




**EDUCATIONAL
CONFERENCE
2017**

July 25-July 29, 2017

The Ritz-Carlton, Naples, Florida
visit our website at florida.rims.org

The **FUTURE** is **BUILT** on **DATA**



Aon uses the world's largest repository of risk management data and analytics to empower organizations to achieve greater results.

Learn more about our risk and people protection offerings at aon.com

CONTENTS

Conference Committee	2
Welcome	3
Sponsors.....	4
Conference Highlights.....	5
Program and Activities	8
Conference at a Glance	17
General Information	19
The Ritz-Carlton, Naples, Facilities Map	20
At The Ritz-Carlton, Naples.....	21
Naples Area Activities.....	22
Naples Area Map.....	23
Naples Area Golf Courses	24
Speaker Profiles.....	25
Florida RIMS Chapter Presidents	36

2017 FLORIDA RIMS 42nd EDUCATIONAL CONFERENCE COMMITTEE

CONFERENCE CHAIR

Susan Martin
Orange County Board of County Commissioners

CONFERENCE CO-CHAIR

Wayne Fiyalko
Lee County Electric Cooperative

GOLF TOURNAMENT COORDINATOR

Donna Perkins
Lee County Electric Cooperative

IMMEDIATE PAST CONFERENCE CHAIR

Scott B. Clark
Arthur J. Gallagher & Co.

SESSIONS & SPEAKER COORDINATOR

Susan Tribby
Ryder System, Inc.

SPONSOR COORDINATOR

Jorge L. Davila
Miami-Dade County Public Schools

NETWORKING RAFFLE COORDINATOR AND CONFERENCE SECRETARY

Twane L. Duckworth
City of Jacksonville

PROGRAM & PRINTING COORDINATOR

Chris Winterling
Fanjul Corp - Florida Crystals Corporation

AUDIO/VISUAL COORDINATOR

Richard H. Swann, Jr.
Risk Manager - FICURMA

CONFERENCE TREASURER

Carol A. Erbs
Miami-Dade County Public Schools (Retired)

REGISTRATION & WEBMASTER

Mike Benishek



Conference Chair

SUSAN MARTIN
Orange County Board of
County Commissioners
susan.martin@ocfl.net
407-836-9639

Conference Co-Chair

WAYNE FIYALKO
Lee County Electric Cooperative
Wayne.fiyalko@lcec.net
239-656-2384

Golf Tournament Coordinator

DONNA PERKINS
Lee County Electric Cooperative
Donna.Perkins@lcec.net
239-656-2382

Immediate Past Conference Chair

SCOTT B. CLARK
Arthur J. Gallagher & Co.
Scott_Clark@ajg.com
561-998-6815

Sessions & Speakers Coordinator

SUSAN TRIBBY
Ryder System, Inc.
susan_tribby@ryder.com
305-500-5478

Sponsor Coordinator

JORGE L. DAVILA
Miami-Dade County Public Schools
jdavila@dadeschools.net
305-995-7150

Networking Raffle Coordinator and Conference Secretary

TWANE L. DUCKWORTH
City of Jacksonville
Twane.duckworth@yahoo.com
904-630-7208

Program & Printing Coordinator

CHRIS WINTERLING
Fanjul Corp – Florida Crystals Corporation
Chris.Winterling@floridacrystals.com
561-366-5120

Audio/Visual Coordinator

RICHARD H. SWANN, JR.
Florida Independent Colleges
& Universities, RMA, Inc.
rick.swann@ficurma.org
813-971-2421 x11

Conference Treasurer

CAROL A. ERBS
Miami-Dade County Public Schools (Retired)
cerbs@kcl.net
954-801-1110

Registration / Webmaster

MICHAEL BENISHEK
floridarims@yahoo.com

2017 FLORIDA RIMS 42nd ANNUAL EDUCATIONAL CONFERENCE

Dear Attendees and Guests:

On behalf of the Central Florida Chapter of RIMS and the Florida RIMS Conference Committee, I would like to personally welcome you to the 42nd Annual Florida RIMS Educational Conference. Your attendance at this year's conference shows your commitment to expanding and improving how we practice risk management.

I would like to express my most heartfelt gratitude to the conference committee members for all of their hard work and dedication in making this conference one of the premier regional conferences catering to risk management professionals. This conference is one of a few that continues to be planned and coordinated by volunteers from each of the seven Florida chapters. These individuals have put together a terrific schedule of learning opportunities and social events so please take advantage of as many sessions and events as possible.

This conference simply would not be possible without the continued support of our sponsors. While we welcome back those organizations that have been partners with us for years we would especially like to welcome our new sponsors. I know we will have a busy week but please take a minute to thank the representatives from each of these organizations. A complete listing of our conference sponsors is contained in this program.

Thank you to all of our industry leaders who have agreed to present sessions at this year's event. We are honored to have David North, CEO and President of Sedgwick Claims Management Services speak to us as our keynote speaker on Wednesday morning. Dave will share his insight and perspective about those issues having the greatest impact on workers' compensation, both now and in the future. We are also honored to have joining us Mary Roth, RIMS CEO and Nowell R. Seaman, 2017 RIMS President. They will explore the risk management journey, highlighting some of the Society's newest resources that support the development of stronger, more robust, risk management programs and successful careers.

While some of us have attended this conference many times before please remember that we also want to focus on the next generation of risk managers. Please make some time to reach out to these newcomers and listen to their thoughts and ideas.

Sincerely,

Susan Martin
Chairperson, 2017 Florida RIMS Conference

2017 FLORIDA RIMS CONFERENCE SPONSORS & SUPPORTERS

The Florida RIMS Educational Conference would like to recognize our valued sponsors, whose dedication and support during the past year is deeply and sincerely appreciated.

THANK YOU TO ALL OF OUR SPONSORS AND SUPPORTERS!!

PLATINUM LEVEL SPONSORS

AIG
Aon Risk Solutions
Arthur J. Gallagher & Co.

GOLD LEVEL SPONSORS

Coventry
Marsh
Sedgwick
Willis Towers Watson
York Risk Services Group

SILVER LEVEL SPONSORS

Broadspire
Gallagher Bassett

BRONZE LEVEL SPONSORS

Allied World Insurance Company
Berkshire Hathaway Specialty Insurance
Chubb
Cigna
CORA Health Services
Exigis, LLC
FBMC Benefits Management
Johns Eastern
Liberty Mutual Insurance
Old Republic Risk Management

Servpro Industries, Inc.
Swiss Re Corporate Solutions
Travelers
UnitedHealthcare
Vernis & Bowling

COPPER LEVEL SPONSORS

Automated Healthcare Solutions
CCMSI
Cotton Holdings Inc.
Corvel Corporation
Integro Insurance Brokers
Kelley Kronenberg
Legal Bill Review, Inc.
MetLife
Trustmark Insurance
Wells Fargo Insurance Services
XL Catlin

CONFERENCE SUPPORTERS

EZShield
Eraclides, Gelman, Hall, Indek, Goodman,
Waters & Traverso
Martinez Roman Goehl, P.A.
Navigant Consulting, Inc.
Claude B. Seltzer and Associates, Inc.

2017 FLORIDA RIMS EDUCATIONAL CONFERENCE HIGHLIGHTS

2017 FLORIDA RIMS GOLF TOURNAMENT

The Florida RIMS Golf Tournament will be held at the Ritz-Carlton Golf Resort on Tuesday, July 25, from 6:30 am to 2:00 pm. The Tiburon Golf Course is a 36-hole championship course designed by the legendary Greg Norman. Registration and the continental breakfast is from 6:30 am-7:45am with an 8:00 shotgun start. The awards ceremony will immediately follow the tournament and will be at the Tiburon Golf Club.

SPONSORED BY:

Willis Towers Watson
EZShield

2017 NETWORKING RAFFLE & RECEPTION

Plan on attending the 13th Annual Florida RIMS Networking Raffle and Reception on Wednesday, July 26, from 3:00 pm—5:30 pm in the Vanderbilt Room at the Ritz-Carlton Beach Resort. Raffle tickets will be sold before and during the event. This event gives attendees the opportunity to take a chance at winning many great prizes donated by the companies that support RIMS throughout the year. Attendees will have ample time to walk through the ballroom prior to the drawing of the winning tickets. Meet the company representatives who have so generously donated the prizes and their time during this fun event.

SPONSORED BY:

Exigis
Old Republic Risk Management
Servpro Industries, Inc
Automated Healthcare Solution
CCMSI
Kelly Kronenberg

2017 CONFERENCE SESSIONS

Don't miss the array of outstanding conference sessions offered throughout the week. Keep informed on the latest industry trends and insights. Information updates by respected insurance professionals and risk managers will challenge and excite you.

WELCOME RECEPTION & EVENING NETWORKING

6:00 – 8:00 Vanderbilt Ballroom

Let's get the conference off to a great start at this traditional reception!

SPONSORED BY:

Chubb

Cigna

FBMC Benefits Management

Liberty Mutual Insurance

Swiss Re

Berkshire Hathaway Specialty Insurance

WEDNESDAY NIGHT FEVER

9:00 – 11:30 Vanderbilt Ballroom

Featuring the sounds of DJ Jim, this opportunity to network while having some fun is not to be missed! Dress it up! Wear your Disco/70's finery!!

SPONSORED BY:

AIG

Arthur J. Gallagher & Co.

Gallagher Bassett Services, Inc.

GET DOWN ON IT!

Thursday 9:00 – 11:00 Vanderbilt Ballroom

Come meet Deb & the Dynamics for some good music & dancing!



SPONSORED BY:

Coventry

Marsh

York Risk Services Group

NEW DATES NEXT YEAR!
June 19-June 23, 2018



2017 FLORIDA RIMS EDUCATIONAL CONFERENCE

TUESDAY, JULY 25, 2017

6:30am - 2:00pm Tiburon Golf Course
2620 Tiburon Drive
Naples, Florida 34109

Florida RIMS Golf Tournament: Sponsored By:
Willis Towers Watson
EZShield

Noon - 4:00pm Foyer

Conference Registration

3:00pm - 4:30pm Plaza I

Proactive Claim Management = SAVE Cost of Risk \$\$\$
Sunbelt Rentals
Catherine Whitney – Sunbelt Rentals
Bryant Blevins, Esq – Butler Weihmuller Katz Craig Law Firm

How to preplan for and execute a timely, documented investigation, resulting in the achievement of best claim cost outcomes. Specific examples of actual application and favorable resolution. Utilization in obtaining corresponding lower costs such as insurance premiums and collateral. Cost of risk savings up to 35% or more.

3:00pm - 4:30pm Plaza II

Do Brokers and Insurers Really Understand Your Business and the World as You See it or Just Your Insurance Program?
The York Consulting Group, LLC
Philip O'Brien – The York Consulting Group, LLC

An effective and focused methodology will be presented that assures in-depth broker/insurer understanding of your business and the world as you see it as a platform for assured alignment, relevance and value delivery.

6:00pm - 8:00pm Vanderbilt Ballroom

Florida RIMS Conference Welcome Reception & Evening Networking
Sponsored by:
Chubb, Cigna, FBMC Benefits Management,
Liberty Mutual Insurance, Swiss Re,
Berkshire Hathaway Specialty Insurance

WEDNESDAY, JULY 26, 2017

8:00am - 9:00am Salon III & IV

Breakfast sponsored by: Willis Towers Watson, UnitedHealthcare, Cotton Holdings

8:00am - 12:15pm Foyer

Conference Registration

9:00am - 10:30am Salon I & II

Conference Opening Session

Workers' Compensation – A Panoramic View
Sedgwick Claims Management Services
David A. North – CEO & President



Dave North, keynote speaker, will share his insight and perspective about those issues having the greatest impact on workers' compensation, both now and in the future. He will talk about ways to harness industry talent, technology, and drive to redefine and improve the overall workers' compensation experience.

10:30am - 10:45am Foyer

Morning break Sponsored by: Trustmark Insurance

10:45am - 12:15pm Plaza I

Congratulations, You Now Have Risk Management Responsibilities – Now What?

Tampa Bay Chapter

Richard Swann, Jr. – FICURMA

Barbara Ferraro – (Retired) Raymond James Financial, Inc.

Rickey Kendall – Hillsborough Area Regional Transit Authority (HART)

Michael McNabb – Hillsborough County Board of County Commissioners

This session is intended to be an interactive discussion between the audience and the panel of experienced Risk Managers from the private and public sector. The open forum should provide all attendees at all levels an opportunity to ask questions and learn from each other!

10:45am - 12:15pm Plaza II

Leading with Empathy in Workers' Compensation Broadspire Services

Erica Fichter – Broadspire Services

Gaylan Brown – Broadspire Services

Susan Shemanski – Adecco

Session will focus on what employers, claim handlers and nurses can do to promote employee goodwill leading to better claim outcomes.

10:45am - 12:15pm Plaza III

"A Foreign Concept: International Insurance"

AIG

Brian Dermond – AIG

Lee Irvin – AIG

This session will discuss: Speaking the foreign lingo, becoming an "International Expert", what constitutes a foreign risk and review of major lines of cover. We will explain why international insurance matters and ways foreign exposures can be covered.

10:45am - 12:15pm Salon I

It's Not Just About Privacy!

Aon Risk Solutions

Nolan Wilson – Aon Risk Solutions

An overview of the current cyber insurance marketplace including cyber exposures and cyber insurance purchasing trends.

10:45am - 12:15pm Salon II

Optimizing Insurance Strategy

Willis Towers Watson

Hayden Lewis – Willis Towers Watson

In today's rapidly changing environment, how will you best allocate limited resources to maximize your profits? Using insurance to reduce the volatility of an organization's financial results elevates insurance spend from being merely transactional to a strategic lever that helps achieve corporate goals. Risk Optimizer is a dynamic tool that determines the most efficient risk financing. We model how multiple lines of insurance work together to protect a company and identify the optimum insurance strategy.

12:15pm - 1:30pm Salon III & IV

Lunch sponsored by: Broadspire, Allied World Insurance Company, Travelers, Vernis & Bowling

1:30pm - 3:00pm Plaza I

Virtual Visits – Who Remembers the Jetsons?

Coventry

Tammy Bradly

This discussion will address telemedicine/telehealth and the impact these evolutions could have in workers' comp. In a healthcare reform era, facing physician shortages and other market pressures, the opportunity for providers and patients to discuss and diagnose conditions could have substantial impacts on care access, cost containment, and improved productivity.

1:30pm - 3:00pm Plaza II

High Performance Risk Management Results That Make a Difference Sedgwick Institute

Chris Mandel – Sedgwick Institute
Graeme Harper – FIS Global
David Stills – Wal-Mart, Inc

This session will review the various ways successful risk managers tell their story, drive innovation in their function and gain deeper commitment to their strategies. We will make the case for measuring, documenting and reporting how progressive and robust risk management, strongly aligned with other disciplines, contributes significantly to enterprise performance and the results which define success for such organizations.

1:30pm - 3:00pm Plaza III

Why Employers Are Shifting From Wellness to Financial Wellbeing Aon Hewett

Richard Kaufman – Aon Hewett

Employers have traditionally been focused on physical wellness of their employees. However we will discuss in this session how more employers are understanding how financial wellbeing also affects productivity and the bottom line.

1:30pm - 3:00pm Salon I

Dazed and Confused? Florida's Medical Marijuana Law & Its Impact on the Workplace

Kelley Kronenberg
Angelo Filippi, Esq. – Kelley Kronenberg
Seth Hyman – Kelley Kronenberg

The confusion between state & federal laws regarding the legal use of marijuana is often a hazy issue for both employers and employees. This presentation will increase your understanding and help you gain insight on ways your workplace can be affected by the widespread use of medical marijuana.

1:30pm - 3:00pm Salon II

Driverless Vehicles Global Engineering Scientific Solutions, LLC

Dr. Farhad Boeshaghi – Global Engineering Scientific Solutions

This presentation provides an overview of rapidly evolving technology known as driverless/connected/autonomous vehicles and reviews the current development status of autonomous vehicles and evaluates the long-term effect as presented by case studies as well as interviews with experts in the automotive industry, the technology sector, and insurance companies.

3:00pm - 5:30pm Vanderbilt Ballroom

Network Raffle and Reception Sponsored by

Exigis, Old Republic Risk Management, Automated Healthcare Solutions, CCMSI, Kelley Kronenberg, Servpro Industries, Inc.,

9:00pm - 11:30pm Vanderbilt Ballroom

Wednesday Night Fever Sponsored by

AIG, Arthur J. Gallagher & Co., Gallagher Bassett Services, Inc.

THURSDAY, JULY 27, 2017

8:00am - 9:00am Salon III & IV

Breakfast sponsored by: Aon Risk Solutions

8:00am - 12:15pm Foyer

Conference Registration

9:00am - 10:30am Plaza I

Total Population Health Risk Management: 5 Steps to Effectively Integrate Non-Occupational and Occupational Strategies
Wells Fargo Insurance

Melissa Tucker – Wells Fargo Insurance

Learn the five steps needed to effectively identify and integrate those areas of overlap in your non-occupational and occupational strategies. The presenter will review the business case for why total population health risk management is critical to your long term success and specifically provide the steps that you can take now to begin the journey.

9:00am - 10:30am Plaza II

Improving Workers' Compensation: Living Abled and Making Caring Count
Sedgwick Institute

Chris Mandel – Sedgwick Institute

Dr. Christopher Brigham – Brigham and Associates, Inc.

