

# SEMINAR INFORMATION 2023

## Friday Oct 6<sup>th</sup> Morning

Location room **Wiley & Milani Level 1**

### 1) **Heavy-duty truck body panel repair**

This seminar will focus on heavy-duty truck body panel repair. This will include repair methods for Aluminum, FRP, SMC, Metton® (Liquid Molding Resin), and TPO body panels. The discussion will address these different materials and why they may require different repair materials and repair methods.

**Todd Mathes:** I am an Application Engineer in the Automotive Aftermarket Division at 3M. I have been at 3M for over 35 years and have worked in the collision market since 2005 with a focus on the Heavy-Duty truck market for the last 7 years.

### 2) **OPEN FORUM Talk about collision Repair**

This seminar will talk about all collision repair

**John Spoto:** I started in the collision industry 51 years ago within a family-owned automotive, heavy-duty parts and paint stores in Western New York. In 1999, I went to work at Germain Motor Company as the Assistant Manager of their Collision Center. In 2005, I had an opportunity to begin a new career at 3M as a Territory Manager. In 2007 I was asked to join the MSO Team (Multiple Store Owner). In 2013, I was asked by 3M to lead and oversee 3M's commercial heavy-duty division as National Commercial Fleet Manager. During my time as National Commercial Fleet Manager, I used my experience to help improve collision processes, create up to date collision procedures, improve profitability, and improve throughput.

In 2022, I retired from 3M and then realized it wasn't easy to walk away from the industry I enjoy. In May of 2022 I came on board with the Premier Truck Group Dealership as Director of Collision. I currently oversee 11 collision centers across the United States. As a dealership group we continue to focus on procedures, processes, throughput and ensuring we provide "A Safe and Quality Repair."

### 3) " **Everything rides on it**"

Foundation fundamentals and considerations for estimating truck frame repairs.

Truck Frame - Suspension - Alignment

**Chris Schutt:** Technical Training Specialist at Bee Line Company (a leading manufacturer of heavy-duty wheel alignment and frame correction equipment) is an experienced technician with over 30 years of working with a diverse range of heavy-duty vehicles.

# CARGO OPEN FORUM DISCUSSION

Friday 6<sup>th</sup> of October 3:00 to 5:00pm

Location room **Wiley & Milani Level 1**

We have gathered experts in the field of cargo from beginning to end of a claim. The Agent and Underwriter that work with the insured throughout the policy period. The examiners and independent adjusters that work for the insurance company. All the way through the claims process to the salvage buyer. This forum allows you to ask all questions to our panel related to cargo and auto physical damage.

**Lauren Berry:** Senior Vice President of Inland Marine for Hudson Insurance Group. Ms. Berry has 30 plus years in the industry and works in the field of Underwriting. The underwriting departments are a critical component in the world of insurance.

**Steve Shelton:** Equipment Claims Management (ECM), A licensed independent adjuster with 20 plus years in the industry, cargo and auto physical damage. Mr. Shelton specializes in Lloyds of London policies.

**Andrew Cruse:** Managing Partner, Insurance Office of America, Andrew is a Producing Agent with 13 years in the business. He offers us the perspective from the policy and policy holder.

**Donna Leggett:** Claim Specialist II-Nationwide Insurance Company- Ms. Leggett is a claims examiner with 30 plus years in the industry. Ms. Leggett also spent time as an independent adjuster and works on a very wide variety of claims from cargo, auto physical damage to liability.

**Laudaine Simeon:** a Senior Claims Specialist- Hudson Insurance Group- Ms. Simeon has been in the field for 18 years and is an examiner. Ms. Simeon has experience in various lines of business including personal lines, property, transportation, inland marine and cargo.

**Shannon B Pittman:** Executive General Adjuster-Mid South Claims Service Inc.- Ms. Pittman has over 35 years in the industry as a dedicated adjuster working directly with the insured, producing agent, underwriter and claims examiner. Specializing all inland marine transportation claims, heavy haul, shipper interest, cargo of all kinds, contractor equipment.

**Steve Benedict:** President-Benedict Company, LLC- Mr. Benedict is one of the largest salvage buyers for cargo and physical damage. He has purchased entire warehouses, trains, and even bison in a field. Benedict company has 45 plus years in the industry.

