



May 3, 2018  
**OCAA Spring Symposium & Vendor Fair**  
A gathering place for relationship and conversation

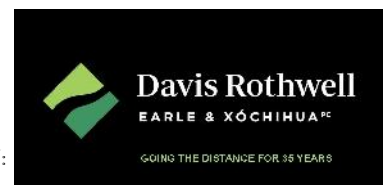
**THE RELATIONSHIP FACTOR:  
KEEPING THE HUMAN HANDSHAKE**

## AGENDA

- 7:30-8:30am **Registration & Check-In / Vendor Area Open**
- 8:30-8:45am **Welcome & Announcements**
- 8:45-10:15am **General Session — GOING BACK TO BASICS**  
Coverage, Liability, Evaluation, Negotiation  
with Elizabeth Lampson, Davis Rothwell et al, and Roger Howson, Claims Dispute Resolution  
Claims professionalism begins with a fundamental understanding of how to read (and comprehend) an insurance policy, determine all available coverages, and evaluate the merits of a claim. Getting back to basics is the most direct path to good faith claims handling and maintaining our competency as adjusters.
- 10:15-10:45am **Break & Networking / Vendor Area Open**
- 10:45-12:00pm **General Session — THE ART & SCIENCE OF RESERVING**  
Property with Trevor Arnold, McLarens  
Casualty with Patty Ferguson, AIG  
Reserving is a very integral part of an adjuster's job. Critical thinking is required to get it right. As more information is developed the reserves must be reviewed in a timely manner. These numbers affect bottom lines from reports to Federal Agencies, underwriters writing profit based premiums for commercial accounts as well as personal auto and homeowner renewals.
- 12:00-1:00pm **Lunch & Networking / Vendor Area Open**  
*(Last chance to put your business card in for drawings!)*
- 1:00-2:00pm **General Session — TAKING CYBER SECURITY TO THE NEXT LEVEL**  
The Adjusters Desk  
with Duc Nguyen, RGL Forensics  
Cyber Security is something that affects all of us on a daily basis, personally and professionally. We will discuss some technically complex situations that can be tricky to navigate to create awareness of concerns common to cyber claims that can pay dividends by way of a more thorough claims process.
- 2:00-2:30pm **Break & Networking / Vendor Area closes @ 2:30pm**
- 2:30-4:00pm **General Session — ADVANCED RECORDED STATEMENTS**  
with Mike Meadows, Oregon Mutual, Spunky Gray, Mutual of Enumclaw, Kirsten Curtis, Thenell Law Group, and John Bachofner, Jordan Ramis  
A discussion on taking statements of high value and complex claims. Examine the value of pre-statement preparation and the rewards of listening. Explore post-statement action planning
- 4:00-6:00pm **CLOSING RECEPTION**  
Cocktails & Hors d'oeuvres  
Pianist Paul Greenidge  
Raffle and Door Prize Drawings (must be present to win)

\*\*\*Note: Agenda Subject to Change

RECEPTION SPONSORED IN PART BY:



**Non-Members: Pay online with a credit card or mail a check. Here's how to pay:**  
 Pay online with a credit card and use the RSVP form to submit your registration.  
 Go to: [www.oregoncasualtyadjusters.org](http://www.oregoncasualtyadjusters.org)  
 ~ Or ~  
 Mail this application with check payable to:  
 OCAA, PO Box 87, Dexter, OR 97431

## May 3, 2018 Spring Symposium



## PRE-REGISTRATION

**Holiday Inn Select**  
 25425 SW 95th Ave  
 Wilsonville, Oregon  
 (Exit 286 off I-5) • 503/682-2211

**Registration required for ALL attendees ~ includes lunch, snacks, and closing reception**

~ Please check the appropriate box and fill out the remaining portion below ~



★ **FREE Symposium attendance for OCAA Members**



I am a MEMBER of OCAA

You can check your membership status by sending an email to [info@oregoncasualtyadjusters.org](mailto:info@oregoncasualtyadjusters.org)

**I want to be a member of OCAA to attend the Symposium for Free!**

I'm paying \$25 for dues\*

(OCAA membership good through July 2019)

**\$40 NON-MEMBER Symposium Registration**

\*Membership is open to Adjusters (all lines), Claims Supervisors/Managers, and claim adjusting support staff.

Non-Member Symposium Registration Fees are nonrefundable after April 27, 2018 but are transferable to another person.

... Please print legibly ...

Name \_\_\_\_\_ Company \_\_\_\_\_

Claims Discipline:  Property  Casualty  Auto  Workers Comp  Liability  Other \_\_\_\_\_

Lunch Choice:  Shrimp  Steak Diane  Chicken Caesar Salad I'm signing up for membership in OCAA:  Yes  No

First time attending an OCAA Symposium?  Yes  No Attending Closing Reception:  Yes  No

Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

I would like an email confirmation that my membership/registration has been received.

### Questions?

Barb Tyler, Coordinator • 541/937-2611 or [npassist@msn.com](mailto:npassist@msn.com) or Nancy Greenidge, Chairman • [ngreenidge@mclarens.com](mailto:ngreenidge@mclarens.com)

For Vendor opportunities visit our website at [www.oregoncasualtyadjusters.org](http://www.oregoncasualtyadjusters.org). Click on the Symposium graphic.

Amount Enclosed:

\$ \_\_\_\_\_