Michele Adams – Walt Disney World Resort

In this engaging dialogue lead by national experts representing the areas of claims management, risk management, psychology and medicine you will learn how to improve outcomes by using proactive strategies which engage, empower and educate those who are injured or ill and will take with you specific action steps to enhance the success of your disability management programs. You will learn why "caring counts" and the need for "living abled".

9:00am - 10:30am Plaza III

#PaceOfChange—Combating Risk in a Rapidly Evolving Environment
Gallagher Bassett

Greg McKenna – Gallagher Bassett

Mark Byers – Coca Cola Bottling Company

Priscilla Kehoe – BBA Aviation

In this session, we will discuss an array of current and emerging risks in a rapidly changing workplace environment. We will frame the discussion against the backdrop of business management book called, "Thank You for Being Late," by Thomas Friedman. This session highlights the dizzying pace of change and the effect that can have on learning, teaching and managing.

9:00am - 10:30am Salon I

Social Engineering: If it Sounds Phishy, it Probably is
XL Catlin

Greg Bangs – XL Catlin

Aaron Aanenson – S-RM

The fraud business is booming. According to recent FBI statistics, more than 22,000 social engineering attacks were reported from 2013 to 2016, with losses totaling nearly USD 3.1 billion. In this session, we'll discuss various social engineering schemes, plus how to spot them and implement protocols to protect your business.

9:00am - 10:30am Salon II

Risk Assessment Done Right!
Arthur J. Gallagher & Co.

Dorothy Gjerdrum – Arthur J. Gallagher & Co.

Scott B. Clark – Arthur J. Gallagher & Co.

Many organizations have multiple approaches to identify and assess risk. It may be very ad hoc or vary by operational area or leadership style. Using guidance from international standards, this session will focus on the purpose and use of risk assessments and outline best practices for this important (risk) management function.

10:30am - 10:45am Foyer

Morning break sponsored by: Johns Eastern Company, Inc.

10:45am - 12:15pm Plaza I

Top Secrets to Working with Actuaries and Underwriters -- a Guide for Successful Relationships

Integro Insurance Brokers

Shep Tapasak – Integro Insurance Brokers

Let's face it--actuaries can speak an entirely different language and gathering data can be a real pain. This presentation will provide useful tips and help participants become more fluent with important actuarial concepts/terms. Additionally, this session will offer ideas for you to achieve more successful underwriter relationships.

10:45am - 12:15pm Plaza II

Work Conditioning Programs – The benefits!

CORA Health Services

Jaime Sigurdsson, CEAS – Cora Health Services

Shorten the timeframe from onset of injury to a return to the work force by including work conditioning in the recovery process. These programs help reduce recidivism, disability and lost time while improving work day tolerance, strength and functional capacity.

10:45am - 12:15pm Plaza III

Recent Court Workers' Compensation Rulings-How should they Change Your Focus on Claim Closure?

Marsh USA Inc.

Thomas Ryan – Marsh USA Inc.

Alan Bender – Publix Super Markets, Inc.

It has always been said that the best claim is a closed claim, with the recent court rulings in Florida this becomes even more critical. We will address the key considerations for employers with large Florida Workers' Compensation exposures now subject to additional volatility and in need of loss cost reductions. Come hear a case study that demonstrates the benefits of accelerated claim closure and what might work best for your company.

10:45am - 12:15pm Salon I

The Internet of Things - Where Is the Revolution Today?

AIG

Brian Murdock – AIG

Forrest Pace – AIG

The Internet of Things (IOT) continues to change the way business will be done in revolutionary ways. The future of IOT holds tremendous opportunities for greater efficiencies and safety for industry and personal living. As these technologies take hold, emerging risks must also be considered along with the exciting benefits.

10:45am - 12:15pm Salon II

Evolving Threats of Identity Theft and Your Organization

EZShield

Sean Pomeroy – EZShield

Provide overview of identity theft market and the connection to reducing the risk for the organization as well as customers. Highlight the value added services offered to increase engagement, educational materials, including tools/resources.

12:15pm - 1:30pm Salon III & IV

Lunch sponsored by: Sedgwick, Wells Fargo Insurance Services

1:30pm - 3:00pm Plaza I

Get in Motion for a Healthier and Wealthier New You

UnitedHealthcare

James Moore – UnitedHealthcare

Angelo Golemi – UnitedHealthcare

You've heard that sitting is the new smoking so getting your team into motion is now more critical than ever. Learn more about the research and the program that is simple to explain and is really engaging to your employees creating a healthier workforce.

1:30pm - 3:00pm Plaza II

Florida RIMS on the Hill Legislative Recap

RIMS Government Relations

Whitney Craig – RIMS

Greg McKenna – Gallagher Bassett Services

Elizabeth Guimaraes – Nova Southeastern University, Inc.

This session will provide attendees with a recap of the 2017 Florida RIMS on the Hill. This session will include an update on the 2017 Florida legislative session; specifically legislation of importance to RIMS members. Additionally, the speakers will also provide an update on the National Flood Insurance Program (NFIP) reauthorization.

1:30pm - 3:00pm Plaza III

TCOR-What is the Total Cost of Risk – Understanding the Hidden Costs That May Be Driving Expenses and Learning How to Manage Them

York Risk Services Group

Debra Levy – York Risk Services Group

JJ Schmidt – WellComp

Lisa Abernathy – Wells Fargo

Paul Hughes – Libertate Insurance

Understand hidden drivers of your total cost of risk (TCOR) and educate decision makers and stakeholders. Learn how a comprehensive and strategic claim and risk management approach gets workers back to health / back to work faster, positively affects your bottom line and frees up restricted cash for productive investment.

1:30pm - 3:00pm Salon I

Building Long-Term Risk Strategies by Utilizing Analytics

Marsh USA Inc.

Chad Wright – Marsh Global Analytic

Dave Waechter – Darden

In the session we will discuss: Changing Expectations & Best Practices of the Risk Management Team; Trends in Risk Management Analytics; Understanding your Company's Risks & Strategy; Developing Goals for Risk Management; Alternative Retention Strategies via Captives.

1:30pm - 3:00pm Salon II

Droning On: As Drone Use and Technology March Forward, Has Your Insurance Kept Pace?

Saxe Doernberger & Vita, P.C.

Gregory Podolak – Saxe Doernberger & Vita, P.C.

Patrick Neale – Patrick Neal & Associates

Drone technology continues to grow and their popularity with increasing adoption by an ever expanding cross section of businesses and industries. This presentation will analyze the growing trend of drone use in the construction industry, the legal implications and risk exposure, and insurance implications/strategies.

3:00pm - 3:15pm Foyer

Afternoon break sponsored by: Integro Insurance Brokers

3:15pm - 4:30pm Plaza I

Florida's Workers' Compensation Law: Attorney Fees - CEU SESSION

Martinez Roman Goehl, P.A.

Charlie Martinez – Martinez Roman Goehl, P.A.

Henry Roman – Martinez Roman Goehl, P.A.

Join us for a lecture to address attorney fees post Castellanos and impact on Florida Workers' Compensation cases including exposures and litigation.

3:15pm - 4:30pm Plaza II

Advancing Your Return to Work Program

Johns Eastern

Alice Wells – Johns Eastern

Richard DiBacco – Workers Rehabilitation

Cathy Richards – Lee County Schools

An engaging seminar, discussing proactive techniques you can use with post injury claims in order to protect your company, employees and overall cost of risk. Through the use of real-life application case study, participants will improve skills in effectively utilizing their return to work program.

THURSDAY | FRIDAY

3:15pm - 4:30pm Plaza III

What level of risk can you tolerate?
Willis Towers Watson
Hayden Lewis – Willis Towers Watson

We're transforming the Risk Tolerance conversation with the same data driven analytic approach that has revolutionized risk quantification. How can your organization take a unified view of your financial resilience? How can your executives and decision makers engage risk explicitly in corporate strategy? A clear view of Risk Tolerance fortifies your risk management framework to support comprehensive business evaluation. Take calculated risks through consumable, data driven analytics.

3:15pm - 4:30pm Salon I

Safety and Security in Large Public and Private Events
Nova Southeastern University, Inc.
Elizabeth Guimaraes – Nova Southeastern University, Inc.
Roger Moore – Broward County Risk Management Division

Too many deadly shootings and bombings have occurred in communities across the United States. They have made providing safety and security for events a monumental responsibility. Be sure you are protecting targets with a complex, multidimensional effort involving risk management, insurance companies, political support, public safety, law enforcement and a commitment to preserving visitor security. Leverage risk management techniques to balance safety and security with the freedom to assemble.

3:15pm - 4:30pm Salon II

Is Ransomware the New Normal?
Allied World
Heather Mongeau – Allied World
Don Gulling – Verteks Consulting
Joseph W. Swanson – Carlton Fields
Cynthia Zimmerman – Socius Insurance

Hackers are targeting businesses / municipalities in Florida and holding their networks hostage; finding it very profitable to freeze network assets and extort the entity until the ransom is paid. Topics will include Ransomware trends, insurance solutions, legal ramifications, and ways to mitigate / respond to this type of intrusion.

9:00pm - 11:00pm Vanderbilt Ballroom

GET DOWN ON IT! with Deb & The Dynamics sponsored by Coventry, Marsh, York Risk Services Group

FRIDAY, JULY 28, 2017

8:00am - 9:00am Salon III & IV

Breakfast sponsored by: CORA Health Services, Inc., Legal Bill Review, XL Catlin,

9:00am - 10:30am Plaza I

Are We Still Talking About Millennials?
Gamma Iota Sigma
Noelle Codispoti – Gamma Iota Sigma

For conference-goers, the topic of attracting and retaining millennials has been addressed ad nauseam the past several years. What have we learned as an industry over this time? Are we implementing different strategies? Are they working? A review of two industry surveys of millennials will also be shared and discussed.

9:00am - 10:30am Plaza II

Opioids – How to Manage the Issue Before it becomes a Problem
York Risk Services Group
Debra Levy – York Risk Services Group
JJ Schmidt – WellComp
Dr. Adam Orban – Optum

There has been some progress in the management of opioids and narcotics. Effective early intervention and management of the issue before it becomes a problem is the best strategy. We will outline a multidisciplinary approach to manage opioids on workers' compensation claims that can be used to achieve improved outcomes.

9:00am - 10:30am Plaza III

Top 15 Medicare Secondary Payer Myths Debunked

Franco Signor LLC

Heather Sanderson – Franco Signor LLC

Cliff Connor – Gallagher Bassett

Explore the myths and misconceptions surrounding Medicare Secondary Payer compliance. This complex area of the law can be overwhelmingly dense. However, by learning to separate fact from fiction, the likelihood of errors and noncompliance can be drastically decreased. Arm yourself with the proper knowledge to obtain quick and efficient claims closure.

9:00am - 10:30am Salon I

The “Dream Team” – How Early Communication Between Risk Managers and Attorneys can Mitigate Your Claim Exposure – CEU SESSION

Vernis & Bowling

Jeffrey Kerley, Esq. – Vernis & Bowling

Kenneth Christie – Tampa Housing Authority

Using real-life claim examples, we will explore how pre-litigation communication can assist in developing strategies that may reduce claim exposure and frequency.

9:00am - 10:30am Salon II

How Mother Nature Impacts Florida’s “Environmental” Climate

Allied World

Kevin Rachael – Allied World

Mike Jacaprano – AWAC Services Company

Veronica Benzinger – Aon

Florida's unstable and unpredictable climate (wild fires, hurricanes, tornadoes, flooding) creates a unique set of Environmental challenges. Construction companies, municipalities and businesses are at increased risk of losses arising from an environmental weather event. Learn loss control strategies and how insurance can provide solutions/protect against loss and emergency response expenses.

10:30am - 10:45am Foyer

Morning break sponsored by: Navigant Consulting Inc, Martinez, Roman, Goehl, P.A.

10:45am - 12:15pm Plaza I

Compensation reform: past, present, and future

State of Florida

Tod Stupski – Florida State Workers' Compensation Bureau

A review of past significant workers' compensation reforms, the factors leading in legislative proposals from last session, and implications of the proposals on the administration of workers' compensation benefits if these reforms become law.

10:45am - 12:15pm Plaza II

What Are My Flood Insurance Options?

Agency Flood Resources

Dan Freudenthal – Agency Flood Resources

NFIP re-authorization is in question. Despite the outcome, the private flood insurance marketplace is ready to serve insureds' needs. During this session, you will explore the new and exciting flood insurance products that are designed specifically for large commercial accounts as alternatives to NFIP. You will learn from the best how to pick the flood insurance option that is right for your company.

10:45am - 12:15pm Plaza III

Restating the (Coverage) Issue: How the New Restatement of the Law Affects Your Insurance Recovery

Hunton & Williams LLP

Syed Ahmad – Hunton & Williams LLP

Lorelie S. Masters – Hunton & Williams LLP

Andrew Cohn – The Related Group

Andrea Defield – Hunton & Williams LLP

The first Restatement of the Law, Liability Insurance, is being finalized this May. The Restatement addresses many issues that frequently give rise to litigation over defense and benefits due. This presentation will discuss what the Restatement means for risk managers in ensuring maximum recovery from their liability insurers.

10:45am - 12:15pm Salon I

Investigations in the Age of Geosocial Data - CEU SESSION

DigiStream Investigations Inc.

Garrett McGinn – DigiStream Investigations Inc.

Stephen Roper – DigiStream Investigations Inc.

Learn what geosocial data is and exactly how this information is used to investigate insurance claims of all kinds. The session utilizes real life case examples to demonstrate the impact of this new technology in the realm of risk management, law and insurance. Learn about preserving, authenticating, and presenting cyber-evidence.

12:15pm - 2:00pm Salon III & IV

Lunch sponsored by: Corvel Corporation, Metlife, Claude B. Seltzer and Associates, Inc. Eraclides, Gelman, Hall, Index, Goodman, Waters & Traverso,
PRESENTATION

Civilian Response to an Active Shooter

Steven S. Smith – Guardian Defense

Participants will learn how to respond to an active shooter incident. These life-saving skills go beyond the workplace and assist in building an individualized response plan in the event one finds themselves in this type of crisis. Presenter will also tie in the responsibility of administrators to provide procedures and training in the workplace.

****SPECIAL RAFFLE – TWO FREE REGISTRATIONS TO 2018 FL RIMS CONFERENCE****

SATURDAY, JULY 29, 2017

8:00am - 10:00am Salon III & IV

Breakfast sponsored by: Arthur J. Gallagher & Co.

10:00am - 11:00am Plaza II & III

Annual Membership Meeting

Join us next year
June 19-June 23, 2018



CONFERENCE AT A GLANCE

Conference Registration - Foyer

Tuesday, July 25	Noon - 4:00 pm
Wednesday, July 26	8:00am - 12:15pm
Thursday, July 27	8:00am - 12:15pm

Complimentary shuttle service between resorts is provided as follows:

Sunday - Thursday

Departing Beach Resort on the hour	7:00 AM to 10:00 PM
Departing Golf Resort on the half hour	7:30 AM to 9:30 PM

Friday and Saturday

Departing Beach Resort on the hour	7:00 AM to 11:00 PM
Departing Golf Resort on the half hour	7:30 AM to 10:30 PM

Additional service sponsored by Florida RIMS Conference and providing a stop at the Inn at Pelican Bay:

Tuesday - Thursday

Departing Golf Resort on the hour	7:00 AM - 9:00 AM and 3:00 PM - 1:00 AM
-----------------------------------	--

LAST SHUTTLE Leaves the Beach Resort at 12:30 AM Tuesday - Thursday

Educational Sessions and Special Events

Tuesday, July 25

6:30am - 2:00pm

3:00pm - 4:30pm

Plaza I

Plaza II

6:00pm - 8:00pm

Wednesday, July 26

9:00am - 10:30am

Salon I & II

10:45am - 12:15pm

Plaza I

Plaza II

Plaza III

Salon I

Salon II

1:30pm - 3:00pm

Plaza I

Plaza II

Plaza III

Salon I

Salon II

3:00pm - 5:30pm

9:00pm - 11:30pm

Florida RIMS Golf Tournament

Educational Sessions

Proactive Claim Management = SAVE Cost of Risk \$\$\$

Do Brokers and Insurer Really Understand Your Business and World

Florida RIMS Conference Welcome Reception & Evening Networking

Conference Opening Session & Keynote

Workers' Compensation – A Panoramic View

Educational Sessions

Congratulations, You Now Have Risk Management Responsibilities – Now What?

Leading with Empathy in Workers' Compensation

"A Foreign Concept: International Insurance"

It's Not Just About Privacy!

Optimizing Insurance Strategy

Educational Sessions

Virtual Visits – Who Remembers the Jetsons?

High Performance Risk Management Results that make a difference

Why Employers Are Shifting From Wellness to Financial Wellbeing

Dazed and Confused? Florida's Medical Marijuana Law

Driverless Vehicles

Networking Raffle & Reception

Wednesday Night Fever in the Vanderbilt Ballroom

Thursday, July 27

9:00am - 10:30am

Plaza I

Plaza II

Plaza III

Salon I

Salon II

10:45am - 12:15pm

Plaza I

Plaza II

Plaza III

Salon I

Salon II

1:30pm - 3:00pm

Plaza I

Plaza II

Plaza III

Salon I

Salon II

3:15pm - 4:30pm

Plaza I

Plaza II

Plaza III

Salon I

Salon II

9:00pm - 11:00pm

Friday, July 28

9:00am - 10:30am

Plaza I

Plaza II

Plaza III

Salon I

Salon II

10:45am - 12:15pm

Plaza I

Plaza II

Plaza III

Salon I

12:15pm - 2:00pm

Saturday, July 29

8:00am - 10:00am

Salon III & IV

10:00am - 11:00am

Plaza II & III

Educational Sessions

Total Population Health Risk Management: 5 Steps to Effectively Integrate Non-Occupational and Occupational Strategies

Improving Workers' Compensation: Living Abled

#PaceOfChange—Combating Risk in a Rapidly Evolving Environment

Social Engineering: If it sounds phishy, it probably is

Risk Assessment Done Right!

