

THE DIRTY DOZEN OF CLAIMS



iiabkc

Independent Insurance Agents
& Brokers of King County



Wednesday, December 2, 2015
Washington Athletic Club, Seattle

This program will take a unique perspective on claims reporting and presentation. Does the presentation of a claim make a difference on how the claim is received by an insurance carrier? By the court and ultimately the jury? If so, what actions can be taken to better represent the claimant? Our panel consists of several attorneys and claims specialist to share their insights and perspectives.

The panel will discuss agents and brokers claims that result from a failure to handle claims properly, and how to represent those claims.

Schedule of Events



CE/CLE has been filed and is pending approval in Washington State

Program designed for insurance professionals: agents, brokers, claims handlers and managers wanting to know more about claims reporting and presentation. How agent and broker claims are made when claims are not paid and how to prevent them. Specific areas to be discussed: How to prepare and present a claim. Several perspectives will be reviewed: insured, insurer and agent and broker. Current trends in agent and broker claims and how to prevent them.

Moderator – Peter Marchel, Esq., Marchel & Associates,

Panelists – Geoffrey M. Boodell, Esq., Senior Claim Counsel, Travelers
Franklin Cordell, Esq., Partner, Gordon Tilden Thomas & Cordell, LLP
Rosemary J. Moore, Esq., Shareholder, Lee Smart
Kym Sonderman, JD CPCU, Agent – Broker perspective
Brenda Stover, Senior Technical Claims Specialist, Liberty Mutual
Thomas Stratton, Esq., Partner, Eklund, Rockey Stratton P.S.

12:45 – 1:00 **Check-in** (coffee)

Claims Handling and the Role of the Broker and Agent

1:00 – 1:10 (10 minutes)

- Introductions and Background
- Panel Perspectives
- The Insured Perspective
- Where does the agent / broker fit in?

1:10 – 2:00 (50 minutes)

- Preparing and Reporting the Claim
- Who should Report the Claim
- Notifying the layers of coverage
- When a phone call just is not enough

2:00 – 2:15 **Break** (15 minutes)

Communication Dynamics – Insured, Insurer and Agent/Broker

2:15 – 3:15 (60 minutes)

- The Dynamics of Claims Communication
- How and when should the agent / broker become involved in the Claim?
- How should the agent / broker work with Insured and insureds counsel?
- How should the agent / broker work with the insurer and its counsel?
- Breaking the reporting / communications log jam

(Continued on back...)

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3:15 – 3:30 **Break** (15 minutes)

When all Else Fails Blame the Agent / Broker

3:30 – 4:20 **Panel Discussion** (50 minutes)
(Breach dynamics)

- The E & O Landscape – not all errors are alike
- The Causes
- The Effects
- Character- persons involved
- Claim Reporting and Handling

4:20 – 4:30 **Q&A** (10 minutes)

4:30 **Program Ends**

4:30 pm **2015 IIABKC Awards and PLUS
NW Sponsor Recognition**

5:00 - 7:00 **Hosted Reception**

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REGISTRATION FORM

To register online go to: www.iiabkc.org

The registration fees: **\$45 for Members** | **\$65 for non-Members**

Or, please complete the registration and payment form below.

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