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 bottoms 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
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

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.

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<th>Lunch Choice:</th>
<th>Shrimp</th>
<th>Steak Diane</th>
<th>Chicken Caesar Salad</th>
<th>I’m signing up for membership in OCAA:</th>
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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 or Nancy Greenidge, Chairman • ngreenidge@mclarens.com

For Vendor opportunities visit our website at www.oregoncasualtyadjusters.org. Click on the Symposium graphic.

Questions?

Amount Enclosed: $_______