Educational Sessions

Top Secrets to Working with Actuaries and Underwriters

Work Conditioning Programs – The benefits!

Recent Court Workers' Compensation Rulings-How should they change your focus on claim closure?

The Internet of Things - Where Is the Revolution Today?

Evolving Threats of Identity Theft and Your Organization

Educational Sessions

Get in Motion for a Healthier and Wealthier New You

Florida RIMS on the Hill Legislative Recap

TCOR-What is the Total Cost of Risk – Understanding the Hidden

Costs That May Be Driving Expenses and Learning How to Manage Them

Building Long-Term Risk Strategies by Utilizing Analytics

Droning On: As Drone Use and Technology March Forward, Has Your Insurance Kept Pace?

Educational Sessions

Florida's Workers' Compensation Law: Attorney Fees - **CEU SESSION**

Advancing Your Return to Work Program

What level of risk can you tolerate?

Safety and Security in Large Public and Private Events

Is Ransomware the new normal?

Get Down On It! with Deb & The Dynamics

Educational Sessions

Are We Still Talking About Millennials?

Opioids – How to Manage the Issue Before it becomes a Problem

Top 15 Medicare Secondary Payer Myths Debunked

The "Dream Team" – How early communication between Risk Manager's and attorneys can mitigate your claim exposure – **CEU SESSION**

How Mother Nature Impacts Florida's "Environmental" Climate

Educational Sessions

Compensation reform: past, present, and future

What Are My Flood Insurance Options?

Restating the (Coverage) Issue: How the New Restatement of the Law Affects Your Insurance Recovery

Investigations in the Age of Geosocial Data - **CEU SESSION**

Lunch Speaker - Civilian Response to an Active Shooter

Breakfast sponsored by: Arthur J. Gallagher & Co.

Annual Membership Meeting

GENERAL INFORMATION

THE HOTEL

The Ritz-Carlton, Naples is renowned for its high level of personal service. If you find that you need assistance or have any questions, please call the appropriate department listed in the hotel directory. For more information visit: www.ritzcarlton.com/Naples

In order to maintain the traditions of the hotel, the management requests that conference badges not be worn in non-conference areas. Your cooperation with this request is appreciated.

COMMUNICATION

Free internet will be provided in guest rooms for all conference attendees. Charging stations will be located throughout the conference area courtesy of Florida RIMS Conference.

BADGES

Attendees must present their badge for conference events. If you lose your badge, report to the Conference registration area and you will be provided with a new badge. (Cost is \$10.00.)

EVENT ADMISSION

Each registered Conference attendee and immediate family are invited to attend any RIMS breakfast throughout the week. **Lunches and educational sessions throughout the week are for conference attendees ONLY.** We appreciate your support in this regard.

ATTIRE

Daytime Sessions: business casual | Evening Receptions: business/cocktail

PARKING & SHUTTLE

The Ritz-Carlton Resorts of Naples extends complimentary parking for one car per night, additional cars will be \$5.00 per night.

Complimentary shuttle service between resorts is provided as follows:

Sunday - Thursday

Departing Beach Resort on the hour	7:00 AM to 10:00 PM
Departing Golf Resort on the half hour	7:30 AM to 9:30 PM

Friday and Saturday

Departing Beach Resort on the hour	7:00 AM to 11:00 PM
Departing Golf Resort on the half hour	7:30 AM to 10:30 PM

Additional service sponsored by Florida RIMS Conference and providing a stop at the Inn at Pelican Bay:

Tuesday - Thursday

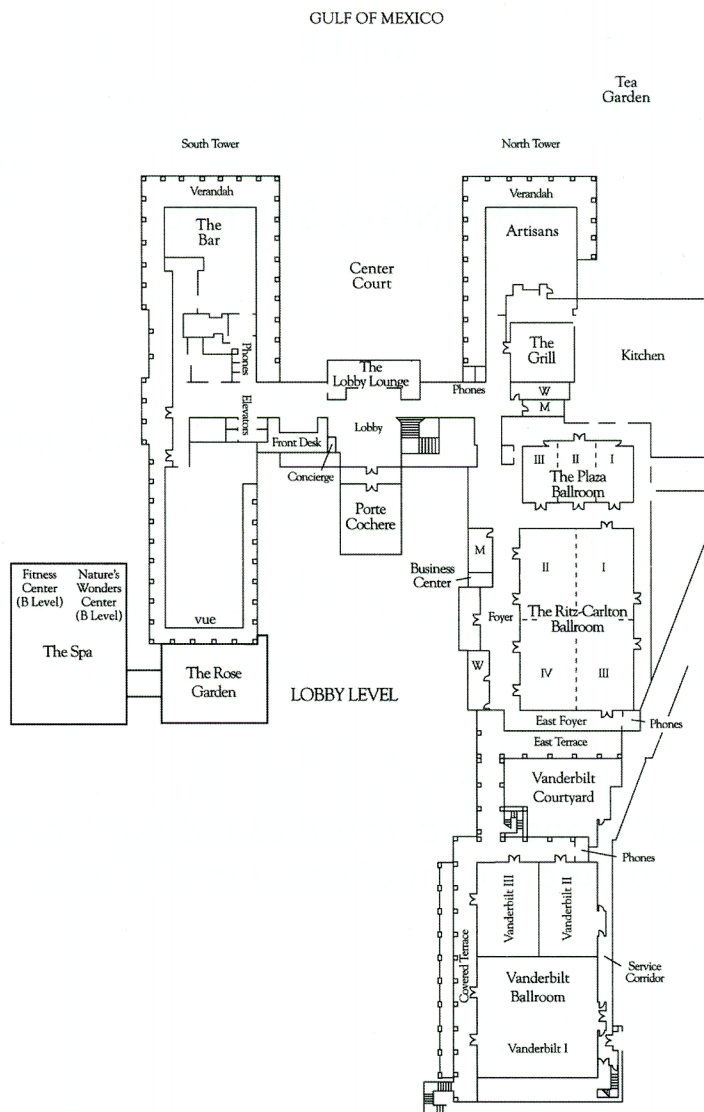
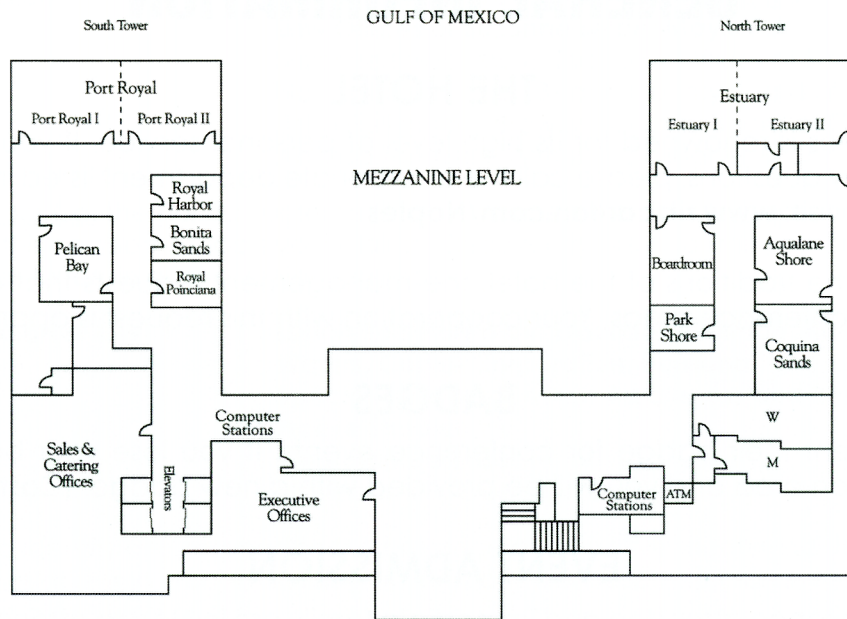
Departing Golf Resort on the hour	7:00 AM - 9:00 AM and 3:00 PM - 1:00 AM
-----------------------------------	--

LAST SHUTTLE Leaves the Beach Resort at 12:30 AM Tuesday - Thursday

Thank you for your participation.

We hope you enjoy the conference and hope you will join us again next year.

“Florida RIMS Conference, Inc. reserves the right to restrict access to conference meetings and functions.”



AT THE RITZ-CARLTON, NAPLES

THE RITZ-CARLTON SPA, NAPLES

The Ritz-Carlton Spa, Naples is an elegant oasis where guests are surrounded and pampered by natural wonders from the garden and the sea. The steam rooms, saunas, aqua lounges, and an outdoor mineral pool complete the Spa experience. The Ritz-Carlton Spa, Naples had been named "One of the Top 50 Spas" in North America since 2003 with an enticing selection of massages, facials, body treatments and salon services. Please contact Leisure Reservations at extension 6100 for appointments. RIMS attendees will receive a **discount of 20%** off published services from our regular spa menu, as well as our Spa Boutique. This discount can not be combined with any other promotions.

POOL CABANA EXPERIENCE

The perfect poolside refuge the resort offers private poolside cabanas at both the adults only relaxation and family pools. The poolside cabana experience is the ultimate poolside luxury with amenities which include a cabana butler, plush lounge chairs, lunch service, a mini refrigerator with bottled water and assorted non-alcoholic beverages, 32-inch LCD TV with DirecTV access, seasonal fruit presentation and more. Premium Cabana: Available full-day, 9 am - 5pm, starting from \$599 per day, for up to four guests. Deluxe Cabana: Available full -day, 9 am - 5 pm, from \$399 per day for up to four guests.

ADVENTURE

Everglades National Park Boat Tours where you can see The Mysterious Mangrove Wilderness of Florida's Ten Thousand Islands. Please contact the Lobby Concierge at extension 6500 to set up an appointment.

DUSK

Located on the lobby level, DUSK brings the atmosphere of the beach at twilight indoors. The sophisticated design features soft colors, oversized lanterns, flexible seating perfect for gathering with friends, and a spectacular outdoor patio that provides scenic Gulf of Mexico and preserve views. The menu includes sushi favorites such as assorted fresh Sashimi, Nigiri and Maki rolls with cooked and vegetarian options. Nightly music and a selection of creative cocktails exclusively designed for Dusk are the ideal complement to this stylish adults-only setting. DUSK is open 5 pm to 12 am nightly.

NAPLES AREA ACTIVITIES

The Naples area boasts a variety of excellent shopping and dining opportunities. The Ritz-Carlton, Naples, through its Concierge Service, will be happy to make recommendations and assist you with necessary reservations. Listed below are a number of activities to choose from.

SHOPPING

THIRD STREET AND FIFTH AVENUE SHOPPING - with a unique atmosphere all its own, the Third Street Shopping and Fifth Avenue South are sights to see. Both are located in Old Naples and have plenty of dining and specialty shops to choose from.

THE VILLAGE ON VENETIAN BAY - brings to life an aura of old world splendor in a most prestigious shopping area! The Village is host to several restaurants & shops in addition to the scenic waterside.

WATERSIDE SHOPS - an outdoor mall with lovely waterfalls, and scenic flowers. This shopping area, located in elegant Pelican Bay, and has more "retail chains" than the Old Naples or The Village. Waterside has a Barnes & Noble, The Gap, Saks Fifth Avenue, Tiffany & Co., Pottery Barn and three choices of restaurants to meet your dining needs.

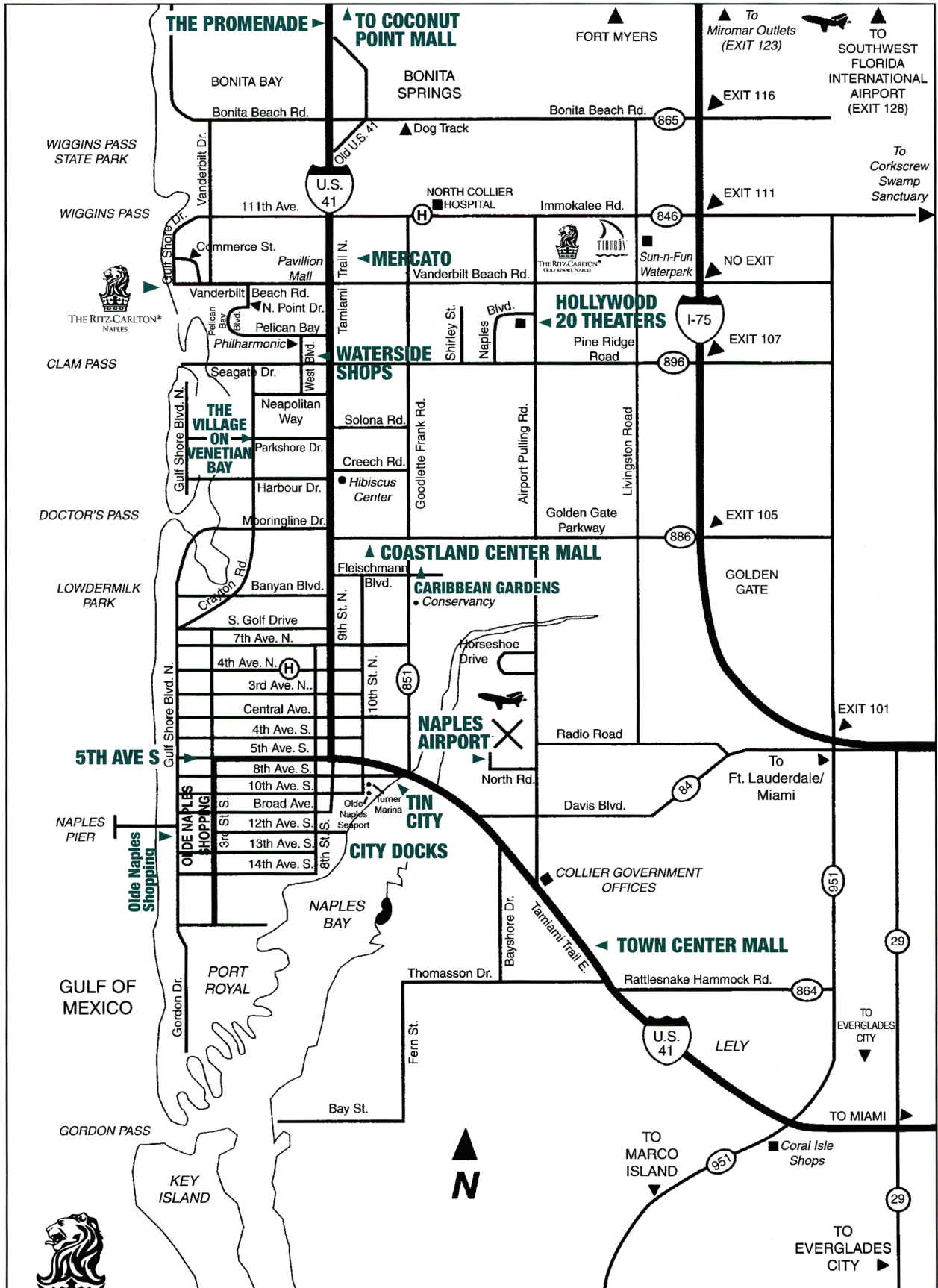
COASTLAND MALL - a more "traditional" way to shop. Anchored by Macy's, Dillards, Sears and JCPenney. Coastland Mall is located at the intersection of Hwy. 41 and Golden Gate Parkway.

COCONUT POINT MALL - located on US 41. Coconut Point Mall features a variety of shops and dining options with a new, state of the art Movie Theatre.

The Naples Trolley picks up on Vanderbilt Beach Road in front of The Ritz-Carlton, Naples and offers tours of the area. Stops include the Mercato, Waterside Shops, 3rd Street and 5th Avenue. Passengers may enjoy "On-and-Off" privileges and tours are \$27 per person; \$13 per child 4-12 years old. Children under 4 ride for free.

MERCATO - Anchored by Whole Foods Market and Silverspot Cinema, an 11-screen premier-style theater, Mercato offers 12 notable restaurants, over 20 upscale retailers and luxury residential condominiums at Strada. Mercato hosts a vibrant year-round event calendar with most events free and open to the public. Mercato is located at the intersection of US-41 and Vanderbilt Beach Road.

