

OIAA 2007

PROFESSIONAL DEVELOPMENT & CLAIMS CONFERENCE

CANADA'S LARGEST CLAIMS EVENT!

A Conference for Insurance Claims Professionals providing a full day of Education, Enrichment and Networking

EXHIBIT SHOWCASE 10:00 a.m – 5:30 p.m.

Over 150 exhibits from across Canada showcasing the latest products and services for the claims Industry

COFFEE 10:00 a.m. in the exhibit hall
Sponsor: ServiceMaster Canada

LUNCHEON 12:00 noon – 2:00 p.m.

Sponsors: BMS CAT, Cunningham Lindsey, InHealth Solutions, Rochon Engineering and Lerner LLP, Insurance Defence Group

Key Note Speaker: Michael 'Pinball' Clemons

Toronto Argo Head Coach and CFL Great



Character is something that sports commentators talk about all the time. But rarely is so much of it contained in such a small package as in the case of former Toronto Argonauts running back and now head coach Michael "Pinball" Clemons. Pinball Clemons' on field accomplishments are legendary: he is the CFL's all-time all purpose yardage leader and was one of pro football's most electrifying players. However, it is his exceptional character, in addition to his outstanding athletic ability, which have made him the remarkable fan favourite he is throughout Canada. Clemons' tireless community involvement and participation in countless charitable causes exemplify the qualities he possesses, which are so rarely found in today's professional athletes.

Don't miss the **MIX AND MINGLE 4:00 – 5:30 p.m.**

Sponsors: Core Integrated Health Resource, PMAC, Paul's Restoration, Riverfront Medical, Strone Construction and Vanler Insurance Adjusters

Enter a Draw to Win
Two Tickets to the Ottawa
Out-of-Town Meeting.
Compliments of the OIAA!

"Back to Basics"

CLAIMS 2007 SEMINARS

A lineup of industry professionals speaking on a range of timely topics

Early Morning Seminars 9:00 a.m. – 10:00 a.m.

A *Definition of an Accident*

Presented by Phillipa Samworth,
Dutton Brock, LLP (Room 201EF)

This seminar will focus on the complexities surrounding the definition of "an accident" in day-to-day claims investigation. Discussion will centre on two recent cases involving the Supreme Court of Canada, both dealing with coverage issues specifically when determining whether an accident had arisen from the use or operation of an automobile.

Sponsor: **Matson, Driscoll & Damico**

B *Of Red Flags and Good Faith*

Presented by Stephen Scullion, CACI (Room 202AB)

Too often adjusters are frozen in trepidation when the spectre of "bad faith" arises on a first-party claim file. What is it, and how can it be avoided? This seminar is designed to answer these questions and will offer practical advice on how to proceed confidently in your claims investigation.

Sponsor: **MKD International**

C *Return to Investigative Adjusting In the Modern World of BI Litigation*

(Room 202CD)

Presented by Marc Gorbet, Cummins Seto

This presentation will focus on identifying High Award Risk Matters (HARM) files; developing a HARM adjusting protocol that will create an evidentiary record that meets the credibility issue head on, and using collateral investigative techniques - a new approach. The time is right for a return to proactive, investigative adjusting. The HARM approach gives companies a strong evidentiary base to challenge these kinds of claims.

Sponsor: **McLarens Canada**

Mid-Morning Seminars 11:00 a.m. – 12:00 a.m.

D *Business Interruption*

Presented by Oleh Hryko,
H&A Forensics (Room 201EF)

How to Identify Potential Risk Factors in Any Business Interruption Claim.

This presentation will begin with a discussion of the fundamental differences between "gross profits" and "gross earnings" business interruption calculations, including simple examples of the formulas. We will also consider how to assess claim risks at the initial meeting with the insured, by way of asking the right questions and requesting the right documentation. An actual case study will be examined, followed by a brief overview of digital forensics and discovery analytics and its application in commercial loss claims.

Sponsor: **SCM Adjusters Canada**

E *Back to Basics Scene Investigations*

Presented by Zygmunt M. Gorski,
Gorski Consulting (Room 202AB)

This slide and video presentation will focus on examinations of the scene of a motor vehicle accident using examples from real-life incidents. Examples from real-life accidents will include an analysis of the scene of Princess Diana's fatal accident in Paris, with a focus on roadway features and unusual influences that might have affected the accident outcome.

Sponsor: **First General Services**

F *Personal Adjuster Safety*

Presenter to be determined (Room 202CD)

This seminar will be beneficial to anyone who meets or deals with clients on a face to face basis. It will provide safety tips and ideas on how to act and/or respond when dealing with a difficult situation or individual while out of your element.

