

# 2011 Insurance Services Symposium

## The Life Cycle of a Complex Claim: Best Practices for Averting Disaster



### Renaissance Chicago Downtown Hotel

1 West Wacker Drive  
Chicago, Illinois

**October 19, 2011**

**8:40 a.m. – 4:30 p.m.**

Registration and Continental Breakfast  
begin at 8:00 a.m.

Register Online Today for this Symposium at  
[www.hinshawlaw.com/2011-insurance-services-symposium](http://www.hinshawlaw.com/2011-insurance-services-symposium)

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& CULBERTSON LLP



# Symposium Schedule

Like tornados, claims have a life cycle. In the beginning a claim may appear to be little more than a change in the wind or an isolated dark cloud. Experienced claim professionals, brokers and underwriters know that the early efforts undertaken to contain and subsequent efforts to mitigate can often prevent a catastrophic loss for the policyholder and the insurer. This year's Insurance Services Symposium explores the life cycle of the complex claim and best practices employed by claim professionals to prevent or clean up after the storm.

**8:00 a.m. – 8:45 a.m. Registration and Continental Breakfast**

**8:45 a.m. – 9:00 a.m. Opening Remarks**

David A. Grossbaum, Partner, Hinshaw & Culbertson LLP,  
Boston and Providence, RI

**9:00 a.m. – 9:45 a.m.**

Moderator:

Speakers:

**Storm Spotter: Early Identification and Resolution of the Complex Claim**

Dana A. Rice, Partner, Hinshaw & Culbertson LLP, Chicago

Thomas M. Hamilton, Jr., Partner, Hinshaw & Culbertson LLP, Chicago

Jack Hipp, Assistant Vice President, Fireman's Fund Insurance Company, New York

**9:45 a.m. – 10:45 a.m.**

Moderator:

Speakers:

**Plan and Prepare, Part One: Evaluating the Exposure**

Michelle D. Mitchell, Partner, Hinshaw & Culbertson LLP, Minneapolis

Carol Proctor, Partner, Hinshaw & Culbertson LLP, Chicago

Donald A. Tedeschi, Counsel, American Family Mutual Insurance Group, Chicago

Paul R. Wallace, Partner, Hinshaw & Culbertson LLP, Miami

**10:45 a.m. – 11:00 a.m.**

**Break**

**11:00 a.m. – 12:00 p.m.**

Moderator:

Speakers:

**Plan and Prepare, Part Two: Selecting the Outside Response Team**

Anne D. O'Niell, Partner, Hinshaw & Culbertson LLP, San Francisco

Rachel K. Ehrlich, Vice President of Claims, Navigators Insurance Company, San Francisco

Jennifer K. Gust, Partner, Hinshaw & Culbertson LLP, Chicago

Thomas R. Schrimpf, Partner, Hinshaw & Culbertson LLP, Milwaukee

**12:00 p.m. – 1:30 p.m.**

Moderator:

Speakers:

**Keynote Luncheon – Standing Together:  
The Obligations of the Insured and the Insurer**

Beth Culp, Partner, Hinshaw & Culbertson LLP, Minneapolis

Jill B. Berkeley, Partner, Neal, Gerber & Eisenberg LLP, Chicago

Kim D. Hogrefe, Senior Vice President, Chubb & Son, Warren, NJ

**1:30 p.m. – 2:30 p.m.**

Moderator:

Speakers:

**Plan and Prepare, Part Three: The Roles of the Responders**

Daniel E. Tranen, Partner, Hinshaw & Culbertson LLP, Boston

Sina Bahadoran, Partner, Hinshaw & Culbertson LLP, Miami

Fritz K. Huszagh, Partner, Hinshaw & Culbertson LLP, Chicago

Peter R. Jarvis, Partner, Hinshaw & Culbertson LLP, Portland

**2:30 p.m. – 2:45 p.m.**

**Break**

**2:45 p.m. – 3:45 p.m.**

Moderator:

Speakers:

