



### Monday, April 18

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|-----------|-------------------------------------------------------------------------|------------------------------------------|
| 1:45 p.m. | Understanding a Hoarder to Better Serve Your Clients & Lower Your Costs | Matt Paxson, ServiceMaster Restore       |
| 2:30 p.m. | Keeping Good People: Staffing Engagement, Retention, Celebration        | Jason R. Coleman, Jenkins Restorations   |
| 3:30 p.m. | Rebuilding a Zoo: Southern Alberta 2013 Flood                           | Dianna Adams, City of Calgary/Law Dept.  |
| 4:15 p.m. | Too Much Technology, Too Soon                                           | Jeff Taxier, American Technologies, Inc. |

### Tuesday, April 19

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| 8:45 a.m.  | Safety Considerations at Claim Site                                                            | Louis Collisson, Grecco Construction Consultants |
| 9:30 a.m.  | Why Face Time Matters: Maintaining Long-Distance Professional Relationships in the Digital Age | Jeanie Ismay, Leder & Hale, PC                   |
| 10:15 a.m. | The Real Time Paperless Contractor                                                             | Garret Grey, Next Gear Solutions                 |
| 11:00 a.m. | Business Interruption From a Cyber Attack                                                      | Steve Rosenthal, RGL Forensics                   |
| 1:45 p.m.  | Adjusting Through Adversity: Effective Conflict Management                                     | Jim Jez, AE21 Online                             |
| 2:30 p.m.  | Fire Investigations: Trends & Trapdoors for Claims                                             | Steve Powell, Unified Investigations & Sciences  |
| 3:30 p.m.  | Net Promoter Score: The Storm on the Horizon For the Claims Community                          | Michael J. Miller, Clear Point Claims            |
| 4:15 p.m.  | The Hail Lawsuit Frenzy: Update from the Trenches                                              | Steve Badger, Zelle LP                           |

### Wednesday, April 20

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| 8:45 a.m.  | Electronic Discovery BE PREPARED from Day 1                | Diane Barnes-Reynolds, Butler Weihmuller Katz Craig |
| 9:30 a.m.  | Death of an Air Conditioner; Compressor Failures Uncovered | Curtis VanNess, DONAN                               |
| 10:15 a.m. | Identify, Develop & Inspire Your Future Claims Supervisors | Jackie Jones, Indiana Farm Bureau Insurance         |
| 11:00 am.  | Three Things Pizza Taught Me About Claims Leadership       | Marty Frappolli, The Institutes                     |