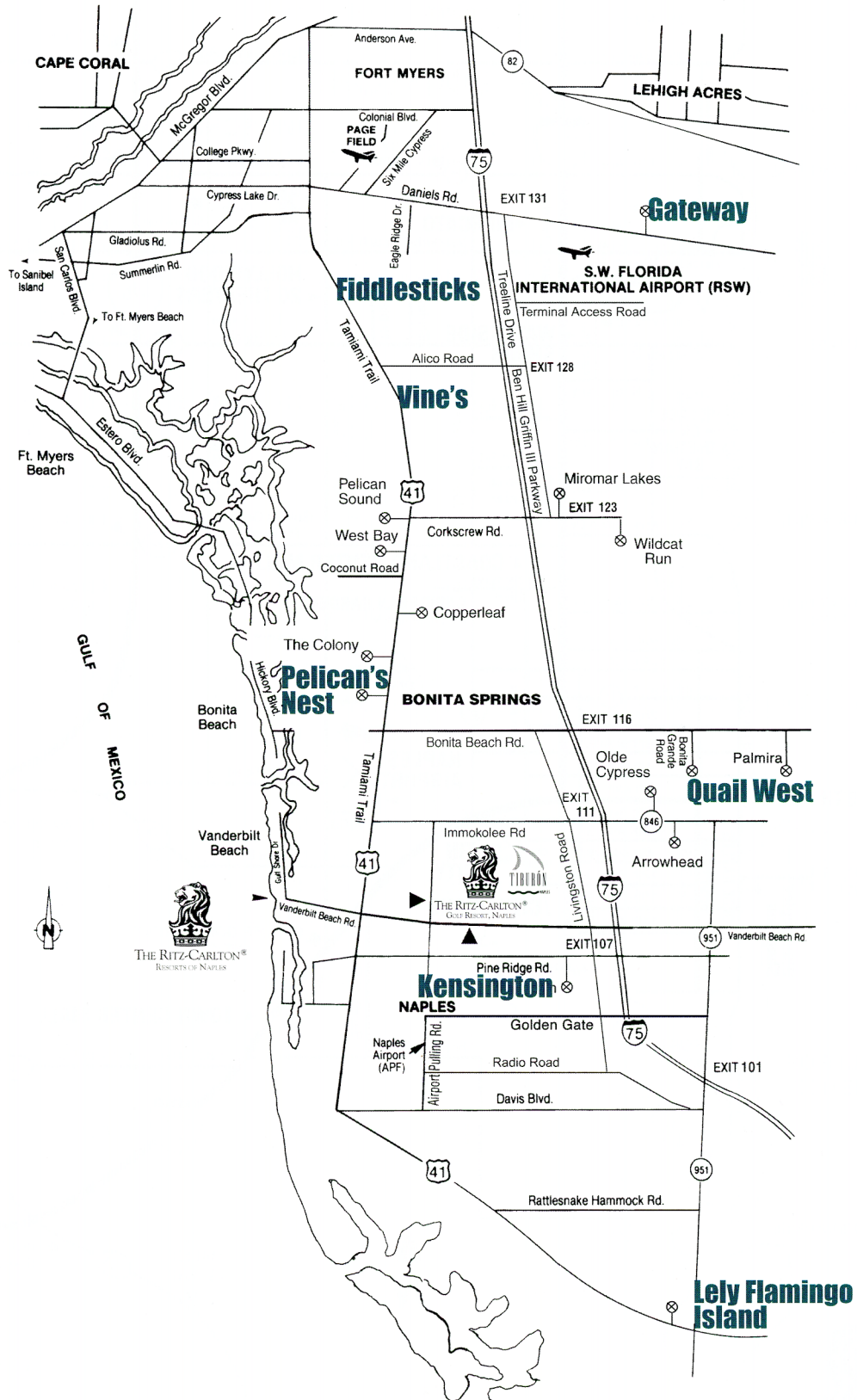
NAPLES AREA MAP



THE RITZ-CARLTON®
RESORTS OF NAPLES

280 VANDERBILT BEACH ROAD • NAPLES, FLORIDA 34108-2300 • (239) 598-3300 • FAX (941) 598-6690
2600 TIBURÓN DR • NAPLES, FLORIDA 34109 • (941) 593-2000 • FAX (239) 254-3300

NAPLES AREA GOLF COURSES



SPEAKER PROFILES

AARON AANENSON, CISSP
US Cyber Security Director
S-RM

Aaron Aanenson started his management consulting career at Booz Allen Hamilton where he spent several years delivering risk management advisory services to financial services companies before moving to Sungard Availability Systems where he gained deep technical security experience as a consultant and Qualified Security Assessor. Now, as the US Cyber Security Director for S-RM, Aaron oversees all cyber security-related consulting engagements and business development activities that occur in the US. Aaron graduated with a Bachelor of Science in Information Technology and Information Assurance from Pace University, which is designated as a National Center of Academic Excellence in Information Assurance Education by the NSA and DHS. In his current role, Aaron provides cyber security advisory services to corporate senior leadership and private individuals.

LISA ABERNATHY
Senior Vice President
WELLS FARGO INSURANCE

Lisa is a Senior Vice President, who specializes in working with large organizations that require extensive risk management services. Her role is to work as a trusted advisor to bring enterprise solutions to our customers. With fourteen years of service with Wells Fargo Insurance, she provides an in depth knowledge of the resources available to best assist their clientele. This coupled with Lisa's 30 years of experience in the insurance industry in areas of underwriting, risk management and affinity business provides a vast knowledge of alternative strategies. Lisa began her career as an underwriter. She participates on many insurance company broker councils. She has been a speaker at various insurance conferences throughout her career. Lisa attended Queens College, majoring in Business Administration. Her professional designations include a Property & Casualty License and Chartered Property Casualty Underwriter (CPCU).

MICHELE ADAMS
Vice President of Risk Management Services
WALT DISNEY WORLD RESORT

Michele Adams is the Vice President of Risk Management Services at Walt Disney World Resort in Orlando, Florida. She has spent the last twenty-one years at the Walt Disney World Resort where she leads a very dynamic and diverse team who manage all aspects of the resort's risk management program. Michele is a graduate of Rollins College and received her Master's in Business Administration from Rollins College. Michele is the past-Chair of the Medicare Advocacy and Recovery Coalition; serves on committees for the Florida and National Advisory boards for the Workers' Compensation Research Institute; serves as Secretary of the Board of the Florida Self Insured Guaranty Association; serves on the Board of the Florida Justice Reform Institute; and is a member of the executive committee of the National Council of Self-Insured's.

SYED AHMAD
Partner
HUNTON & WILLIAMS LLP

Syed Ahmad is a partner in the insurance coverage practice group of Hunton & Williams LLP in the firm's Washington office. He represents clients throughout the country in connection with insurance coverage, reinsurance matters, and other business litigation. Syed handles disputes involving general liability, errors and omissions, and directors and officers policies, including coverage issues arising out of multi-district litigation related to claims from Hurricanes Katrina and Rita. He also advises clients in connection with product recall incidents, including claim submission, claim adjustment inquiries, indemnity payments, settlement negotiations, and coverage disputes. Syed

has been published and quoted on insurance coverage issues in numerous publications and is a contributing author to the Hunton Insurance Recovery Blog.

GREGORY W. BANGS
Senior Vice President
Global Crime Product Leader, Crisis Management Regional Leader - Americas
XL CATLIN

Greg Bangs is senior vice president, Global Crime Product Leader and Head of Crisis Management for the Americas at XL Catlin. In this role he has responsibility for underwriting, management, and new product development in these product areas. Prior to joining XL Catlin in 2014, Greg was vice president and worldwide Crime, Kidnap/Ransom and Extortion, and Workplace Violence Expense product manager for Chubb Specialty Insurance. He was previously vice president of new business development at AXA, and spent 21 years with AIG in various underwriting, underwriting management and product development roles in the United States as well as in London, Paris, and Hong Kong. Greg has a B.A. in history from Duke University.

ALAN BENDER
Director of Workers' Compensation and Casualty
PUBLIX SUPER MARKETS

Alan is a Florida native that has been engaged in the workers' compensation industry since 1982. He has been in his current role of Director of Workers' Compensation and Casualty Insurance for Publix Super Markets since 1995. Alan is responsible for building and administering the workers' compensation program for Publix's 1100 locations in Florida, Georgia/ North/South Carolina, Alabama, Tennessee, and Virginia with approximately 175,000 associates. He has a degree from University of Florida.

VERONICA W. BENZINGER
Managing Director - Chief Broking Officer, Environmental Practice
AON

Veronica Benzinger is responsible for leading the environmental broking team nationally. Her responsibilities include coordination of specialized environmental marketing/brokerage resources in the implementation of integrated environmental risk management programs. Veronica's experience includes more than thirty years in commercial insurance. During her time with Aon she has served as Department Manager, Group Leader and Account Executive and her responsibilities have included all areas of account management and team coordination. She negotiates complex coverage terms for large national and multi-national environmental insurance programs. Veronica received a B.B.A. from Hofstra University and earned a designation in Environmental Risk Management from Southwest Texas State University. She was named Environmental Power Broker™ by Risk and Insurance Magazine in 2007, 2008 and 2011 and has served as a board member on the Mayor of Miami-Dade County's Sustainability Advisory Board.

BRYANT BLEVINS, ESQ
Partner
BUTLER WEIHMULLER KATZ CRAIG LAW FIRM

Bryant Blevins is a Partner at Butler Weihmuller Katz Craig. Bryant attended the University of Colorado and received a Bachelor of Arts in 1986. He attended Widener University School of Law and received his Juris Doctorate in 1989. He was a law clerk to the Honorable Jerome Herlihy of the Superior Court of Delaware (1990-1991). Following his clerkship, he began the practice of law in Philadelphia. In 1997, he moved to Miami, Florida where he is a Board Certified Civil Trial Lawyer with 28 years of legal experience. Bryant litigates on behalf of individuals, public, and private companies on a nationwide basis involving complex high exposure lawsuits. His trial experience includes defending clients in over 80 trials to verdict as lead counsel.

FARHAD BOOESHAGHI, PH.D., P.E.*Consulting Engineer/Managing Member***GLOBAL ENGINEERING SCIENTIFIC SOLUTIONS, LLC (GESS)**

Dr. Farhad Booeshaghi (Dr. B) is a Consulting Engineer and Managing Member of GESS which is a multidisciplinary consulting engineering firm with a strong proven track record for assisting in the scientific analysis of a plethora of accidents. With more than 20 years of extensive experience in the field, Dr. B is a professional engineer specializing in failure analysis, product design, manufacturing and safety-related issues, accident reconstruction, vehicle dynamics, occupant kinematics and biomechanics of injury causation. He obtained his Bachelors and Masters of Science degrees in Mechanical Engineering from the University of Alabama, his Doctorate degree in Mechanical Engineering with concentration on solid mechanics and materials deformation from Florida State University, and a two year post PhD Biomedical Engineering program in the area of Biomechanics from the University of Florida.

TAMMY BRADLY, MS, CCM, CPDM*Vice President, Clinical Product Development***COVENTRY WORKERS' COMPENSATION**

Tammy Bradley is vice president of clinical product development for Coventry Workers' Comp Services. Bradley is a certified case manager with more than 20 years of comprehensive industry experience through service delivery, operations management, and product development. She holds several national certifications, including certified case manager (CCM), certified rehabilitation counselor (CRC) and certified program disability manager (CPDM).

CHRISTOPHER R. BRIGHAM, MD*President***BRIGHAM AND ASSOCIATES, INC.**

This is recognized as a thought leader on human potential and disability and as a clinician with over 30 years of experience, he has performed thousands of medical evaluations. He is the author of Living Able and Healthy: Your Guide to Injury and Illness Recovery and acted as editor of medical journals and newsletters. Chris has written over two hundred and fifty peer-reviewed articles, chaired the Medical Advisory Board for the Medical Disability Advisor and is featured in video, audio, and web-based productions. He has traveled the world and trained several thousands of physicians, attorneys, claims professionals, and fact-finders. Chris received his Medical Degree from the Washington University School of Medicine – St. Louis, his Masters of Medical Science from Rutgers Medical School, and Certificate in Human Resources Management. He is Board-Certified in Occupational Medicine, Founding Director of the American Board of Independent Medical Examiners, a Fellow of the American College of Occupational Environmental Medicine, and of the International Academy of Independent Medical Evaluators with Certification in Evaluation of Disability and Impairment Rating. Prior to medicine his background was in computer sciences and he continues to integrate information technology resources with the medical and legal fields. He is the Founding Director of the Faith Based Claims Association and a mentor with the Marine Corps Wounded Warriors Battalion West.

GAYLAN BROWN RN CCM*AVP Utilization Management and Physician Review Services***BROADSPIRE SERVICES**

Gaylan has over 40 years' experience as an RN, including 17 years with Workers' Compensation & Utilization Management. Gaylan has served in leadership roles for the last 30 years. She holds advanced Certification in Case Management. Her clinical experience includes Trauma, Coronary, Neurology, and Medical/Surgical Intensive Care & Emergency Room Nursing.

MARK A. BYERS, ARM*Sr. Director, Risk Management***COCA-COLA BOTTLING CO. CONSOLIDATED**

Mark Byers is the Sr. Director of Risk Management for Coca-Cola Bottling Co. Consolidated "CCBCC", a position he has held since

1998. CCBCC is headquartered in Charlotte, NC and is the largest independent Coca-Cola Bottler in the United States. He began his career with CCBCC in 1992 with the Tax Department and transitioned to the Risk Management Department in 1995, heading the claims and risk financing areas. In his current role of Sr. Director, Mark is responsible for leading a staff of professionals in the areas of safety and loss prevention, claims and litigation management, environmental affairs and risk financing. Mark received his bachelor's degree in Finance from Appalachian State University in Boone, NC and his MBA from Winthrop University in Rock Hill, SC. He is active in the Risk Management community and has served in multiple roles on the Carolinas Chapter Risk and Insurance Management Society Board including President of the Chapter.

KENNETH C. CHRISTIE*Assistance Director, Human Resources & Compliance***TAMPA HOUSING AUTHORITY**

As the Assistant Director of Human Resources & Compliance at the Housing Authority, Kenneth is responsible for protecting the agency from all forms of liability and handles the agency's insurance, training and safety programs. He is responsible for leveraging the Human Resources team to support the different areas and initiatives throughout the agency and help set the vision and tone for the Human Resources & Compliance Department. He also works with the agency's staff, residents, adjusters, insurance brokers, and attorneys to settle all liability and insurance claims. Kenneth received Bachelor's Degree from Hofstra University. He is also certified in the area of Public Sector Human Resource Management from The George Washington University School of Business. He is a Certified All Lines Adjuster (CA) and holds a current license in the State of Florida. Over the years, Mr. Christie has amassed several recognition and awards for his level of professionalism; commitment youth mentoring; and social movements. Kenneth was also recognized by former Tampa Mayor, Pam Irio as a Mentor that Matters. He is a member of the Board of Directors for the Housing Authority Insurance Group and a recipient of the Tampa Housing Authority Director's Recognition Award.

SCOTT B. CLARK, AAI*Area Senior Vice President, Enterprise Risk Management Consultant***ARTHUR J. GALLAGHER & CO.**

Scott has been with Arthur J. Gallagher & Co. since October, 2016 working for and through the various divisions of the company to provide expertise in addressing client's total cost of risk issues. From 1986 to 2016 Scott served as the Risk and Benefits Officer for Miami-Dade County Public Schools. In this role he was responsible for developing and implementing all risk management programs, including coverage placement, alternative risk placement/self-insurance programs, Enterprise Risk Management (ERM) and claims administration. Additionally, he was responsible for negotiating and implementing the district's comprehensive employee benefits program covering 60,000+ lives, representing employees, retirees and their eligible dependents. Scott has won numerous awards from Risk and Insurance; Business Insurance; Treasury and Risk; Council of Great City Schools; Florida Educational Risk Management Society and Public Risk and Insurance Management Association (PRIMA). He has held numerous positions within the Risk and Insurance Management Society (RIMS) over the past 30 years, including serving on the Board of Directors for 12 years and as the society's President in 2011. This year at the RIMS Annual Conference, Scott was presented with the prestigious Harry & Dorothy Goodell Award, representing his lifetime commitment and achievement to the risk management and insurance industry.

NOELLE CODISPOTI*Executive Director***GAMMA IOTA SIGMA**

Noelle Codispoti is the Executive Director of Gamma Iota Sigma, the International Risk Management, Insurance and Actuarial Science Collegiate Fraternity. Noelle is responsible for managing the strategic direction of the organization; creating and administering valuable programming; and cultivating, maximizing and expanding industry partnerships and relationships. Noelle has been a member of the

Executive Committee of the Board of Trustees of Gamma Iota Sigma since 2004, and also serves as a member of the Griffith Foundation Leadership Council, the RIMS Student Advisory Council, and NAMIC's Project Leadership Advisory Committee. She is a frequent speaker at conferences and contributor to industry publications on the subject of developing and promoting the next generation of industry talent and generational differences. Noelle has been recognized as a Woman to Watch by Business Insurance and was named to Insurance Business America's Hot 100 in January 2015 and their Elite Women in Insurance list in September 2015.

ANDREW COHN

Risk Manager

THE RELATED GROUP

Since graduating from the University of Miami in 2005, Andrew has worked in many different areas of the insurance industry, including as a retail insurance producer, owning a small insurance agency, being a wholesale broker, and being an underwriter on the carrier side. He has expertise in Construction Insurance, Cyber Liability and has had multiple articles published by The Insurance Journal and other trade magazines. Before becoming the Risk Manager for The Related Group, he was the Construction Underwriter for the Southeast Region with Starr Companies.

CLIFF CONNOR

Vice President, Medicare Compliance

GALLAGHER BASSETT SERVICES, INC.

Cliff Connor currently serves as Vice President of Medicare Compliance to Gallagher Bassett Services, Inc. ("GB"), a subsidiary of Arthur J. Gallagher & Co., in Itasca, Illinois. GB is a leading Third Party Claims Administrator serving customers in the administration of workers compensation, property and casualty lines of coverage in the US and around the world. Mr. Connor manages all aspects of Medicare Compliance for Gallagher Bassett and has been with the company since 1992. Prior to joining GB, Mr. Connor held Senior WC Examiner positions at Argonaut, Industrial Indemnity and The City of Long Beach. Mr. Connor holds a Bachelor's Degree in Economics. Mr. Connor is currently a member of The National Alliance of Medicare Set Aside Professionals, The Medicare Advocacy Recovery Coalition (MARC) and holds both MSCC and CMSP designations.