# Saturday the 7<sup>th</sup> of October

**All A Seminars are in – Royston Level 1**

**All B Seminars are in – Gallery Level 1**

## **1A) Road Map to Staying in Safe Harbor**

The presentation will cover best practices in maintaining your claim file. Attendees will be provided with examples of common mistakes made by adjusters and supervisors, as well as tactics that lawyers utilize to bait you into bad faith. We will cover strategies that will allow you going forward to avoid these pit falls and assist you in conducting a good faith investigation and claims adjustment.

**Adam J. Brand**, founder and managing partner of Brand & Tapply, LLC, represents the insurance clientele in all phases of first and third-party coverage and litigation. Brand & Tapply, LLC specializes in combating suspect claims nationwide in all lines of insurance. Mr. Brand has extensive trial experience before state and federal courts in complex coverage litigation, automobile, commercial and homeowner fraud and arson cases, as well as medical provider, bad faith, and extra-contractual liability matters. Mr. Brand is actively involved in the insurance industry's education efforts and has served as a panelist and lecturer at seminars and conferences sponsored by international, national, and local insurance organizations.

## **1B) PREVOST UPDATE**

### **Stephane Lord Network Collision Manager Prevost division of Volvo Bus**

St-Nicolas, Qc

2021- Present

- Support all collision service center in the Prevost network
- Train people in the network on different tools for collision repair process.
- Implement new repair technics.
- Improve the network part capacity to reduce well time.

## **2A Diminished Value Claims – What are they and How to Combat Them**

This presentation will provide an overview of diminished value claims in the context of both first party and third-party claims under both personal and commercial automobile insurance policies. Claims for diminished value of a vehicle following an accident have become more prominent in recent years. The presentation will discuss the evolution of laws across the country that have allowed insureds and claimants to proceed with claims for diminished value. In addition, this presentation will discuss the determinative factors used to prove and establish diminished value claims. Finally, this presentation will explore various companies across the country that advertise themselves as experts in the area of diminished value. While diminished value claims appear to be here to stay, it is important to understand how to combat diminished value claims both under the applicable policy and state law, and to demand that insureds and claimants produce sufficient and reliable proof of the claim.

**Shahan J. Kapitanyan**: senior associate at Brand & Tapply, LLC, represents insurance company clientele in both first and third-party coverage and litigation matters. Mr. Kapitanyan has trial experience in both state and federal court in a variety of matters, including towing and body shop disputes, medical provider and insurance fraud, general casualty matters, bad faith, extra-contractual liability matters, and personal injury protection litigation. Mr. Kapitanyan is a frequent presenter before claims and SIU personnel regarding insurance-related issues.

## **2B) Estimating Principles**

How to estimate damage costs without software.

**Tom Fergus:** is an independent insurance adjuster specializing in heavy equipment losses since 1990. He is president at North Eastern Truck & Equipment Claims in Wolfeboro, NH, since 1997, where he provides claim appraisal and adjustment services to commercial property & casualty insurers for claims on heavy equipment. He is an expert on insurance claims handling and resolution for construction, forestry, agricultural, industrial, municipal and commercial transportation claims. He is an expert in root cause analysis for mechanical failures, and in damage and value appraisal for all aspects of loss, direct and consequential. He offers these services in the states of NH, ME, VT, MA, NY, CT and NJ.

## **3A) Electric Vehicle handling and risk analysis**

Niel Speetjens from I-CAR will explain how to safely work on electric vehicles and go in depth on the Vehicle intake process at the start of the presentation. Niel will share how to determine and how to verify the state of the Battery and how to make the vehicle safe before the vehicle can be repaired. The consequences and recognition of a thermal runaway will be discussed and how to react.

Needed diagnostic and measurement tools will be introduced and explained when in the repair process has to which measurement performed.

Safety first!

After completing this training, the participant will be able to:

- Describe a thermal runaway.
- Explain an EV intake process and how to verify the state of the Battery.
  - Describe the needed measurement and diagnostic tools.
  - Understand the language of EV.
- Explain how to perform Insulation and Bonding measurements.

## **3B) EROPS / Cab Repair on Crains & Re-Certification**

Developing repair procedures, identification of third party services, gathering costs/providing estimates, R & I, resulting supplemental claims and OSHA guidelines will be covered.