**Recover and Rebuild, Part One: Identifying and Engaging Other Insurers**

Christopher J. Borders, Partner, Hinshaw & Culbertson LLP, San Francisco

John E. Henry, Executive Claims Consultant, Berkley Select LLC, Chicago

Paulette S. Sarp, Partner, Hinshaw & Culbertson LLP, Minneapolis

**3:45 p.m. – 4:30 p.m.**

Moderator:

Speakers:

**Recover and Rebuild, Part Two: Resolving Claims with Limited Resources**

Andrew Grigsby, Partner, Hinshaw & Culbertson LLP, Miami

Duana J. Grage, Associate, Hinshaw & Culbertson LLP, Minneapolis

Becky Vogel, Specialist - Sr. Technical, Colony Specialty, Alpharetta, GA

# 2011 Insurance Services Symposium

## Symposium Information at a Glance

### Who Should Attend?

- » Adjusters
- » Brokers
- » Claims and Underwriting Professionals
- » Corporate Counsel
- » Executives
- » Risk Managers

### Why Attend?

This Symposium brings together representatives from major insurance companies and insurance coverage attorneys to explore recent decisions and the impact those decisions have on the insurance industry.

### Where is it Located?

Renaissance Chicago  
Downtown Hotel  
1 West Wacker Drive  
Chicago, Illinois

**Lawyers** may earn up to **5.50 hours** of Continuing Legal Education credit, including up to 1.0 hour of ethics credit. Approval of CLE credit is pending and may vary by state.

**Insurance Professional** may earn up to **6.0 hours** of Continuing Education credit. Approval of CE credit is pending and may vary by state.



### Register Online

To register for this Symposium, please go to the Events Section on Hinshaw's website at [www.hinshawlaw.com/annual-insurance-services-symposium](http://www.hinshawlaw.com/annual-insurance-services-symposium) and click on "Register." Please contact Renee Odom at (312) 704-3050 if you have any questions regarding registration.

For additional information regarding Hinshaw or our Insurance Services practice, please visit the firm's website at [www.HinshawLaw.com](http://www.HinshawLaw.com).



### Date/Time

The 2011 Insurance Services Symposium will take place on October 19, 2011. The program will begin at 8:00 a.m. with a continental breakfast and registration. Presentations will begin at 8:45 a.m. and conclude at approximately 4:30 p.m.



### Registration Fee

The \$95 non-refundable registration fee includes a continental breakfast, Symposium materials and lunch.



### Location

The Symposium will take place at the Renaissance Chicago Downtown Hotel located at 1 West Wacker Drive, Chicago, Illinois. Upon arrival at the Renaissance, Symposium attendees will be directed to the Grand Ballroom on the second floor. The Renaissance has a smoke free policy. For more information regarding Renaissance Chicago Downtown Hotel, please feel free to visit them at their web address [www.renaissancechicagodowntown.com](http://www.renaissancechicagodowntown.com).



### Parking Information

The Renaissance offers valet parking to its guests at a rate of \$49 for the duration of the event. There is also nearby garage parking available at a rate of \$33 for the day.



### Directions

#### Directions from O'Hare Airport

Follow Airport exit signs. Take I-190 East into I-90 (Kennedy Expressway) East to the Ohio Street Exit (50B). Ohio Street is a one-way street eastbound. Take Ohio Street to LaSalle Street. Turn right on LaSalle. Turn left onto West Wacker Drive for hotel entrance on right.

#### Directions from Midway Airport

Take Cicero Avenue north to I-55 North into I 90/94 West, (signs say To Wisconsin). Take Ohio Street Exit (50B), Ohio Street is a one way street eastbound. Take Ohio Street to LaSalle Street. Turn right on LaSalle. Turn left onto West Wacker Drive for hotel entrance on right.



### Overnight Accommodations

A block of guest rooms has been set aside for Symposium attendees at the Renaissance Chicago Downtown Hotel. The room rate begins at \$260 plus tax. Rooms are available for the night of October 18, 2011. Make your reservation directly with Renaissance reservations by calling (312) 372-7200 by September 28, 2011. When making your reservation, please reference Hinshaw & Culbertson LLP to receive this discounted rate. For more information about the Renaissance Chicago Downtown Hotel, visit [www.renaissancechicagodowntown.com](http://www.renaissancechicagodowntown.com). Check-in time is 4:00 p.m.