WHITNEY B. CRAIG, JD

Government Relations Director

RIMS

As Director of Government Relations, Whitney Craig is responsible for leading RIMS' Federal and State Government Relations program. This program serves as a vehicle for supporting legislation that supports RIMS member's policy initiatives and concerns. Prior to joining RIMS, Mrs. Craig worked in the Government Relations departments for both the American Society for Radiation Oncology, HMS, and the American Psychological Association. Mrs. Craig has also served as staff to now Florida Senator and Minority Leader Oscar Braynon II.

ANDREA DEFIELD

Associate

HUNTON & WILLIAMS LLP

Andrea DeField is an insurance coverage associate in the Miami office of Hunton and Williams LLP. Her practice focuses on insurance coverage counseling and litigation, with an emphasis on directors and officers liability and professional liability insurance matters. She also regularly counsels clients on cyber insurance, property, commercial general liability, crime/fidelity, pollution liability, and emerging risk insurance issues. She has presented at seminars across the country on topics related to insurance coverage and bad faith litigation, including: private equity insurance coverage; trial techniques for insurer bad faith cases; and coverage for windstorm and other catastrophe property insurance claims. Andrea is active in the American Bar Association's Insurance Coverage and Litigation Committee and Standing Committee on Disaster Response and Preparedness. She was also recently appointed to the ABA's Cybersecurity Task Force.

BRIAN DERMOND

Zonal Underwriting Manager, Multinationale

AIG

Since joining AIG in 2006 Brian has held various roles within the AIG Multinational organization, underwriting and managing the Defense Base Act, Foreign Casualty, and WorldRisk products. Brian is actively engaged in several industry specific initiatives with a particular focus on the multinational exposures for the Aerospace, Construction, and Higher Education segments. Brian has 11 years of multinational experience and currently manages the AIG Multinational business for the South Zone. Brian earned his B.S. in Business Finance from Florida State University.

RICHARD P. DIBACCO

Vocational Case Manager

WORKERS' REHABILITATION, INC.

Richard began working in the field of Vocational Case Management in 1982. As a Vocational Case Manager for Workers Rehabilitation, Inc., Richard conducts assessments of clients to determine their potential for successful return to work, whether with the employer of injury or in a new position with a new company. He then develops a vocational plan for the client and provides recommendations to the customer. Prior to becoming a full time Vocational Case Manager, Richard was also involved in marketing and sales for other case management companies. Richard is a graduate, cum laude, from West Virginia University with a Master's degree in Rehabilitation Counseling and a Bachelor of Science degree in Psychology. He is credentialed as a Certified Disability Management Specialist (CDMS), Certified Case Manager (CCM), and Medicare Set-Aside Consultant Certified (MSCC).

BARBARA FERRARO

Retired Director/Vice President Corporate Insurance

RETIRED

Barbara retired in December 2015 after celebrating her 25th anniversary as the Director and Vice President of Corporate Insurance for Raymond James Financial, Inc. Barbara previously was an underwriting manager in the Department of Financial Institutions for Chubb Insurance Company in New York. She is the past President of the Tampa Bay RIMS Chapter and is currently a member of the Board. She has served on the Florida RIMS Conference Committee for a number of years. Barbara attended the University of Tampa and is a graduate of Bloomfield College in Bloomfield, New Jersey where she received a Bachelor of Science degree in Business Management.

ERICA FICHTER, ARM

Senior Vice President Medical Management

BROADSPIRE SERVICES

Erica manages more than 500 clinical professionals and support personnel located throughout the United States. Through Broadspire, she oversees the continuous innovation and operation of services. Erica has 27 years of industry experience, 21 of which are with Broadspire. Erica worked her way up from a billing analyst, to supervisor, to operations manager, to director of Medical Bill Review operations. Erica has focused on to improve performance year over year within her areas of oversight. Under her leadership, Broadspire's Medical Management continually produces the industry's top results. Prior to joining Broadspire, she held a management position at Florida Health Nursing Services. Erica received a Bachelor of Science degree from Florida International University.

ANGELO M. FILIPPI, ESQ.

Partner

KELLEY KRONENBERG ATTORNEYS AT LAW

Angelo Filippi is a Partner in the firm's Fort Lauderdale office. He is the Director of the Firm's Employment and Labor Law Practice Group and leads the Occupational Safety and Health Act (OSHA) defense practice. Angelo's practice areas are Employment & Labor, OSHA, Regulated Substances and Rapid Response Team. Angelo has published several articles and is a frequent speaker on regulatory

safety and health compliance issues for various professional organizations and has developed and delivered numerous seminar and training programs on OSHA and Employment Law related matters and policies. Prior to entering private practice, Angelo was responsible for the EEOC's litigation program in Florida as Regional Counsel. He has a Bachelor's degree from New York University and a law degree from St. John's School of Law.

DAN FREUDENTHAL

President

AGENCY FLOOD RESOURCES

Mr. Freudenthal is a nationally recognized expert in the area of flood risk, whose innovative services have demonstrated the ability to convert flood risk into opportunities that create enterprise value. He co-founded and serves as President of CRIO Group – a group of innovative insurance brokerage and flood risk management consulting companies: Agency Flood Resources, CRIO, Flood Zone Correction, Flood Risk Solutions, and Premier Elevation Certificate Network. Mr. Freudenthal has been a speaker at risk management and real estate conferences about the topics of flood risk, flood insurance, flood zone correction and elevation certificates, and he has published numerous articles in real estate, risk management and insurance industry publications.

DOROTHY GJERDRUM

Managing Director, ERMS Practice Group;

Senior Managing Director, Public Sector Sales Group

ARTHUR J. GALLAGHER & CO.

Dorothy has been with Arthur J. Gallagher & Co. since 1999 providing expertise in Enterprise Risk Management (ERM) and Risk Management Consulting Services to cities, counties, school districts, community colleges and universities. From 2008 – 2014, Dorothy was the Chair of the US Technical Advisory Group to ISO 31000, which is responsible for representing the interests of the United States risk management community in the standards development process. In 2014 Dorothy was named as one of the "25 Women to Watch" by Business Insurance. In 2012 she was recognized by Treasury and Risk as a Top 100 Leader in Finance and Risk. Additionally, she has been recognized as a "Power Broker" by Risk and Insurance on three occasions. Dorothy is a frequent speaker on ERM and ISO 31000 and its application in the public sector and is the curriculum developer and trainer for Public Risk and Insurance Management Association (PRIMA)'s ISO 31000 training series. She continues to serve as the technical expert to TC 262 and has represented the United States at international work group meetings since 2008.

ANGELO GOLEMI

Sales Executive, Key Accounts

UNITEDHEALTHCARE

Angelo Golemi is a seasoned large group Sales Executive. Angelo manages a book of broker agencies across South Florida, as well as working with direct opportunities in the 100+ (Key Account & Public Sector/Labor) business segment. His responsibilities include leading large group sales opportunities, managing broker agency and client relationships, and serving as a consultative partner for the relationships and sales he is responsible for. Angelo came to UnitedHealthcare in 2010 from Eustis Insurance & Benefits in New Orleans, LA where he worked as a broker/consultant for a book of South Louisiana-area business. He earned his Bachelor of Science-Marketing from Louisiana State University – E.J. Ourso College of Business. Angelo has consistently been recognized and rewarded for being a top performer regionally and nationally and exceeding annual sales goals and performance metrics.

ELIZABETH GUIMARAES, MBA, ARM, LHRM

Director, Risk Management

NOVA SOUTHEASTERN UNIVERSITY, INC.

Elizabeth is the Director of Risk Management for Nova Southeastern University that offers a vast number of undergraduate, graduate and professional degrees through 18 colleges. She administers and manages the institution's captive and multiple insurance programs. Elizabeth has 30 years of risk management experience in the public

and private sector: insurance claims, international entertainment, bio-medical, insurance brokerage, heavy equipment rental, municipal and law enforcement. She holds an MBA and BBA in Finance from Florida International University. She earned Licensure as a Health Care Risk Manager. Elizabeth is also the chair of the External Affairs committee of the Risk and Insurance Management Society. She has completed 35 half marathons, 5 marathons and 2 Disney Goofy Challenges (half marathon and full marathon). She recently completed the New York City marathon.

DON GULLING

President

VERTEKS CONSULTING

Don is an experienced IT professional, project manager and system architect with over 20 years of experience in the IT field. Don began his IT career in 1987, taking time out to serve as an Infantry Squad Leader during Operation Desert Storm in 1989. He returned to the US, and work in IT before starting Verteks Consulting to focus solely on business and government customers in 1996. Don has extensive system design and project management experience with IT projects of all kinds. He participates in a wide array of industry groups and associations. Don served for two years on the 3Com VoIP Dealer Council and is currently a member of the Central Florida Chapter of Information Systems Security Association and is an affiliate member of both the Florida Bankers Association and Florida Independent Insurance Agent's Association. Don is also a member of the VoIP Focus Expert Group, the Videoconferencing Professionals association, and the contributor to the Unified Communications Professionals Forum.

GRAEME HARPER

Senior Vice President, Global Insurance

FIS GLOBAL

Graeme Harper is Senior Vice President over Global Insurance and is responsible for managing FIS's global insurance program including Safety and Claims. He began his career as a Chartered Accountant in Scotland and has 30 years' experience in the insurance industry. Half of that time was in leadership roles in insurance brokerage firms Johnson & Higgins and Marsh. The other half, in leading the Risk Management functions at Home Depot, Winn-Dixie and US Oncology. He majored in Economics at Edinburgh University, is a Chartered Accountant and holds the ARM and CPCU insurance designations.

BRAD HARRIS

Senior Account Executive

EZSHIELD

Brad Harris, a Senior Account Executive at EZShield, represents the organization in the Southeast US Market. As a Sales and Marketing rep, he calls on Insurance Brokers, Program Managers and other partners to distribute cost effective ID Theft Protection programs and solutions. Before devoting his work fulltime to EZShield, Brad spent 25 years working for insurance carriers in several capacities. Beginning with underwriting and spending the last 14 years in Accident and Health sales, Brad's focus has been relationship building and business development. Brad lives in Atlanta with his wife and son and graduated with a Business Degree from Auburn University.

PAUL HUGHES

CEO

LIBERTATE INSURANCE AND RISKMD LLC

Paul was schooled by Liberty Mutual after starting in 1992 as a Property and Casualty Producer. He went on to ManagedComp where he ran the Southeastern business development and brokerage for this TPA/MGA/Managed Care Provider. Since the year 2000, Paul has been a national Property and Casualty Program Manager and has participated in approximately \$2 Billion dollars of workers' compensation insurance transactions over that period of time. In 2006, he formed RiskMD, a provider of data extraction, normalization, and integration and visualization services. The vision of the company is to provide the diagnostics and actionable information that are meaningful to the Risk Manager so they can create and execute an appropriate treatment path towards cost containment. Paul holds

a BA in Sociology from Rollins College, an MBA from The Crummer School of Business at Rollins College and is a Certified Insurance Consultant ("CIC").

SETH HYMAN

Business Development/Special Projects Director

KELLEY KRONENBERG ATTORNEYS AT LAW

Seth Hyman is the Business Development/Special Projects Director for the firm and member of the Regulated Substances practice group. Seth's understanding and support of the campaign to legalize medical marijuana is rooted in his personal experiences. His daughter Rebecca, has a severe genetic disorder which causes her to have frequent daily seizures. Oil extracted from a non-euphoric strain of cannabis has been shown to treat children with his daughter's condition. Seth has been instrumental in lobbying for the Florida legislation to help his daughter and others thwart seizures and comfort those with epilepsy. Through the years, Seth has worked closely with many Florida non-profit organizations lending his voice and expertise in helping families with children who have special needs. He also worked closely with the Broward County Sheriff's Office in developing an emergency response program called "BECCA" named after his daughter Rebecca. The BECCA program was created to save the lives of children with medical needs by providing EMT's with accurate information and details when responding to a medical crisis. Helping others understand the complexities of public policy decision-making, has become hallmark of Seth's expertise. He has a Bachelor's degree from City University of New York, Lehman College.

LEE IRVIN

International Underwriting Specialist

AIG PROPERTY AND CASUALTY INSURANCE COMPANY

Lee Irvin is an International Underwriting Specialist with the Foreign Casualty Division of AIG Property and Casualty Insurance Company. Lee is a graduate of Davidson College in North Carolina and has 25 years of international insurance experience holding positions in brokerage, claims management, information technology, product development, account management, marketing, business unit management, and underwriting. Beginning his career in 1991, he held positions with the Aon Corporation in major cities throughout North America and Europe for fifteen years. He has been based in Florida, underwriting international accounts for AIG for the last 10 years and is responsible for the AIG Multinational suite of products made available to US based organizations with overseas exposures. He is based in Miami, and is approved by the Florida Department of Financial Services to offer continuing education courses on international insurance topics.

MICHAEL JACAPRARO

Assistant Vice President, Environmental Loss Control,

Risk Management Group

AWAC SERVICES COMPANY

Member company of Allied World

Michael provides subject matter expertise and serves as a technical resource to underwriters and customers in the area of environmental risk management and loss control. Michael has over 15 years of experience leading and directing environmental risk assessments, environmental underwriting and claims management activities for the environmental insurance industry. Michael's previous work experience includes directing remedial investigations, corrective action and regulatory permit compliance for a wide range of environmental liabilities regulated under Superfund, RCRA, CERCLA and UST programs. A guest speaker at a number of industry conferences and panels addressing emerging environmental regulations, environmental liability and closure requirements specific to the mining industry, Mike holds a BS degree in Geology and is a Registered Professional Geologist.

RICHARD S. KAUFMAN

Vice President, Employee Benefits

AON HEWITT

Richard is a Vice President in Aon Hewitt's Employee Benefits Group based in the Miami, Florida Office. His primary responsibilities include

account management for several large clients, as well as serving as a resource for other members of the firm. Mr. Kaufman has over 25 years of experience in assisting employer clients with their health and benefits needs. Richard sits on Aon Hewitt's PEO Private Industry Council and State and Local Government Private Industry Council, and plays a lead role locally as a subject matter expert on health care reform. He also sits on NAPEO's Associate Member Committee. Prior to joining Aon Consulting, Richard spent 21 years with CIGNA HealthCare. He has also been quoted in the Miami Herald regarding health care reform, as well as speaking at various conferences on this issue. Richard holds a Bachelor's Degree of Arts from the University of Florida, a Master's Degree in Public Administration from the University of Florida, and a Master's Degree in Health Services Administration from Florida International University.

PRISCILLA O. KEHOE

Group Director of Safety and Compliance, Insurance & Risk

BBA AVIATION

Priscilla O. Kehoe is the Group Director of Safety Compliance, Insurance & Risk BBA Aviation. BBA Aviation a leading provider of aviation support and aftermarket services. In her role, Ms. Kehoe's responsibilities range through all areas of corporate safety and property and casualty claims management. She is winner of the company's Innovation and Continuous Improvement Award for innovations based as a nurse phone triage program for all BBA Aviation's US based employees. She is a member of the Claims and Litigation Management Alliance's School of Transportation, which is designed for claims professionals in the transportation industry. She is also a member of the client advisory board at ALFA International a leading network of independent law firms from around the world.

RICKEY KENDALL

Director of Risk Management, Safety and Security

HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY (HART)

Rickey Kendall is the Director of Risk Management, Safety and Security for Hillsborough Area Regional Transit Authority (HART), located in Tampa, and has been an employee of HART for 31 years. In this role, Rickey leads a staff of 8 in Operational Compliance, Workers Compensation, General Liability, Subrogation, Internal & External Investigation, as well as Safety & Security Rail Audits. Rickey has a Bachelor's Degree in Criminology from the University of Tampa and a Masters of Business Administration from Tampa College. He served 4 years in the United States Air Force. Rickey currently sits on the Board of Directors of RIMS, is the former Chairman of the Board of the Tampa Bay Chapter of PRIMA (Public Risk Management Association) as well as the Downtown Branch Tampa YMCA.

JEFFREY KERLEY, ESQ.

Workers' Compensation Department Head

VERNIS & BOWLING

Jeff graduated from The George Washington University with a Bachelor's of Science in Management of Emergency Medical Services. Jeff worked as a paramedic in suburban Washington, D.C and St. Petersburg, Florida. After graduating from the University of South Florida with a Master's of Healthcare Administration degree in 1999, Jeff attended Stetson University College of Law, graduating cum laude in 2002. Jeff has exclusively represented employers and their insurance carriers in the defense of workers' compensation claims. He was awarded an AV rating by Martindale-Hubbell. Jeff has handled complex litigation of workers' compensation matters before multiple Judges throughout the State of Florida. Jeff's goal is aggressive defense, rapid resolution and early mitigation of every matter he handles. When not working, Jeff enjoys spending time with his wife and two children. He also enjoys running, biking and swimming. Jeff has completed three Ironman triathlons.

DEBRA LEVY

SVP, Product Management and Workers' Compensation

Practice Leader

YORK RISK SERVICES

Debra Levy is the SVP over Product Management and WC Practice Leader at York. In her role she is responsible for measuring and guiding

operational claim practices to ensure excellence in claim services. She also reviews and pilots WC services and new products that drive improve outcomes and results for York's clients. Debra oversees a team of dedicated product managers who conduct audits and training for operational WC offices at York. Debra's experience includes working for self-insureds, carriers as well as working for a national insurance broker. She has 30 years of insurance industry experience and earned her BBA in Marketing from Georgia State University.