Tyler Smith, Certified Boom Repair Service, Inc.

I've been lucky enough over the last 18+ years to be involved in a family-ran business learning from my father, brother and all the craftsmen that make up our workforce along the way. I started as a welder in the shop and continued learning every aspect of our business including crane boom repair, disassembly/reassembly of boom systems, hydraulic/electric troubleshooting on heavy equipment and countless other skills along the way. Then came estimating, sales, operations, marketing and more.

- 4A) Autonomous Vehicles and Manufacturer Liability.**
  - **Machine Learning, Blockchain, and Contract Negotiations.**
    - **Telematics and A.I.**

**Tony Merritt From iSoft;** began his career in technology in networking and telecommunications operations with Qwest Communications in 2000, which led to a role with IBM Consulting, implementing Enterprise software for fortune 500 companies like Panasonic, Lockheed, and Boeing. In 2007 Tony branched into the field of data analytics, working for the Gallup Corporations groundbreaking World Poll. And for the last 14 years Tony has led a software development company providing solutions for the Heavy-Duty Transportation and Construction industries, and the Bottling and Food Manufacturing Safety industries. Tony believes that technology can be a force for good, when governed by good people and policy, and that the arc of history favors progress, through effort and education.

## **4B) The Future in Fire Protection is Now...**

THIA by Proteng automatic fire detection and suppression systems, protect tens of thousands of vehicles globally, including race cars, first responder vehicles, school buses, tractor-trailers, and RVs. Not to mention planes, trains, heavy equipment, server rooms, marine vessels and, of course the people who operate them.

THIA devices have saved numerous assets in the past year. It can eliminate—or even PREVENT—fires, in less than a second with a heat-activated delivery system which can be custom-installed in high-risk areas of your all of your assets—big and small...

**Dusan Maly:** Created a solution out of necessity over a decade ago when his LMP3 racing team suffered significant losses due to a number of fires in one season. The cars and drivers were at risk and the available solutions were less than ideal. This is where THIA automatic fire suppression was born.

**Nichole Wheeler:** Spearheads making this life-saving solution known across industries with an emphasis on raising awareness to fire risks. She feels that knowledge is power and is the key to mitigating risk.

## **5A) Dump Trailer Repair**

I plan on going through a power point presentation for a dump trailer repair. From the initial photos of the damage through the removal of the damaged parts, assembly of the new parts and finally the completed product. The power point will also have some pictures of hidden damage that will not be evident upon field inspection.

**Rick Ford:** Service Manager for East Manufacturing Corporation. I have been a welder for over 43 years. I started working for East in 1990. Most of the years since then have been spent working for East Manufacturing Corporation. I have been involved in a few different roles such as purchasing and warranty manager and have the Service Manager for East for over 15 years. Our service department is over 36,000 square feet. We have 27 mechanics employed in the service department.

## 5B) Carmack Amendment, Shipper and Broker Responsibility, Contract Indemnity

An attorney's view of the rules and laws that govern cargo and transportation. A detailed account from a practicing award winning litigator focusing on the *Scotlynn USA Division, Inc. v. Titan Trans Corp.* decision, an extensive, 59-page opinion and order concluding a five-year saga over a cargo claim involving a truckload of beef that shifted in transit. The lawsuit was brought by transportation broker Scotlynn USA Division, Inc. ("Scotlynn") against motor carrier Titan Trans Corporation ("Titan Trans") as (1) a Carmack Amendment claim on assignment, and (2) a breach of contract claim for failure to indemnify Scotlynn for cargo loss and damage. The decision by Judge John L. Badalamenti provides guidance on the full cycle of issues in a suit for cargo loss, including taking responsibility for loading and securing cargo, handling the rejection of a shipment, inspecting and assessing damages, and mitigating damages.

**Sophia Bernard** is a transportation attorney representing established motor carriers, brokers, shippers, and drivers in all aspects of litigation related to business disputes, cargo claims, regulatory compliance, catastrophic trucking accidents, and employment litigation from inception through trial. She also advises clients regarding creative risk mitigation, developing compliance programs/structures, investigation of internal employment issues, insurance, and serves as a strategic partner. Previously, Sophia served as national counsel for global online retailers and transportation providers where she managed litigation portfolio nationwide.

