic Science to Assess Industrial Losses**

### Breakout 4

2:15 pm to 3:15 pm

- The Benefits, Pitfalls and Controversy in the Appraisal Process** (part 2 of 2 – To receive credit for this session, part 1 above must also be selected)
- EUOs – What an Adjuster Needs to Know and Think About**
- Ethics and the Unauthorized Practice of Adjusting**

### Breakout 5

3:30 pm to 4:30 pm

- New Alternatives for Odor Treatment and Remediation**
- The Ins and Outs of Crime Coverage Claims**
- Introduction to the Calculation of Business Income Claims**

## WEDNESDAY, OCTOBER 19

### Breakout 1

8:00 am - 9:00 am

- Technical Writing Skills for Claims Adjusters\*** (part 1 of 2 – To receive credit for this session, part 2 below must also be selected)
- Coverage for Punitive Damages and/or Intentional Tort Claims**
- Capturing the Storm - Before and After Imagery**

### Breakout 2

9:15 am - 10:15 am

- Technical Writing Skills for Claims Adjusters\*** (part 2 of 2 – To receive credit for this session, part 1 above must also be selected)
- Discovery -- What Should be in the Claim File**
- How Insurance Companies are Dealing with Mortgage Companies in the Current Foreclosure Crisis**

### Breakout 3

10:30 am - 11:30 am

- Forecasting and Projections with Business Income Claims**
- Matching: An Issue under Dwelling and Commercial Policies** (part 1 of 2 – To receive credit for this session, part 2 below must also be selected)
- Tenants Improvements and Betterments, Building or Personal Property?**

### Breakout 4

11:45 am - 12:45 pm

- Insurance Fraud -- What Is It and Where Is it Found?**
- Matching: An Issue under Dwelling and Commercial Policies** (part 2 of 2 – To receive credit for this session, part 1 above must also be selected)
- How to Read a Property Insurance Policy**

### Breakout 5

1:45 pm - 2:45 pm

- Tree and Landscape Losses**
- Multiple Causes of Loss and How to Trigger Coverage**
- Business Income: From History to Reality**

### Breakout 6

3:00 pm - 4:00 pm

- The Ins and Outs of Document and Electronics Restoration**
- Multiple Causes of Loss and How to Trigger Coverage**
- Adjuster Tools and Techniques for Estimating, Inventory, Etc.**

*\*This two-part session is being offered on both Tuesday and Wednesday.*

## HOTEL INFORMATION & ROOM RESERVATIONS

The First Party Claims Conference takes place October 17-19, 2011 at the Crowne Plaza Hotel in Warwick, Rhode Island. The hotel is just 8 minutes south of downtown Providence. It's a short 2 miles from T.F. Green (PVD) Airport and 62 miles from Boston-Logan (BOS) Airport. The Amtrak (train) station is 12 miles away. A complimentary hotel shuttle is available to and from T.F. Green Airport.

The Crowne Plaza Hotel offers 266 renovated, oversized guest rooms featuring the Crowne Plaza Sleep Advantage with comfortable new beds, several restaurants and lounges, 24-hour room service, indoor pool, health & fitness center (with spa and sauna), free parking and many other amenities. For more details about the hotel, [visit the website at Crowne Plaza Hotel Providence - Warwick](#). FPCC's group rate for 2011 is \$129 single/double. To reserve a room, call 401-732-6000 or 877-270-1393 and reference the three-digit booking code NAP. The deadline for guaranteed room reservations is September 23, 2011.

[ ] **Check here to agree to the below terms and conditions.**

## CANCELLATION POLICY

Cancellations must be made in writing to the First Party Claims Conference office. Cancellations received by September 24 will receive a refund of 50% of the registration fee. A 25% refund will be issued for cancellations received by October 8. Cancellations received after October 8 will not be eligible for a refund.

## PAYMENT INFORMATION (Registration fee thru August 31 - \$525 / after August 31 - \$595)

[ ] Check Enclosed (*Check must be in U.S. Dollars and payable to First Party Claims Conference*)

Credit Card (*circle one*): **AMEX / MC / VISA** # \_\_\_\_\_  
Name on Card \_\_\_\_\_ Expiration Date \_\_\_\_\_  
Credit Card Security Code \_\_\_\_\_  
Billing Address \_\_\_\_\_  
Signature of Card Holder \_\_\_\_\_ Amount Enclosed/Charged \$ \_\_\_\_\_

**MAIL OR FAX COMPLETED REGISTRATION FORM WITH PAYMENT TO:** FIRST PARTY CLAIMS CONFERENCE (FPCC), 21165 Whitfield Place, #105, Potomac Falls, VA 20165 / Fax 703-433-0369. For more details call 703-433-2520 or visit [www.firstpartyclaims.com](http://www.firstpartyclaims.com).

## CONFERENCE SCHEDULE AT A GLANCE

### MONDAY, OCTOBER 17, 2011

11:00 am – 4:00 pm Exhibitor Set-Up  
2:00 pm – 6:00 pm Registration  
5:00 pm – 7:00 pm Networking Reception

### TUESDAY, OCTOBER 18, 2011

7:15 am – 8:00 am Registration  
8:15 am – 9:30 am Breakfast and Keynote Address  
9:45 am – 10:45 am Breakout 1  
11:00 am – 12:00 pm Breakout 2  
12:00 pm – 1:00 pm Networking Lunch  
1:00 pm – 2:00 pm Breakout 3  
2:15 pm – 3:15 pm Breakout 4  
3:30 pm – 4:30 pm Breakout 5

### WEDNESDAY, OCTOBER 19, 2011

7:15 am – 8:00 am Networking Breakfast  
8:00 am – 9:00 am Breakout 1  
9:15 am – 10:15 am Breakout 2  
10:30 am – 11:30 am Breakout 3  
11:45 am – 12:45 pm Breakout 4  
12:45 pm – 1:45 pm Networking Lunch  
1:45 pm – 2:45 pm Breakout 5  
3:00 pm – 4:00 pm Breakout 6  
4:00 pm Exhibitor Breakdown

**NOTE:** Refreshment breaks will take place in the exhibit hall after every session through Wednesday afternoon. Lunch will also be served in the exhibit hall each day.