HAYDEN LEWIS, ACAS, MAAA
Partner, Strategic Risk Consulting
WILLIS TOWERS WATSON

Hayden is a qualified actuary with twenty years' experience in general insurance and risk management. Prior to joining Willis Towers Watson, Hayden worked at Aon and was the global leader for the Risk Financing Decision Platform as well as the head of the Latin American consulting strategic initiative, and AIG Europe where he was the regional actuary for the Accident and Health division for continental Europe. Hayden's work spans all sectors where he manages multiple risk reviews for major corporations, with a focus on insurance strategy optimisation. He has a Bachelor's degree in statistics from Florida International University, certificate in actuarial sciences from Florida International University, Associate of the Casualty Actuarial Society, and Member of the American Academy of Actuaries.

CHRIS MANDEL
RF, RIMS-CRMP, CPCU, CCSA, ARM-E, AIC
Director and SVP, Strategic Solutions
SEDGWICK INSTITUTE

Christopher E. Mandel is SVP, Strategic Solutions for Sedgwick and the Director of the Sedgwick Institute. He is the president and managing consultant of Excellence in Risk Management, LLC, and was also EVP, Professional Services for rPM3 Solution, LLC, both independent consulting firms specializing in risk management and insurance services. From 2001-2010, Mr. Mandel was head of enterprise risk management for USAA, Group. Mr. Mandel has more than 30 years of experience in insurance and large global corporate risk management. He has served the Risk and Insurance Management Society, (RIMS) as Chief Risk Officer and President and in various capacities over the years. He teaches for both RIMS and the International Center for Captive Insurance Educations (ICCE). Mr. Mandel received his B.S. in Business Management from Virginia Polytechnic Institute and State University and a Masters in Business Administration from George Mason University. He is a frequent industry speaker, teacher and author. He was named Risk Manager of the Year – 2004, in 2008 was voted in as a member of Risk Who's Who (RWW) and in 2016 received RIMS' highest honor of the Goodell Award for lifetime achievement.

CARLOS ("CHARLIE") MARTINEZ, JR.
Attorney and Managing Partner
MARTINEZ ROMAN GOEHL, P.A.

Charlie Martinez is the managing partner and majority shareholder in the firm. He is a well-versed workers' compensation practitioner and has handled thousands of claims through mediation, trial and appeals. He was born and raised in Miami, attended University of Florida (BA 1990) and Stetson University College of Law (JD 1993). He is a member of the Dade County Bar Association, Florida Workers' Compensation Section and is AV-rated by Martindale-Hubbell. He also often lectures on workers' compensation topics. Charlie's primary focus is on client satisfaction including aggressive claims handling through resolution. He also specializes in old law claims and has testified on countless occasions as an attorney fee expert.

LORELIE (LORIE) MASTERS
Partner
HUNTON & WILLIAMS LLP

Lorie Masters is a partner at Hunton & Williams Insurance Coverage Group in Washington, D.C. Widely recognized as one of the leading policyholder lawyers in the country, Lorie is nationally ranked in Chambers and named in various Best Lawyers and Super Lawyers

lists in the practice area. She is a member of the American Bar Association's Board of Governors and former national policyholder Chair of the ABA Section of Litigation's Insurance Coverage Litigation Committee. She has written two widely respected treatises on insurance coverage. Her second treatise, Liability Insurance in International Arbitration: The Bermuda Form, won the 2012 Book Prize by the British Insurance Law Association and has been called, by the English Court of Appeal, the "standard work on the topic." The other, Insurance Coverage Litigation, is widely recognized as a resource on liability insurance issues and update annually. She is a co-founder of the American College of Coverage and Extracontractual Counsel and served as its second Chair in 2013. A member of the American Law Institute, Lorie was asked to serve as an Advisor to the Restatement of the Law, Liability Insurance, a position she has held since the inception of the project in 2010.

GARRETT MCGINN
Partner, Director – Intelligence Division
DIGISTREAM INVESTIGATIONS INC.

Garrett McGinn is the Director of DigiStream's Intelligence Division. He is a licensed California Private Investigator and holds a Master's Degree in Transatlantic Relations from Jagiellonian University in Krakow, Poland and a Bachelor's Degree in International Relations from the University of California, Davis. Mr. McGinn trained in advanced surveillance tactics in the United Kingdom, achieving a Level III Advanced Award in Foot & Mobile Surveillance. He has headed the DigiStream Intelligence Division since 2012, developing innovative services in the fight against fraud. Prior to his employment with DigiStream in 2006, Mr. McGinn was a Research Analyst for Glass, Lewis & Co., an institutional investment advisory firm.

GREG MCKENNA
SVP External Affairs
GALLAGHER BASSETT SERVICES

Greg McKenna serves as Senior Vice President and Counsel to Gallagher Bassett Services, Inc., a subsidiary of Arthur J. Gallagher & Company in Itasca, Illinois. As head of GB External Affairs, Mr. McKenna oversees GB's presence, performance and participation among the major stakeholders in the risk and insurance industry including the public sector, the community, academic institutions, and industry associations. He is the co-author of GB's weekly governmental briefing, The Way. He also serves as the Chair of the Medicare Advocacy Recovery Coalition based on Washington, DC, and is an officer and past Chair of the American Association of Independent Claims Professionals. He serves a Trustee for RISK PAC, the Political Action Committee of RIMS, the Risk and Insurance Management Society (RIMS). He holds a law degree from Loyola University Chicago School of Law (J.D. 2001), a Master's Degree from Georgetown University (M.S. 1997) and a Bachelor's Degree from the University of Notre Dame (B.A. 1996).

MICHAEL MCNABB, MBA, ARM
Risk and Safety Manager
HILLSBOROUGH COUNTY FL BOCC

As the Risk Manager for Hillsborough County, a growing metropolitan center with a population of 1.3 million citizens and over 1,000 square miles of property, Michael has responsibilities for insurance, self-insurance, claims, workplace safety and loss control, budgeting, and facility inspections. Prior to this position, Michael was the Risk and Benefits Manager for 19 years with the City of Tampa, with responsibility for all insurance and self insurance activities, employee benefits and wellness, training, safety, retirement and other related tasks. Michael has been involved in several NFL Superbowl events, Presidential and other VIP appearances, the Republican National Convention in Tampa, and other large risk events in the Bay Area. Michael is a founding member and past President of the Tampa Bay PRIMA Chapter, a member and past President of the Tampa Bay RIMS Chapter, and was the Committee Chairperson for the 2014 Florida RIMS Educational Conference.

HEATHER MONGEAU RPLU+

Senior Underwriter, E&O Division, Southeast Regional Cyber Lead
ALLIED WORLD

Heather Mongeau is a Senior Underwriter and the Southeast Regional Lead for the Technology Errors & Omissions/Cyber Security product. Heather began at Allied World in 2009, supporting the Directors & Officers and Excess Casualty underwriting departments. From there she transitioned into the Errors & Omissions Division underwriting Lawyers' Professional Liability and then in 2015 she joined the Cyber team. Heather holds a B.A. in English Literature from the University of Connecticut and a post-graduate teaching certification from Westfield State University.

JAMES MOORE

Strategic Account Executive, Complex Accounts
UNITEDHEALTHCARE PUBLIC SECTOR

Jim has over 20 years of experience within the health care industry providing strategic and consultative leadership, support and coordination for large, complex self-funded customers. Jim's experience in partnering with local customers has allowed him to address the unique political environment in South Florida, currently serving as the President of the Miami-Dade Health Underwriters Association. He has experience working in a public sector structure and is very knowledgeable about the contractual, administrative, financial, accounting, enrollment, communication, reporting and clinical challenges and requirements.

ROGER MOORE, ARM-P, CRMP

Assistant Director of Risk Management

BROWARD COUNTY RISK MANAGEMENT DIVISION

Roger Moore is the Assistant Director of the Risk Management Division of Broward County, Florida. Broward County is the 2nd largest county in Florida and hosts cities such as Fort Lauderdale and Hollywood. He has over 30 years of risk management experience in both the public and private sector and has presented risk management to several national organizations. His risk management responsibilities include the Fort Lauderdale/Hollywood International Airport, a regional/reliever airport, Port Everglades Seaport and Cruise Center, the NHL Panthers Arena and BB&T Center for concerts, a Parks Division encompassing 6,500 acres and 50 parks, a convention center, several courthouses and many more venues for indoor and outdoor events.

BRIAN M. MURDOCK, ARM

Managing Director and Southeast Engagement Leader
AIG

Brian Murdock is AIG's Managing Director for Tennessee, Alabama and Georgia. He also is the Broker Engagement Leader for the Southeast, overseeing broker relationship strategies. He has twenty-four years' experience in the insurance industry, twenty-one of which have been with AIG. Brian began his career underwriting environmental insurance and then progressed into regional management. He currently serves on the Atlanta Board of the Insurance Industry Charitable Foundation (IICF) as well as on the Board of the Atlanta RIMS Chapter where he chairs the Awards Committee. Brian has presented on the Internet of Things to key groups including risk managers, corporate attorneys, insurance brokers, underwriters, risk management service providers and the Atlanta Internet of Things (IOT) Showcase. Additionally, Brian is involved with the corporate coalition, Together for Safer Roads, whose goal it is to improve road safety.

PATRICK H. NEALE

Attorney

PATRICK NEALE & ASSOCIATES

Patrick is a private pilot and attorney who also practices law in the areas of business, governmental and administrative law, land use, contractor, real estate and zoning. Patrick Neale & Associates specializes in a holistic approach to the solution of clients' problems. In doing so, our firm works with professionals, including engineers, pilots, designers and other experts to design the best approach for our clients. He represented the Collier County Contractors' Licensing

Board for over fifteen years and has appeared before the Florida Legislature, Governor and Cabinet, the Collier County Board of Commissioners, Marco Island City Council, state and federal courts and various governmental boards and agencies on behalf of clients. He is a member of The Florida Bar and admitted in the Southern and Middle District Federal Courts in the state of Florida. Patrick's offices are located in Naples and Marco Island, Florida.

DAVE NORTH

President and Chief Executive Officer

SEDGWICK

Dave North is Sedgwick's president and chief executive officer—a position he has held since 1995. Under Dave's leadership, Sedgwick has grown from a boutique, regional third-party claims administrator to the premier global provider of innovative business solutions in the areas of workers' compensation, disability, absence management and property loss adjusting. Sedgwick has more than 14,700 colleagues in 275 offices in the U.S., Canada, U.K. and Ireland. Dave has over thirty-five years of experience in risk management services. He is a frequent speaker at national and regional industry conferences. In 2016, EY honored Dave with its Entrepreneur of the Year Award for the SE U.S. Region. He previously developed and taught the American Management Association course on Advanced Risk Management Strategies: Managing the Total Cost of Risk. In 2002, Dave was recognized by Business Insurance as one of the 35 "Rising Stars" in insurance worldwide. And in 2003, he co-authored the book *The Art of Self-Insurance*. Dave has served on the board of the Workers' Compensation Research Institute and is past chairman of the board of the Integrated Benefits Institute. Dave is currently a director for The Institutes, the leading provider of professional education for the risk management and property-casualty insurance industry. In 2016, Dave was appointed by Gov. Bill Haslem to serve on The University of Memphis's Board of Trustees. He previously served on the university's Board of Visitors and concurrently serves on the University of Memphis Foundation Board and the President's Innovation Board. In addition, Dave is a member of the Business Insurance Women to Watch Advisory Board.

PHILIP O'BRIEN

Managing Partner

THE YORK CONSULTING GROUP, LLC

Phil O'Brien is a Broker/Account Executive/Sales Executive/Sales Leader and Consultant. His focus is on Global Business Development & Client Relationship Management; Organizational Growth & Retention and consulting. Phil has extensive experience with global customer business segment in leadership roles focused on client retention and growth and new client acquisition in multicultural settings requiring turn-around performance improvement via change management and process engineering/re-engineering. Phil's consulting group was the first non-European winner of the Tirso Maldonado Award. Phil has a Bachelors and Masters degrees from the University of Maine and successful completion of the General Management Program at Harvard Business School.

DR. ADAM ORBAN

Clinical Pharmacist Liaison

OPTUM WORKERS' COMP AND AUTO NO-FAULT SOLUTIONS

Dr. Orban is a clinical pharmacist liaison with Optum with significant experience evaluating complex pharmacotherapeutic pain management issues confronting the workers' compensation industry. He is highly skilled in performing therapeutic reviews and interventions for workers' compensation claims. He has more than ten years of experience as a registered pharmacist in both clinical and patient-focused environments. Dr. Orban regularly participates in various educational activities for nurses, adjusters, pharmacists, and other practitioners within the workers' compensation industry as well as other healthcare venues. Prior to his position at Optum, he served as a clinician specializing in HIV and Hepatitis B and C medicine at a large community based clinic. Dr. Orban holds a Doctor of Pharmacy degree from Ohio Northern University, College of Pharmacy and a Master of Business Administration degree from the University of South Florida. He is licensed as a registered pharmacist in the states

of Florida, Ohio, and California and is a member of the American Academy of Pain Management and the Florida Society of Health-System Pharmacists.

FORREST PACE

Cyber and Strategic Risk Leader

AIG

Forrest Pace is the Cyber and Strategic Risk Leader for the South Zone, coordinating projects with innovation hubs in the territory. Since joining AIG in 2013, Forrest has held positions within Financial Lines as a leading cyber liability underwriter and then as the Regional Cyber Expert for the Southeast where he specialized in robotics and the Internet of Things. Outside of work, Forrest is the Director of Professional Development for the Atlanta chapter of Young Risk and serves on the executive board for The Pink Agenda, a non-profit breast cancer research organization, and the Metro Atlanta Chamber of Commerce IoT Leadership Council. Forrest earned his B.B.A. in Risk Management and Insurance from the University of Mississippi.

GREGORY PODOLAK

Partner

SAXE DOERNBERGER & VITA, P.C.

Gregory D. Podolak is a Partner at Saxe Doernberger & Vita, P.C. (SDV) - a national insurance coverage law firm focused exclusively on representing corporate policyholders. He has extensive experience strategizing risk transfer, and has handled all manner of concerns for his clients. He also leads SDV's Cyber Risk concentration, advising policyholder clients in all industries facing this expanding exposure. Greg and his team works with corporate, non-profit, and public sector clients and brokers to assess an organization's cyber-related risk by proactively reviewing and assessing coverage under traditional and cyber specific insurance policies to identify potential coverage gaps. Greg was drawn to insurance law due to the intellectual challenge of the field, as well as the sophistication of the material and clientele. Greg frequently collaborates with national insurance brokerage firms, and regularly lectures and authors articles on a variety of insurance coverage topics.

SEAN POMEROY

Vice President, Sales

EZSHIELD

As Vice President of Sales at EZShield, Sean Pomeroy is responsible the sales success of the Employee Benefits distribution channel. He joined the company in 2016, with a focus on growing the distribution in the employer market throughout the U.S. Prior to joining EZShield, Sean held a sales leadership position with Aetna Voluntary where he was responsible building supplemental health distribution opportunities with the leading broker and consulting firm. He also held various leadership positions in employee benefits, growth strategies, and finance during his 14 years at MetLife. Sean resides in Tampa, FL. He holds a Bachelors of Arts in Finance from Florida State University and received his Executive Masters of Business Administration from the University of Miami.

KEVIN RACHAEL

Assistant Vice President, Environmental

ALLIED WORLD

Kevin Rachael has over 10 years of experience in environmental consulting, underwriting and insurance. He is an AVP with Allied World's Environmental Division and is responsible for Site Pollution Liability, Contractors Pollution Liability, and Contractors Professional and Pollution Liability business for the Southeast. Prior to joining Allied World, Kevin held several roles within AIG's Environmental Division, including engineering and underwriting. He holds both a BS in Chemistry and Master of Public Health Degree from Armstrong Atlantic State University.

CATHY RICHARDS

District Insurance Specialist

LEE COUNTY SHCOOLS

Cathy started her insurance career in 1983 at Wetzel Valley Agencies in New Martinsville WV. She continued her career in insurance traveling around the country with her husband Mark as a military wife. She worked in Independent Agencies in Tennessee, Alaska, Virginia, Iowa, Illinois and Florida for over 27 years. Upon Mark's retirement from the Army, they settled in Cape Coral Florida where she began working at the School District of Lee County. She has been at the District for almost 6 years where she is the District Insurance Specialist. She is responsible for managing the District Insurance to include Property, Casualty and Workers' Compensation. Cathy works closely with Johns' Eastern and PRIA to manage the insurance for the District. She has a CSRM and CISR designation. Is a member of FERMA and PRIMA.

HENRY J. ROMAN

Attorney and Partner

MARTINEZ ROMAN GOEHL, P.A.

Henry was born in Bronx, NY and raised in Homestead, FL. In 1993, he graduated from Florida International University with a Bachelor of Arts in History. Thereafter, Henry graduated from Quinnipiac University School of Law in Hamden, CT in 1996. Henry is recognized as an AV-Preeminent rated attorney by Martindale-Hubbell, and is listed in A.M Best's Recommended Insurance Attorneys. Since his admission to the Florida Bar, Henry has limited his practice to workers compensation and employment related matters. Henry provides representation in insurance coverage and commercial disputes. He often presents at various claims conferences throughout the United States on workers compensation issues. Henry is a State of Florida certified insurance instructor and is fluent in Spanish.

STEPHEN ROPER

Senior Intelligence Specialist

DIGISTREAM INVESTIGATIONS INC.

