



SYMPOSIUM AGENDA

8th Annual PSAA Spring Symposium March 15, 2019

Renaissance Hotel - Seattle, WA

- 7:30am **Registration & Vendor Fair Opens** ~ CE and CLE credits pending ~
- 8:00am **PSAA Welcome and Orientation**
— *PSAA Vice President Deanna Boras, PSAA Past President and Education Chairman Roger Howson, and PSAA Past President and Treasurer Lizzy Adkins*
- 8:15 - 9:30am **AUTO INTELLIGENCE**
— *Adam Cyr and Brendan Morse with ARCCA, Ulises Castellon with Fire Cause Analysis, and PSAA Past President John Walker Jr. of Frontier Adjusters*
New advancements in automotive technology: EDRs, Infotainment Systems, and Autonomous Driving make driving safer and our driving habits more transparent, but the unintended consequences are that vehicle claims have become much more complicated, costly, and bitterly contested. We will learn the legal, logistical, and technological challenges of auto claims adjusting and dispute resolution in 2019.
- 9:30 - 9:45am **BREAK & VENDOR FAIR**
- 9:45- 11:00am **THE KEODALAH BLUES**
— *Dan Thenell with the Thenell Law Group, and Paul Rosner with Soha and Lang*
Now that adjusters, attorneys, and anyone else working on an insurance claim can be personally sued for bad faith, the Washington's Supreme Court has been asked to reverse the Superior Court ruling. We will hear from the two attorneys who wrote the amicus briefs on behalf of the insurance industry, and they will tell us what the Supreme Court ruling means for all claims professionals moving forward.
- 11:00- 12:00pm **LUNCHTIME**
Lunchtime is our opportunity to network with our fellow PSAA members, take time to get to all of the exhibitors at the Vendor Fair, and follow-up with any questions we might have for the presenters.
- 12:00– 1:15pm **FIT (Fraud Indicators and Technology) BITS**
— *Rick Wathen and Rory Leid with Cole, Wathen, Leid, & Hall Law, and Alex Boras with Geico's SIU*
Learn many of the new and innovative ways that bleeding edge technology is being used to defraud insurance companies, and what technological (and procedural) advances the insurance industry is developing to beat these criminals at their own game. Find out about the many symptoms and solutions currently in use for fighting back against the increasing proliferation of fraudulent insurance claims.
- 1:15– 2:30pm **THE ABC's of ADR**
— *Tom Lether of Lether & Associates, and Gary Halpin with Arbitration Mediation & Conciliation Center*
Some claims just won't settle, and that's why alternative dispute resolution was invented. But we still need to know why, when, and how to litigate, mediate, arbitrate, and/or demand appraisal because different claims (and different claimants) may require different ADR remedies. These two ADR veterans will coach us through many settlement strategies, preparation, execution, resolution, and follow-up.
- 2:30- 3:00pm **RAFFLES, VENDOR APPRECIATION**