# Symposium Speakers

**Sina Bahadoran** is a Partner in Hinshaw's Miami office. Mr. Bahadoran focuses his practice on the representation of insurers in complex insurance coverage disputes and common law and statutory bad faith litigation. His emphasis is on CGL, E&O, OCIP, CCIP and D&O policies. In addition, he handles a variety of corporate insurance transactions, insurance regulatory matters, class action and market conduct claims.

**Jill B. Berkeley** is a Partner in Neal, Gerber & Eisenberg LLP's Chicago office. Described by Chambers USA in 2010 as "one of the leading coverage litigators in the state," Ms. Berkeley represents policyholders and claimants in insurance coverage disputes involving toxic torts and hazardous wastes, environmental pollution, construction, products liability, intellectual property, first-party property, business interruption and excess liability matters.

**Christopher J. Borders** is a Partner in Hinshaw's San Francisco office. Mr. Borders focuses his practice on the analysis and litigation of complex insurance coverage matters, including disputes involving environmental, professional liability, construction defect and employment liability claims under primary, excess, umbrella, specialty and other coverages.

**Beth Culp** is a Partner in Hinshaw's Minneapolis office and Chair of the firm's Specialty Litigation & Insurance Coverage Department. In 25-plus years of representing insurance companies, she has litigated coverage disputes in 32 states, and has worked with both insurers and reinsurers in handling difficult coverage issues that arise in complex cases and mass tort litigation.

**Rachel K. Ehrlich** joined Navigators as Vice President of Specialty Claims in 2009. Prior to joining Navigators, Rachel was with Travelers for more than 11 years where she was Managing Counsel in the Claim Legal Group. Beginning in 2005, she led the national group of construction defect insurance coverage attorneys who provided coverage advice and managed coverage and extra-contractual litigation. Prior to that she was a Senior Coverage Counsel for eight Western states, providing legal advice, opinions, and training on coverage, claim handling, regulatory and compliance issues on all commercial lines and personal lines, property and casualty business in the Travelers portfolio. While in this position, she also led a national group of attorneys who provided advice on regulatory and compliance issues.

**Duana J. Grage**, an Associate in Hinshaw's Minneapolis office, devotes the majority of her practice to commercial insurance coverage disputes and the defense of professionals. She assists in the representation of insurers in complex commercial coverage matters in jurisdictions across the nation.

**Andrew Grigsby**, a Partner in Hinshaw's Miami office, has a general civil trial practice that includes extensive experience in cases emphasizing insurance issues. He has handled trials and appeals in matters involving insurance coverage, bad faith, insurance broker errors and omissions and property claims.

**David A. Grossbaum** is a Partner in both Hinshaw's Boston and Providence, Rhode Island offices and Chair of the firm's Insurance Services Practice Group. He concentrates his practice in the areas of professional liability defense and insurance coverage. He represents legal and insurance professionals, accountants, and securities brokers/registered representatives in liability cases.

**Jennifer K. Gust** is a Partner in Hinshaw's Chicago office. Ms. Gust concentrates her litigation practice in representing parties in insurance disputes involving commercial property and casualty policies, D&O policies, E&O policies, professional lines, credit disability and excess coverages. Additionally, she regularly defends insurance carriers in complex bad faith litigation nationwide.

**Thomas M. Hamilton, Jr.** is a Partner in Hinshaw's Chicago office. With his insurance expertise and more than 35 years of practice in the Chancery Courts of Illinois, he is highly experienced in all phases of insurance coverage practice, including resolution of commercial and professional liability claims, excess of limits liability issues, responding to claim management errors and excess-primary relationships.

**John E. Henry** is an Executive Claims Consultant at Berkley Select LLC. Mr. Henry graduated from DePaul University School of Law in 1990 and practiced law for five years, defending professional liability claims made against medical and dental professionals and facilities, as well as lawyers and law firms. He also defended products liability claims and claims made against municipalities involving allegations of police misconduct.