Stephen Roper is the Senior Intelligence Specialist in DigiStream's Intelligence Division, where he manages Research and Development related to background, social media and Open-Source Intelligence (OSINT) investigations nationally. Prior to that, he was the Operations Manager, where he oversaw daily cyber investigative operations across the US and handled marquee cases for DigiStream. Stephen has completed over 1,000 digital investigations, including pre-employment screenings for public agencies. He is a licensed California Private Investigator. Prior to DigiStream, Stephen was a reporter for the Shenzhen Daily in Shenzhen, China as well as an instructor at the prestigious Bao'an Zhong Xue Academy. He graduated with honors from the University of North Carolina at Greensboro with a double major in English and Media Writing.

THOMAS RYAN

Managing Director and Market Research Leader

MARSH

Thomas Ryan is a managing director and the Market Research Leader for the Workers' Compensation Center of Excellence within the U.S. Casualty Practice. In this role, Tom oversees research and distribution of content on emerging issues, tracks federal and state regulatory changes and prevailing market conditions, as well as other topics related to the workers' compensation environment. In his previous role he coordinated and conducted highly specialized post-loss claim related product and service offerings designed to assist clients in identifying, analyzing, and reducing their exposure to the total cost of risk. Prior to working at Marsh for over 24 years, Tom was a product manager for a national medical cost containment vendor and prior to that he was with a national medical services (high-tech infusion, DME, and respiratory services) provider, responsible for new acquisitions and clinical operations. Tom has a BS degree in nursing from LaSalle University and a MBA in corporate finance, Fordham University.

**HEATHER SCHWARTZ SANDERSON, ESQ.,
MSCC, CHPE, CLMP, CMSP**
Chief Legal Officer
FRANCO SIGNOR LLC

As Franco Signor's Chief Legal Officer, Heather is responsible for leading corporate strategic and tactical legal initiatives. In her role, she works internally with staff and externally with clients to facilitate MSP Compliance, namely to provide compliance counseling on Conditional Payment Negotiations, Mandatory Insurer Reporting, Medicare Set-Asides, and all other areas within MSP Compliance. Heather is a regularly published author and national speaker on MSP compliance. Her articles have been featured in publications such Risk & Insurance, workerscompensation.com, WorkCompWire and WorkComp Central. Prior to joining Franco Signor, Heather held previous roles as Corporate Counsel for both Helios and Gould & Lamb. Heather has a Juris Doctorate degree from St. Thomas University School of Law and also an undergraduate degree in Political Science from The University of Central Florida. She is a member of the Florida Bar.

JJ SCHMIDT
Senior Vice President
WELLCOMP

JJ Schmidt is Senior Vice President of WellComp, the managed care division of York Risk Services Group, Inc. Mr. Schmidt oversees TeamComp, York's approach to managing workers' compensation claims that combines data analytics, medical and claims expertise and adaptive technology to improve claims outcomes and lower costs. He is responsible for developing the algorithms that drive TeamComp as well as identifying emerging trends and future cost drivers. Mr. Schmidt has over 20 years of industry experience; prior to joining York in 2014 he held multiple high level positions in managed care and vendor management with several national managed care organizations. He earned a Bachelor of Arts degree from The Catholic University of America and a Masters' of Business Administration from St. Thomas University. He is currently a Ph.D. candidate at Florida International University.

SUSAN SHEMANSKI
Vice President, Corporate Risk Management
ADECCO

Susan Shemanski is the Vice President of Corporate Risk Management for Adecco Group, a position she has held since May 2016. In her role she is responsible for the design and implementation of Adecco's overall risk strategy including risk financing, safety, claims management, contract management and mergers and acquisitions. She is also responsible for the management of Adecco's captive and the execution of captive reinsurance initiatives. Prior to joining Adecco, Susan held the role of Vice President Client Services at Sedgwick. In this role she was responsible for program results and service execution across the retail customer base.

JAIME SIGURDSSON, CEAS
Director of Workers' Compensation
CORA HEALTH SERVICES

Jaime Sigurdsson is the Director of Worker's Compensation at CORA Health Services and oversees the clinical team as well as the sales and marketing team. Jaime is an Exercise Physiologist who graduated from the University of Florida. She has been working for CORA since 2001 with the majority of her resume consisting of Worker's Compensation specialty testing and programs. Jaime is a certified Functional Capacity Testing evaluator and ergonomic assessment specialist. Jaime has become a leader in the industry with product development, lecturing and testing for FCEs, Work Programs, Job Site Assessments, On-site Programs and Employment Testing. Jaime's most extensive project has been the research and development of CORA's proprietary WorkTracks FCE product for both workers comp and disability claims. She is currently updating CORA's Work Program, Ergonomic Evaluation process and Job Demand Analysis assessment into the WorkTracks system and is expected to release these by 2018.

STEVEN S. SMITH
Founder and President
GUARDIAN DEFENSE

Steven Smith is the Founder and President of Guardian Defense and developed the A.C.T. (Assess, Challenge and Train) School Program in response to studying various school tragedies. He has authored and developed active threat response programs to give the true "first responders" (school and workplace staff) confidence to act in a critical incident until professional first responders arrive. Mr. Smith offers active threat response training ("active shooter training") to staff and teachers within school, employees of private businesses and law enforcement professionals. Mr. Smith is also a full-time law enforcement officer and Homeland Security Detective. In 2009, Mr. Smith joined the SWAT Team and has since then been appointed to an instructor and team leader position. Mr. Smith is considered an active shooter expert and is the go-to person for any trainings, panels, and scenario-based exercises within the department, local schools, businesses and community. He travels the nation instructing and presenting on topics of school safety, workplace violence and police response to intruders on campus. Mr. Smith has been interviewed by several national news agencies, offered several free seminars in his community, and has hosted his own telesummit on school safety in 2016. He has been credited to authoring several policies within his department for improved police response to active shooters and intruders on school grounds. Mr. Smith graduated with a Bachelor of Science in Psychology, with a concentration in Criminal Justice from Nova Southeastern University.

DAVID STILLIS
Vice President, Global Risk Management
WAL-MART STORES, INC

In his current role, David leads a team of risk management and risk finance professionals who have responsibility for Walmart's Global Risk Management Division, including property, management liability, casualty and excess casualty, and management of Walmart's captive insurance company. Additionally, his team have responsibility for Walmart's US-based workers' compensation, general liability and auto liability claims, including management of the Company's wholly owned Third Party Administrator, Claims Management, Inc. and vendor Third Party Administrators. Since joining Wal-Mart in 2002, David has also served as Assistant General Counsel, where he had responsibility for management of Walmart's US-based general liability litigation. Prior to his employment at Wal-Mart, David was a partner at the law firm of Kutak Rock. Prior to that he served as General Counsel for the Arkansas State Police. David also has a number of years of experience as a trial lawyer. David graduated from the University of Arkansas with a Bachelor of Science, Business Administration. In addition, he received his Juris Doctor from the University Of Arkansas School Of Law and he is a Certified Public Accountant (inactive). David supports the Workers' Compensation Research Institute as a board member, and also serves on the Board of Directors of the Arkansas Self Insurers Guaranty Fund.

TOD STUPSKI, ESQ.
Workers' Compensation Bureau Chief
STATE OF FLORIDA

Tod is currently the Bureau Chief of the State Employee Workers' Compensation Bureau. The Bureau administers Workers' Compensation claims for the 200,000 employees of the State of Florida and public universities. Tod served as staff counsel to the Florida Seneta during the passage of the 1989 and 1990 workers' compensation reforms. He has also worked for National Council on Compensation Insurance (NCCI) as a legislative manager in Florida and 12 other southeastern states assisting in the development of workers' compensation legislation. Tod has over 15 years of litigation experience in defending workers' compensation claims and is a Certified Mediator. He graduated from Florida State University with a degree in Economics and received his J.D. from the University of Alabama.

RICHARD (RICK) SWANN, JR*Risk Manager***FLORIDA INDEPENDENT COLLEGES AND UNIVERSITIES (FICURMA)**

Richard (Rick) Swann recently joined the Florida Independent Colleges and Universities Risk Management Association (FICURMA) as the Risk Manager for the statewide insurance program. FICURMA has 14 Member Universities throughout the State of Florida and they provide a comprehensive array of risk management services and insurance coverage for their Members. In February 2017, Rick retired from the Hillsborough County Sheriff's Office as a Law Enforcement Captain & Director of the Risk Management and Facilities Maintenance Bureau. Rick has extensive experience managing all types of public and private insurance programs including self-insured workers' compensation, auto, property, liability and employee benefits. Additional Risk and Insurance positions/experience include Chief of Safety and Claims for the City of Tampa, and as the S.E. Regional Claims Investigations Manager/Director with USAA Insurance. Rick has an MBA in Management from Saint Leo University and is a graduate of the Florida Department of Law Enforcement's Senior Leadership Program. He holds active State of Florida licenses/certifications as both a Law Enforcement and Corrections Officer, as an All Lines Claims Adjuster, and is a Certified Plumbing Contractor. Professional certification/designations include Senior Claims Law Associate (SCLA), Certified Fraud Examiner (CFE), Certified Insurance Fraud Investigator (CIFI), and Indoor Air Quality Professional (IAQP).

JOSEPH ("JOE") SWANSON*Co-chair, privacy and cybersecurity task force***CARLTON FIELDS**

As co-leader of Carlton Fields' Privacy and Cybersecurity practice, Joe advises clients on preparing for and responding to data breaches, as well as in connection with other privacy and cybersecurity matters. A focus of Joe's practice has been to advise on best practices for interacting with law enforcement, regulators, and other constituencies in the event of a data breach or similar incident, as well as the fiduciary duties owed by directors and officers in this area. Mr. Swanson also drafts and updates clients' cyber policies and procedures, including their incident response guides. He is a member of the Sedona Conference Working Group on Data Security and Privacy Liability. Before joining Carlton Fields, Joe served as an Assistant U.S. Attorney in the Middle District of Florida. As an AUSA, he served as the Computer Hacking and Intellectual Property Coordinator in Tampa.

SHEP TAPASAK, CPCU, J.D.*Managing Principal***INTEGRO INSURANCE BROKERS**

Shep Tapasak is Integro's Healthcare Practice Leader for the Southeast region. Immediately prior to Integro, Shep was Regional Executive for Lexington Insurance Company/AIG with responsibility for E&S lines for Property and Casualty. Prior to AIG, he was the national healthcare practice leader for a global multi-line carrier. An insurance executive with 25+ years of experience, Shep began his career as an actuary while also studying law. He was recognized by Business Insurance as a recipient of its Innovation Award.

MELISSA TUCKER, MBA, RN, BSN, ACSM CEP*Vice President and National Practice Consultant, Employee Benefits***WELLS FARGO INSURANCE**

Melissa Tucker is a vice president and clinical consultant at Wells Fargo Insurance. In this role, Melissa works with employers to help them understand the impact of employee health on benefit plan costs and productivity. Melissa has ten years of nursing and healthcare-related business development experience. Prior to joining Wells Fargo in 2013, she served as a graduate research assistant at the US Department of Energy's Y-12 National Security Complex in Oak Ridge, TN, where she was responsible for analyzing health and benefits data to develop solutions to improve the health of employees and maximize profitability. Melissa began her career as a nurse health educator at

Clayton Homes. Melissa earned her Bachelor of Science degree in nursing and her master's degree in business administration from the University of Tennessee.

DAVE WAECHTER*Sr. Director of Risk Management, Leasing/Asset Management and New Restaurant Support***DARDEN RESTAURANTS**

During his 44 year career with Darden, Dave has held various leadership positions within the company including Restaurant Management, Accounting, Finance, Development and Risk Management. Dave is responsible for developing and implementing the Risk Management strategic vision, directing the placement of all insurance programs, and oversight of an internal Risk Control Safety team. Darden is a restaurant company featuring a portfolio of differentiated brands and employs 165,000 team members in more than 1,600 restaurants. Dave and his wife Sherri now call Florida home and have 3 grown children. In his free time, Dave enjoys golfing, attending Orlando Lions soccer games with the family, classic cars, riding his motorcycle and playing racquetball.

ALICE WELLS*Director of TPA Operations***JOHNS EASTERN**

Alice joined Johns Eastern in 2006, with more than 20 years of experience in workers' compensation. Since being employed with Johns Eastern, she has held the position of Senior Adjuster, Claims Supervisor and Claims Manager before her current role as Director of TPA Operations. She is experienced in adjusting workers' compensation claims, permanent total disability claims, and resolution of claims through annuity arrangements. She has extensive experience handling claims for public and private entities alike. She is a Board Certified All-Lines Adjuster in the State of Florida and a member of the Association of Workers' Compensation Claims Professionals. She obtained her Certification of Workers' Compensation Litigation Management designation and her Associate in Claims (AIC) designation.

CATHERINE A. WHITNEY, ARM, CPCU*Vice President Risk Management***SUNBELT RENTALS**

Catherine Whitney is the Vice President of Risk Management for Sunbelt Rentals, a construction equipment rental company. The Company operates 600 locations the U.S. and Canada. Present responsibilities include risk exposure identification, risk mitigation, insurance procurement, and claim management. Ms. Whitney received a BA in Psychology, Associate Risk Management, and Certified Property Casualty Underwriter educational designations. Previously she was involved in Risk Management and other responsibilities, such as Human Resources, for three national hotel/casino companies as well as a large multi-faceted conglomerate. She has served as an Officer and member of the Executive Team in former employment roles.

NOLAN WILSON*Southeast Region Leader***AON RISK SOLUTIONS**

Nolan joined Aon's Professional Risk Solutions team in March 2015 as the Southeast Region Leader. In this position, Nolan is responsible for identifying exposures and developing insurance and risk mitigation solutions related to technology errors and omissions, miscellaneous professional liability, media liability, network risk and intellectual property for all industry sectors. Nolan began his career with AON in June 2005 on the account management team. During his first 10 years at AON, in account management, Nolan was responsible for providing day to day account service with primary focus on property, casualty and executive liability placement for multi-national clients. Nolan graduated from the University of Wisconsin-Madison with a degree in economics.

CHAD WRIGHT

Senior Vice President

MARSH GLOBAL RISK MANAGEMENT

Chad acts as the primary Marsh Global Analytics leader for the South Central and South Eastern United States and for clients and prospects by bring together Marsh resources. He has over 20 years of risk and insurance experience. Chad spent 15 years as a corporate risk manager for several fortune 100 companies. He has developed a unique perspective and has experience in large complex risk strategies. Chad has a B.S. AND M.S. in Engineering and Occupational Safety and Health from Murray State University, a CERM from Georgia State University Center for Enterprise and Risk Management and Assurance Services. He achieved a Juris Doctor/ Master of Business Administration from Loyola University.

CYNTHIA ZIMMERMAN, RPLU

Senior Vice President, Cyber Liability Practice Co-Leader

SOCIUS INSURANCE SERVICES

Cynthia brings over 30 years of experience in all lines of Management Liability, including D&O, EPL, Fiduciary, Crime, Professional Liability, Cyber Liability and Medical Malpractice. She joined Socius' Miami Beach, Florida office in August of 2009. Cynthia began her insurance career in 1985 at Britamco Underwriters/Preferred National Insurance Company where she worked in various positions, most recently as Manager of the Professional Lines division. After 14 years of company underwriting and management experience, Cynthia moved into sales and became a successful Manager/Wholesale Insurance Broker with national firm based out of Ft. Lauderdale, Florida and most recently with Socius. Cynthia has been certified as a Continuing Education provider since 2009 and is an active member of PLUS and the Independent Insurance Agents of South Florida.



FLORIDA RIMS CHAPTER PRESIDENTS

BROWARD CHAPTER

(Formerly South Florida Chapter and Florida Society of Insurance Buyers, Inc.)

Formation: January 1962

PRESIDENTS

1962	M.S. Chenault, Ryder System, Inc.
1963	L.C. Lavaas, Metropolitan Dade County
1964	Herbert Friedlander, City of Miami Beach
1965	Richard Helken, City of Miami
1966	Ken Allyn, City of Coral Gables
1967	Stanley L. Stern, Wometco Enterprises, Inc.
1968-69	Orman Kitchens, A. J. Capeletti, Inc.
1970	L.C. Cantin, Metropolitan Dade County
1971	James T. Owens, Jr., Florida Power & Light Company
1972	Carl B. Rosenbaum, Wometco Enterprises, Inc.
1973	Robert P. Raitt, Belcher Oil Company
1974	Dion Coakley, Metropolitan Dade County
1975	Joseph E. Franklin, Southeast Banking Corp.
1976	Douglas I. Craven, Wometco Enterprises, Inc.
1977	W. Richard Hale, Dade County School Board
1978	Richard E. Hinds, Florida Power & Light Co.
1979	Melvin H. Setchen, Keller Industries, Inc.
1980	A. J. Dege, Ryder Systems, Inc.
1981	Marlene F. McCandish, Florida Power & Light Co.
1982	Rita Martell, City of Miami Beach
1983	William Logle, Racal-Milgo
1984	William Coombs, University of Miami
1985	Nancy Bentley, Palm Beach Newspapers, Inc.
1986	Richard Cote, Ryder Systems, Inc.
1987	Charley Fix, Jr., City of Pompano Beach
1988	Dotty Peck, Personnel Pool of America, Inc.
1989	Sondra Geller, Personnel Pool of America
1990	David L. Amason, City of Deerfield Beach
1991-92	Ronald Torre, City of Ft. Lauderdale
1993-94	Ruth Unks, City of Coconut Creek
1995-96	Richard B. Huybers, Waste Management, Inc.
1997	W. Michael McDonald, Value Rent-A-Car, Inc.
1998-2000	Christina M. Butz, OutSource International
2001-02	Joy Sinberg, JM Family Enterprises, Inc.
2003-04	Laurence Glasser, Amerijet International, Inc.
2005-07	Elizabeth Guimaraes, Nova Southeastern University, Inc.
2008-11	Laurence Glasser, Amerijet International, Inc.
2012-2016	Elizabeth Guimaraes, Nova Southeastern University Inc.
2017	Laurence Glasser, Amerijet International, Inc.