## Stay Connected



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Join FPCC on LinkedIn at [http://www.linkedin.com/groups?home=&gid=2918742&trk=anet\\_ug\\_hm](http://www.linkedin.com/groups?home=&gid=2918742&trk=anet_ug_hm)

**First Party Claims Conference - October 17-19, 2011 - Providence, RI**

**Monday October 17, 2011**

11:00am-4:00pm	Exhibitor Setup
2:00pm-6:00pm	Registration
5:00pm-7:00pm	Networking Reception

**Tuesday October 18, 2011**

7:15am-8:00am	Registration		
8:15am-9:30am	Breakfast & Keynote Presentation, "9/11/01 - Ten Years Later: Lessons Learned and the Impact on Property Insurance in Conjunction with Recent Disasters" (Gregory V. Serio), in ROTUNDA.		
9:45am-10:45am	"Technical Writing Skills for Claims Adjusters I" (Bill Stewart, CPCU)*	"Collapse Coverage: Understanding When the Walls Need to Come Tumbling Down" (Jeffrey Schulman and Harvey Goodman)	"Depositions -- A Survivor's Guide" (Jeff Rotella, William Burke, Esq., Mary Fortson, Esq. and Brian Wagner)
11:00am - 12:00pm	"Technical Writing Skills for Claims Adjusters II" (Bill Stewart, CPCU)*	"Conflict Between the Developer and the Contractor in Builder's Risk Claims" (Steve Figlin, SPPA, FPPA)	"Evaluation of Wind and Hurricane Damage" (Dilip Khatri, PhD, SE)
12:00pm-1:00pm	Networking, Lunch, Exhibits in Exhibit Hall		
1:00pm-2:00pm	"The Benefits, Pitfalls and Controversy in the Appraisal Process I" (Wes Baldwin, Jonathan Wilkofsky)	"Contingent Business Interruption -- The Tsunami Effect" (Ron Papa, SPPA and Francis Doherty)	"The Value of Using Forensic Science to Assess Industrial Losses" (Jeff Schwenk)
2:15pm-3:15pm	"The Benefits, Pitfalls and Controversy in the Appraisal Process II" (Wes Baldwin, Jonathan Wilkofsky)	"EUOs -- What an Adjuster Needs to Know and Think About" (Ed Eshoo, Esq. with Andy Plunkett)	"Ethics and the Unauthorized Practice of Adjusting" (Brian Goodman, Esq.)
3:30pm-4:30pm	"New Alternatives for Odor Treatment and Remediation" (Sam Bergman)	"The Ins and Outs of Crime Coverage Claims" (Richard Reynolds)	"Introduction to the Calculation of Business Income Claims" (Tony D'Amico)

SALON I (75)

BRISTOL A&B (150)

SALON II (75)

Each room will have A / V package (as listed in specs) and several additional notes (as listed on this page) are also included in specs.

**Wednesday October 19, 2011**

7:15am-8:00am	Continental Breakfast, Networking, Exhibits in Exhibit Hall		
8:00am-9:00am	"Technical Writing Skills for Claims Adjusters I" (Bill Stewart, CPCU)*	"Coverage for Punitive Damages and/or Intentional Tort Claims" (Myra Barsoum Stockett, Esq.)	"Capturing the Storm - Before and After Imagery" (Tom Guhl)
9:15 am-10:15am	"Technical Writing Skills for Claims Adjusters II" (Bill Stewart, CPCU)*	"Discovery -- What Should be in the Claim File" (William "Chip" Merlin, Esq. and Doug Grose from Merlin)	"How Insurance Companies are Dealing with Mortgage Companies in the Current Foreclosure Crisis" (Kristi Sinkus)
10:30am-11:30am	"Forecasting and Projections with Business Income Claims" (Russell Kranzler, CPA, Cr.FA, CFF)	"Matching: An Issue under Dwelling and Commercial Policies I" (Dick Burr, Leanne A. Waldie, Esq. and Alan Casper)	"Tenants Improvements and Betterments, Building or Personal Property?" (Steve Figlin, Deborah Trotter, Esq. and Harry A. Cummins, Esq.)
11:45pm-12:45pm	"Insurance Fraud -- What Is It and Where Is it Found?" (Dave Pettinato, Esq. and Craig Kubiak)	"Matching: An Issue under Dwelling and Commercial Policies II" (Dick Burr, Leanne A. Waldie, Esq. and Alan Casper)	"How to Read a Property Insurance Policy" (Marvin Milton, Esq.)
12:45pm-1:45pm	Networking, Lunch, Exhibits in Exhibit Hall		
1:45pm-2:45pm	"Tree and Landscape Losses" (Doug Malawsky)	"Multiple Causes of Loss and How to Trigger Coverage" (Erica Dominitz and Carl Salisbury)	"Business Income: From History to Reality" (Len Theran, SPPA and Glenn Ricciardelli, CPA, CVA, CFE, CFF)
3:00pm-4:00pm	"The Ins and Outs of Document and Electronics Restoration" (Bran Lynch)	"Multiple Causes of Loss and How to Trigger Coverage" (Erica Dominitz and Carl Salisbury)	"Adjuster Tools and Techniques for Estimating, Inventory, Etc." (Jeff Gould)
4:00pm	Conference Ends		

\*This two-part session is being offered on both Tuesday and Wednesday.