## 6A) Truck & Heavy Equipment Evaluations

**Collision, Vehicle Dynamics, Data recording, Mechanical Evaluation, Brake Evaluation, Safety Compliance, Fire Origin & Cause Metallurgical Analysis**

**Mr. Maltry** joined ED&T in 2007. He offers consulting services in the following areas: fracture and failure analysis, including finite element analysis; aircraft crash and vehicle collision investigation and reconstruction; origin and cause of air and land vehicle, structure and equipment fires; machinery scope of damages; assessment of appliances, machinery, vehicles and equipment

**Mr. McClure** joined ED&T in 2007 as a member of the vehicle analysis group. This group offers consulting services in the areas of vehicle accident reconstruction, analysis of vehicle systems and mechanical failure analysis. Although he now drives a Ford F150 pickup truck, Mr. McClure's attraction to automobiles remains unchanged. He still owns his Mercury Cougar and is actively collecting parts for a restoration project.

## **6B) Connecting the Cargo Underwriting Dots**

We all have questions from time to time that need to be answered by the company Underwriters. How do you ask the right question? What is the underwriting intent when the policy is sold? We have recruited two of the best underwriters in the market to ask all of these questions. We are going to discuss what underwriters need from their cargo adjuster.

**Lauren Berry** is Senior Vice President of Inland-Marine for Hudson Insurance Group.

In her role as SVP, Lauren has built out Hudson's Inland Marine line of business serving as product, underwriting and management lead with initial focus on motor truck cargo and equipment. Lauren has over 30 years of inland, ocean and property experience in underwriting and product. Lauren joined Hudson in 2021 and previously served as: VP & Chief Underwriting Officer of Inland Marine for Travelers; AVP & Managing Director of Inland, Ocean & Property for Hartford and began her underwriting training with Chubb. She received her Bachelor of Arts in Economics, with a minor in English, at Emory University and attended Emory Law School for two years. Lauren holds both CPCU and AMIM designations, along with being a multiple patent holder/co-inventor in the realm of artificial intelligence and theft prevention.

**Sam Rizzitelli** is Managing Director, Inland Marine, Rail and Cargo for Markel Specialty, an insurance division of Markel Corporation (NYSE: MKL). Headquarters in Richmond, Virginia. Sam has over 27 years of insurance industry experience. He joined Markel in 2019 after working at The Hartford, Travelers, and Allianz in various roles, including Inland Marine Director and Second Vice President. A graduate of Sacred Heart University, Sam earned his Juris Doctor at Quinnipiac University. He is an attorney admitted to practice law in Connecticut and the United States District Court for the District of Connecticut.

## **7A) Overview of Handling Heavy Equipment Claims**

Will familiarize you with different types of heavy equipment, how to identify (Spec Sheet), evaluate heavy equipment and be able to write a estimate when necessary

Points of Interest

Identify

Complete an Estimate

Evaluation

Betterment

Salvage

Photos

**Ed Williams:** Has been handling Heavy Equipment claims for a little 50 years. That portion of his career started with Commercial Credit Claims Services. At that time, he handled all types of heavy off-road equipment, later he became heavily involved in forestry equipment and all types of contractor equipment especially the rental equipment end of the business.

## **7B) All Cargo Claims Related to Reefer Units**

We will explain how to read a reefer download with the components of the reefer unit. The types of maintenance requirements and types of commodities. This includes exempt and regular goods under the CARMACK Amendment and the Uniform Bill of Lading terms and conditions for Exempt Commodities.

**Shannon B Pittman:** Executive General Adjuster-Mid South Claims Service Inc.- Ms. Pittman has over 35 years in the industry as a dedicated adjuster working directly with the insured, producing agent, underwriter and claims examiner. Specializing all inland marine transportation claims, heavy haul, shipper interest, cargo of all kinds, freight broker liability.

**Travis Sheppard-Engle Martin-Executive General Adjuster-** Mr. Sheppard has 30 plus years in the industry and has been both an insurance examiner and independent adjuster. He specializes in CAT loss, Large Loss, auto physical damage, contracts equipment and cargo.

**Fritz Fiebig-Benedict Company- Senior Vice President-Salvor Providing Solutions-** Mr. Fiebig comes to us with 45 years in the industry salvaging refrigerated commodities.