TAMPA BAY CHAPTER FORMATION: OCTOBER 1977

PRESIDENTS

1977-78	Douglas Rein, Florida Steel Corp.
1978-79	Fred Papolos, Florida Power Corp.
1979-80	Harold H. Walker, Orlando Utilities
Jan. 1980	J. Glenn Dockery, First National Bank of Florida
June 1980	J. Glenn Dockery, Linder Industrial Machinery Co.
Nov. 1980-Dec. 81	J. Glenn Dockery, Sun Banks of Florida, Inc.
Jan. 1982-Dec. 83	Ed Shivers, Publix Supermarkets, Inc.
1984-85	Albert Carter, Southwest Florida Water Management District
1986-87	Patricia Sikes, Sea World, Inc.
April 1987	Howard Taylor, City of Lakeland, Office of Risk Management
Aug. 1987-Dec. 88	James Taglia, Jr., TECO, Inc.
1989-90	Mark DeLillo, Jim Walter Corporation
1990-91	Glenn W. Simpson, St. Joseph's Hospital
Mar. 91-92	William Ross III, Eckerd Family Youth, Inc.
1992-93	Grant Booth, Publix Supermarkets, Inc.
1993-94	Michael J. McNabb, City of Tampa
1994-95	Eugene Moore, Southern Management Services
1995-97	Dennis R. Hoffmann, Cleaners Hanger Company
1998-99	Cindy S. LeRoy, PricewaterhouseCoopers, LLP
2000-01	Mike Benishek, Pacific Tomato Growers, Ltd.
2002-03	Lucy Petruccelli, South West Florida Water Management District
2004-05	Barbara Ferraro, Raymond James Financial, Inc.
2006-07	Charlie Bowden, W.S. Badcock Corporation
2008-09	Mike Benishek, Pacific Tomato Growers, Ltd.
2010-11	Barbara Ferraro, Raymond James Financial, Inc.
2012-13	Michael McNabb, Hillsborough County BOCC
2014-15	Barbara Ferraro, Raymond James Financial, Inc.
2016-Present	Richard H. Swann, Jr., Retired Hillsborough County Sheriff's Office

NORTHEAST FLORIDA CHAPTER

FORMATION: MAY 1979

PRESIDENTS

1979-80	Harold L. Flax, Ryder Truck Lines, Inc.
1981	Bobby L. Jackson, Jacksonville Shipyards, Inc.
1982	Frank Polatty, Atlantic National Bank of Florida
1983	Dale E. Bitter, Seaboard System Railroad
1984	Boyd W. Fink, The Charter Co.
1985	James H. Rogers, III, Royal Services, Inc.
1986	Tommy L. Riggs, Blue Cross & Blue Shield of Florida
1987	Lynne Ashmead, Seaboard System Railroad
1988	Charles McDonald, St. Johns River Power Park
1989-90	Joan McCarthy, Winn Dixie Stores, Inc.
1991	Richard Hamilton, CSX Transportation
1992	Anton Kronenburg, City of Jacksonville
1993	James M. Dineen, Barnett Banks, Inc.
1994	John M. Rooks, Lynch Management, Inc.
1995	Edward Schoenberger, Atlantic Marine, Inc.
1996	Carla Griffin, Barnett Banks, Inc.
1997	John R. Phelps, Blue Cross and Blue Shield of Florida, Inc.
1998	Kimberly L. Rigsby, CSX Corporation
1999	Brian Knerr, ARM, Modis Professional Service, Inc
2000	Ellen Rice, Jacksonville Electric Authority
2001-02	Paul Hunter, Florida Rock Industries, Inc.
2002-03	William Markey, Rayonier, Inc.
2004	Rebecca Roberts, Seastar Lines, Inc.
2005	John Ward, The St. Joe Company
2006-07	Sharon Abraham, Acosta, Inc.
2008-09	Deborah Tauro, CSX Transportation
2010-11	Edwin Pierce, Blue Cross Blue Shield of Florida, Inc.
2012-13	Robert Gofourth, Insite Managed Solutions
2014-15	David Ford, Duval County School Board
2016	Cecilia Ford, VyStar Credit Union
2017	Twayne Duckworth, City of Jacksonville

PALM BEACH COUNTY CHAPTER

FORMATION: JANUARY 1, 1991

PRESIDENTS

1991-92	Howard Taylor, South Florida Water Management District
1993	Marty Sturmer, Florida Power & Light Group, Inc.
1994	Robert "Buddy" Culberson, United States Sugar Corp.
1995-96	Barbara Martinuzzi, Town of Palm Beach
1997	Howard Taylor, South Florida Water Management District
1998	Gerald M. Florence, JM Family Enterprises Inc.
1999-2000	Bruce Clithero, Oxbow Corporation
2001-02	Chuck Magazine, City of Boynton Beach
2003-06	Karen Temme, Town of Palm Beach
2007-10	Chuck Magazine, City of Boynton Beach
2011-14	Nancy Bolton, Palm Beach County
2015-16	Gregory Thompson, Sysco Southeast Florida, LLC
2017	Chris Winterling, Florida Crystals Corporation

CENTRAL FLORIDA CHAPTER (FORMERLY FLORIDA NORTH CENTRAL CHAPTER)

FORMATION: 1991

PRESIDENTS

1991-92	Patricia Sikes, Sea World, Inc.
1993-94	Dave Holcombe, International Speedway Corporation
1995	Mary Finnell, Orlando Utilities Commission
1996-97	Raymond F. Scullian, Orlando Utilities Commission
1998-99	Mary L. Nielsen, AAA
2000	Marlene Hibdon, ADP Totalsource
2001-02	Frank Catapano, Volusia County
2003-04	Patricia Sikes, Sea World, Inc.
2005-06	Byron Beard, Florida League of Cities, Inc.
2007-09	Mitzi Dykes, Gevity HR
2010-11	Rick Broderick, Harris Corporation
2011-12	Susan Martin, Orange County
2013-14	Mary Nielsen, American Automobile Association
2015-16	Sara Webster, Harris Corporation
2017	Alicia Castillo, AAA, Inc.

SOUTHWEST FLORIDA CHAPTER

FORMATION: 1991

PRESIDENTS

1991-93	Dennis Slabaugh, Community Health Care, Inc.
1993-95	Shirley Spicer, Columbia Hospital Corp.
1995-97	Doug Baird, Barron Collier Company
1997-98	Lynn Ann Evans, Collier County Government
1999-2000	Leslie Price, Health Management Associates, Inc.
2001-02	Charity Strassel, Collier Enterprises, Ltd.
2003-04	Charity Strassel, WCI Communities, Inc.
2005-07	Wayne Fiyalko, Lee County Government
2008-11	Francisco Fuentes, Chico's FAS
2012-15	Wayne Fiyalko, Lee County Electric Cooperative
2016-Present	Ellen Nichols, Lee County Port Authority

GREATER MIAMI CHAPTER

FORMATION: FEBRUARY 10, 1994

PRESIDENTS

1994-95	Scott B. Clark, Miami-Dade County Public Schools
1996-98	Carol A. Erbs, The PBSJ Corporation
1999-2002	Kathryn Edwards, ARM, Fortis, Inc.
2003-04	Scott B. Clark, Miami-Dade County Public Schools
2005-07	William Fay, Royal Caribbean Cruises, Limited
2008-10	Scott B. Clark, Miami-Dade County Public Schools
2011-13	Michael Sparber, City of Coral Gables
2014-Present	Carol A. Erbs, Retired, Miami-Dade County Public Schools



A SPECIAL **“THANK YOU”** TO
THE FOLLOWING ORGANIZATIONS
WHOSE SUPPORT AND SPONSORSHIP
HAS HELPED TO MAKE THIS
THE LARGEST REGIONAL
RIMS EDUCATIONAL CONFERENCE



delivering what matters most.
THIRD-PARTY ADMINISTRATION

CCMSI is a leading third-party administrator for workers' compensation and property/casualty self-insurance programs.

Since 1978, CCMSI has successfully provided claim services, loss control, managed care, Internet claims analysis and reporting services to self-insured groups and individual employers in a wide range of industries.

CCMSI | 407-660-5600 | www.ccmsi.com



GLOBAL DISASTER SOLUTIONS

877-511-2962

Technology. Intelligence. Human Touch.



www.corvel.com

Integro Insurance Brokers
salutes the worthy educational
goals of Florida RIMS and is
proud to serve as a sponsor
of its 2017 Educational
Conference.



Cost Containment Specialists
since 1995

(407) 568-0110

www.lbr-ras.com



"Ask me about
Voluntary Benefits"

Jay Weingart,
Senior Regional Sales Director, Florida

You care. We listen.

Trustmark
Voluntary Benefit Solutions
PERSONAL. FLEXIBLE. TRUSTED.



Wells Fargo Insurance

Mitzi Herrig
1-800-282-3343

wfs.wellsfargo.com

Products and services are offered through Wells Fargo Insurance Services USA, Inc., a non-bank insurance agency affiliate of Wells Fargo & Company.
© 2017 Wells Fargo Insurance Services USA, Inc. All rights reserved. IHA-4246701

(Re)insurance for a bold
new world.

MAKE YOUR WORLD GO
xlcatlin.com



XL Catlin, the XL Catlin logo and Make Your World Go are trademarks of XL Group Ltd companies. XL Catlin is the global brand used by XL Group Ltd's (re)insurance subsidiaries.





**We are proud
to support you.**

Allied World is Proud to Support
the 42nd Annual Florida
RIMS Educational Conference.

INSURANCE. REINSURANCE. WORLDWIDE.



Berkshire Hathaway
Specialty Insurance

www.bhspecialty.com

CHUBB®

**A HEALTHY
TEAM EFFORT**

Being healthy feels great. And the right health service partner can help you get there. Cigna is proud to support Florida RIMS and their mission to educate, engage and advocate for the global risk community. It's a team effort we can all feel good about.



Together, all the way.®

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property, Inc. 908977 05/17 © 2017 Cigna.



No one does
work comp
like CORA does
work comp.



Testing Service



Rehabilitation



Accessibility to Clinics



Communication



Knowledge



Specialized Onsite Services



WorkTracks
CORA Specialty Program

Why is CORA better at understanding, motivating, healing and protecting patients? WorkTracks. Our workers' compensation program focuses on prevention, expedites, return-to-work and seamlessly aligns with employers' plans. Best yet, WorkTracks includes the patient in recovery plan design. Because involving patients from the get-go is the greatest motivator of all.

Learn more about WorkTracks.
Call 866-433-CORA or visit corahealth.com/rapidreferral



EXIGIS

manage risk
differently

What do the nation's largest
Metropolitan Transportation Agency, world's biggest **Retailer**,
and two of the top three global
Insurance Brokers have in common?

They **all** use Exigis **RiskWorks**.

Exposure Data + Insurance Compliance + Certificates of Insurance + Loss Control
(800) 928-1963 | info@exigis.com | exigis.com



Need Better Benefits Solutions?

FBMC Benefits Management, Inc. (FBMC), an industry leader for over 41 years, provides comprehensive employee benefits management. FBMC provides the experts, technology and resources to navigate healthcare and employee benefits to make your day-to-day operations easier.

850.425.6200 • FBMC.com
Solutions4U@fbmc.com



A better way to benefit



JOHNS EASTERN

Claim Adjusters and Third Party Administrators

WORKERS' COMPENSATION TPA SERVICES
PROPERTY & CASUALTY CLAIMS TPA SERVICES
COST CONTAINMENT/BILL REVIEW
ADJUSTING SERVICES
FIELD INVESTIGATIONS
CATASTROPHE SERVICES

1-877-326-JECO
www.johnseastern.com

Integrity

Experience

Results

**Liberty Mutual Insurance
is a proud sponsor of the
42nd Annual Florida RIMS
Educational Conference.**



#1 preferred business insurer*

*Based on 2016 survey of business insurance buyers on preference of national carriers sold via independent agents.
© 2017 Liberty Mutual Insurance. Insurance underwritten by Liberty Mutual Insurance Co., Boston, MA, or its affiliates or subsidiaries.



OLD REPUBLIC



Customized Solutions, Superior Execution

Unparalleled Flexibility • Program Sustainability
Best-in-Class Customer Service

Our 97% client retention is a testament to our dedication to service. **For more information about Old Republic Risk Management, visit orm.com.**

*INSURED CONTRACTS ARE UNDERWRITTEN AND ISSUED BY OLD REPUBLIC INSURANCE COMPANY.



Your insights

+

Our strengths and expertise

=

Top-class protection around the world

 **Swiss Re**
Corporate Solutions

We have the capabilities and financial strength to meet the risk transfer needs of businesses worldwide. Long-term relationships bring long-term rewards. **We're smarter together.**
corporatesolutions.swissre.com

We are proud to be a Bronze sponsor of the Florida RIMS Educational Conference 2017.

Swiss Re Corporate Solutions offers the above products through carriers that are allowed to operate in the relevant type of insurance or reinsurance in individual jurisdictions. Availability of products varies by jurisdiction. This communication is not intended as a solicitation to purchase (re)insurance.
© Swiss Re 2017. All rights reserved.



Broadspire® is a
proud sponsor of the
2017 Florida RIMS
Educational Conference



For more information, please visit www.choosebroadspire.com or call 973-439-6761 | eoe



The world's premier provider of risk
and claims management services,
with demonstrably superior outcomes.



2850 Golf Road, Rolling Meadows, IL 60008
(630) 773-3800 | gallagherbassett.com



Care and Cost Management Solutions You Can Trust

Trust Coventry to Exceed Expectations

Coventry offers industry-leading auto and workers' compensation care and cost management solutions for employers, insurance carriers, and third party administrators. With roots in both clinical and network services, we leverage more than 30 years of industry experience, knowledge and data analytics. We offer an integrated suite of solutions, powered by technology to enhance network development, clinical integration, and operational efficiencies at the client desktop, with a focus on better overall outcomes.

Returning people



to work,



to play,



to life

To learn more, please contact
Anne Leister
614-940-3570 | ANLeister@cvty.us.com

www.coventrywcs.com



Coventry Workers' Comp Services
@CoventryWC

Coventry Solutions



NT24
Nurse Triage



Networks



First Script
Pharmacy Benefit
Management



DMEplus
Durable Medical
Equipment &
Ancillary Services



Utilization
Review



Case
Management



Bill
Review



Independent
Medical
Examinations



Drug Utilization
Assessment
& Peer-to-Peer
Discussions



REIMAGINING RISK

STRATEGIES TO OPTIMIZE RISK AND CAPITAL

Marsh USA Inc.
1560 Sawgrass Corporate Parkway
Suite 300
Sunrise, FL 33323



Taking care of people is at the heart of everything we do. Caring counts.SM

With Sedgwick's global reach and expert resources, we have set the industry standard for customized, technology-enabled risk and benefits solutions. Our approach to quality service goes beyond just managing claims – Sedgwick's diverse, engaged workforce enables us to take care of customers the way they want to be treated. We strive to help people and organizations navigate complexity and advocate on their behalf.

At Sedgwick, **caring counts.**SM



sedgwick
caring counts

www.sedgwick.com

800.625.6588 | [f](#) [t](#) [in](#)

proud supporter of the 2017 Florida RIMS Educational Conference



RISK. CLARIFIED.

The 42nd Annual
Florida RIMS
2017 Conference

Tampa 813.281.2095
Miami 305.854.1330
willistowerswatson.com

Willis Towers Watson 

How you get there matters.

You want to drive down your total cost of risk. The best way to do that is to get your injured workers back to health and back to work faster.

We call that responsive, responsible care.



York's integrated claims and managed care solution will get injured workers back to health and back to work faster - while effectively reducing your total cost of risk. **To learn more, connect with us at Florida RIMS.**



Strength and capability



Helping clients better prepare for tomorrow



Forward-thinking answers and technology



WHY AIG

Reliable and responsive claims



Creative and tailored customer experiences



Pioneers and market leaders



AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc. For additional information, please visit our website at www.aig.com.

aig.com/whyaig



Arthur J. Gallagher & Co.

Gallagher Proudly Supports the Florida RIMS Chapters and Their Annual Educational Conference



We offer expertise and guidance in every area of risk management
and benefits planning, delivery and administration.

Arthur J. Gallagher Risk Management Services, Inc., the U.S. retail property/casualty brokerage division of Arthur J. Gallagher & Co. — one of the world's leading insurance brokers — plans, designs and administers a full array of customized, cost-effective property & casualty and employee benefit risk management programs. Gallagher is pleased to continue its long-term support of the Florida RIMS Chapters and their Annual Educational Conference.

For more information, please contact:

Scott Holden
Area President, Tampa Bay
727.796.6101
scott_holden@ajg.com

Zeb Holt
Area President, South Florida
305.639.3113
zeb_holt@ajg.com

Michael Gillon
Area President, Orlando
407.563.3550
michael_gillon@ajg.com

Business Without Barriers®

www.ajg.com