Sponsor: **MDAC**

"Back to Basics"

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Afternoon Seminars 2:00 p.m. – 4:00 p.m.

G *Statement Taking "101"*

Presented by Glenn Gibson, CACI
(Room 201EF)

"Investigative Interviewing – the foundation of every good file"
This presentation will provide a foundation of the necessary skills and resources you require to carry out a successful interview. Additionally, you will learn how personality profiling can assist in obtaining the "facts". In today's claims world, we must prove we acted in good faith. The skills you will learn in this work shop will assist you in accomplishing this.

Sponsor: **Crawford Adjusters Canada**

H *Adjuster, M.D. finding the needle in the medical documentation haystack*

Presented by James McDonald,
Karen Franko, Jim Franko,
Total Rehabilitation Management Inc.
(Room 202AD)

Analyzing and interpreting IE's while avoiding UDAP – no medical degree is required! This seminar will generate ideas and solutions through provocative discussion on how to get the most out of your IE's, and give you the ability to confidently distinguish good and bad IE's, and everything in between.

Sponsor: **Garda/Signum**

I *Basics of Environmental Law: Contaminated Sites*

Presented by Marc McAree & Paul Manning,
Willms & Shier, LLP (Room 103 A/B)

This presentation explores how the legal liabilities affect current and former owners of contaminated land, and their insurers. Identifying the source and extent of contamination and assessing the clean-up options, the potential legal liabilities and the impact on property value require working with a multi-disciplinary team of legal and technical specialists.

Sponsor: **CDT International**

J *Evidentiary Photography*

Presented by Scott Broad,
Giffin Koerth (Room 202CD)

Digital Photography Demystified.
Lost in a world of megapixels, resolution, CCD, LCD, ISO, or JPG? Then this presentation is for you. We will explain the essentials of pixels, resolution, compression and other factors that affect picture quality. We'll also discuss a number of tips on focusing, using the flash, and basic picture composition that will vastly improve your overall photographic success rate.

Sponsor: **Virtual Claims Adjuster**

Auto, Property, Casualty, Rehab,
Risk Management, Insurance Admin.
and Commercial

This event is free to Claims Professionals, Exhibitors and Sponsors - \$250 entrance fee to all others which includes lunch if paid in advance.

I would like to attend the seminars and exhibit showcase. Please pre-register me. Passes for pre-registered attendees will be available for pick-up in The Metro Convention Centre lobby at 8:00 am on February 7, 2006.

Please indicate which seminars you plan to attend
(Please note that seating is not reserved):

9:00 a.m. – 11:00 a.m.

Seminar A B C

11:00 a.m. – 12:00 noon

Seminar D E F

2:00 p.m. – 4:00 p.m.

Seminar G H I J

LUNCH

I would like to attend the luncheon. Enclosed is a cheque to cover _____ tickets at \$50.00 per ticket (GST included). Total _____. Reservations are held by cheque only. Cheque to be payable to OIAA. Credit cards are not accepted.

PLEASE PRINT CLEARLY

Name _____

Title _____ OIAA Membership No. _____

Company _____

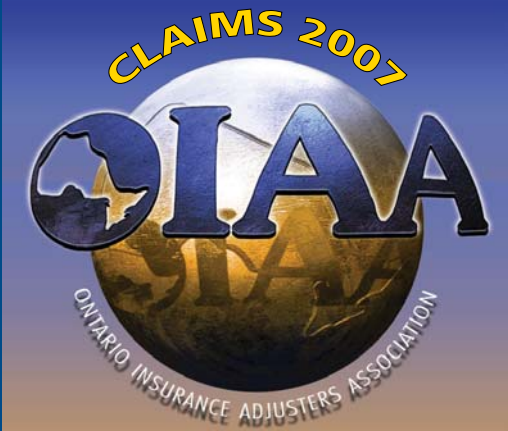
Address _____

Prov. _____ Postal Code _____

Tel. (____) _____ Fax (____) _____

E-mail _____

Lunch ticket or \$250 entrance fee orders mail with payment to: Ontario Insurance Adjusters Association
29 De Jong Drive, Mississauga, ON L5M 1B9
Register on line: www.oiaa.com



OIAA 2007

PROFESSIONAL DEVELOPMENT & CLAIMS CONFERENCE

BACK TO BASICS

A Conference for Insurance Claims Professionals

Wednesday, February 7, 2007

METRO TORONTO CONVENTION CENTRE
CONSTITUTION HALL

Free admission to all Exhibits and Seminars
for Insurance Claims Professionals

Plus...over 150 exhibitors for one stop information shopping!
Don't miss this one day event! Register Now...