# Symposium Speakers

**Jack Hipp** is the Assistant Vice President for Claims Technical at Fireman's Fund Insurance Company, a subsidiary of Allianz, SE. Domiciled in New York, Jack is the executive responsible for Automobile, and General Liability claims and risk services.

**Kim D. Hogrefe**, Senior Vice President at Chubb & Son, is responsible for claims of the highest level of severity and complexity in all lines of business. Mr. Hogrefe has had responsibility for thousands of litigated claims around the world arising from policies for directors and officers, fiduciary liability, employment practices, fidelity, surety, political risk and financial institution errors and omissions.

**Fritz K. Huszagh** is a Partner in Hinshaw's Chicago office. He has more than 29 years of experience representing parties in insurance disputes under commercial property and casualty policies, E&O policies, reinsurance agreements and insurance intermediary arrangements. He handles disputes involving litigation and arbitration among insurers and insureds, other insurers, reinsurers, and insurance brokers.

**Peter R. Jarvis**, a Partner in Hinshaw's Portland office, practices primarily in the area of attorney professional responsibility and risk management. He advises lawyers, law firms and corporate legal departments in legal ethics, risk management and disciplinary defense matters.

**Michelle D. Mitchell** is a Partner in Hinshaw's Minneapolis office. She focuses the majority of her practice in complex insurance coverage matters. She provides advice and counseling on coverage issues and has been involved in litigating and mediating coverage disputes in jurisdictions across the country.

**Anne D. O'Niell** is a Partner in Hinshaw's San Francisco office. Ms. O'Niell practices in the areas of insurance coverage and insurance bad faith defense, and is experienced in insurance coverage analysis, litigation and negotiation.

**Carol Proctor**, a Partner in Hinshaw's Chicago office, provides opinions in dispute resolutions, including litigation, on behalf of corporate clients for matters arising from contract disputes, particularly those involving insurance issues. She also represents insurance agents and brokers in professional liability claims.

**Dana A. Rice**, a Partner in Hinshaw's Chicago office, represents insurance companies in complex coverage litigation involving the insurer's duties and obligations under all types of insurance policies, including general liability, homeowner's and automobile policies.

**Paulette S. Sarp**, a Partner in Hinshaw's Minneapolis office, is a litigator with experience in both state and federal courts. She devotes a large portion of her practice to the insurance industry, representing insurance companies in breach of contract and bad faith claims arising out of health, life, disability, property and casualty policies.

**Thomas R. Schrimpf** is a Partner in Hinshaw's Milwaukee office. Mr. Schrimpf is experienced in the review and analysis of complex coverage issues concerning commercial and personal lines liability insurance and environmental claims. He has prosecuted and defended insurance coverage litigation relative to commercial claims, construction, environmental and toxic torts.

**Donald A. Tedeschi** is the Managing Attorney in the Chicago office of American Family Mutual Insurance Company. Mr. Tedeschi began his career as a claim attorney with American Family Mutual Insurance Company in 1984. He has also held the positions of trial attorney and branch counsel with American Family. Mr. Tedeschi received his B.A. in the Administration of Criminal Justice from the University of Illinois at Chicago in 1972, and earned his J.D. in 1981 from The John Marshall Law School.

**Daniel E. Tranen** is a Partner in Hinshaw's Boston office. Mr. Tranen is a litigator who focuses his practice in a number of areas, including commercial litigation, products liability, professional liability, insurance coverage disputes and ERISA litigation.

**Becky Vogel** has over 10 years of experience in the insurance industry and presently serves as a Senior Technical Specialist at Colony Specialty where she handles liability claims throughout the United States. She is responsible for identifying coverage issues, assessing liability exposures, negotiating settlements and monitoring trials of complex claims. She was employed previously as Assistant Vice President for Maxum Indemnity Company where she had similar responsibilities for both general liability and professional liability claims.

**Paul R. Wallace** is a Partner in Hinshaw's Miami office. Mr. Wallace's practice emphasizes first-party property insurance law. He provides representation to Citizens Property Insurance Corp., Florida's state-chartered insurer for coastal properties.