



April 9, 2010

Holiday Inn ~ Wilsonville, Oregon

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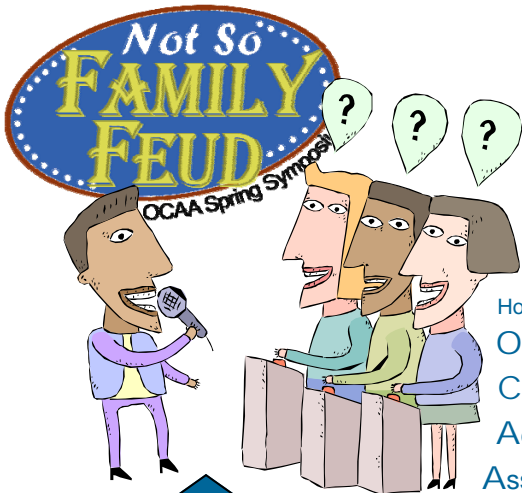


SMITH FREED & EBERHARD P.C.

Your Litigation Partner

**LACHENMEIER ENLOE
RALL & HEINSON**

ATTORNEYS AT LAW



Hosted by
Oregon
Casualty
Adjusters
Association

Join us
for a buffet
breakfast
at 7am!



About the OCAA Symposium

The 2010 OCAA Spring Symposium is designed to provide you with targeted information that will allow you to handle your workload more effectively and efficiently. This practical one-day seminar is designed to improve your claims handling skills and knowledge. Breakout Session topics are presented by knowledgeable and talented speakers. You can attend two different Sessions, selecting from six different subjects this year.

Questions?

Barb Tyler, Coordinator
541/937-2611 or npassist@msn.com

~ For Vendor opportunities visit our website ~

PROGRAM AGENDA

MORNING GENERAL SESSION

Get away from your desk or off your couch and become a participant in an exciting and educational presentation of the "Not So Family Feud" a claims professionals game show.

Randomly selected attendees will be formed into teams and will square off against each other to answer questions about some of Oregon's hottest insurance topics. Each team will have the opportunity to win fabulous prizes!

The game show will feature questions from our breakout session topics — which should help attendees determine which sessions they would like to attend in the afternoon.

Test your knowledge and win exciting prizes during the keynote session "Not So Family Feud"!

7:00 am	Registration & Breakfast Buffet — Vendor Trade Fair Opens
8:15-8:30	Welcome, Announcements, Program Introduction — Marisa Adamo <i>OCAA President, Liberty Mutual</i> — Mary Luttrell <i>Symposium Co-Chair, Chartis Insurance</i>
8:30-10:00	Not So Family Feud — Game Show — Hosted by Justin Wickizer <i>Symposium Co-Chair, Smith Freed & Eberhard P.C.</i>
10:00-10:30	Networking Break
10:30-11:45	Not So Family Feud Continues
12:00-1:00	Buffet Lunch — Italian Station Legislative Update — Starla Jean Goff, <i>Smith Freed & Eberhard</i>
1:00-2:00	Breakout Session I — Choice of 6 topics*
2:00-2:30	Networking Break
2:30-3:30	Breakout Session II — Choice of 6 topics*
3:45pm	Closing, Door Prizes & Raffle Drawings (Must be present to win!)

*See next page for Breakout Session choices and descriptions

— Vendor Trade Fair will be open throughout the day —

Note: MCLE and CE credits will be available pending approval

Holiday Inn Select
25425 SW 95th Ave ~ Wilsonville, Oregon
(Exit 286 off I-5) • 503/682-2211
OCAA Room Rate
\$99 single or double
When making a reservation ask for the OCAA rate

★★Your Chance to WIN★★

Fantastic prizes donated by OCAA:
iPod Nano w/Docking Station
Garmin GPS System

Other incredible prizes include:

2 Nights & Massage @ Cannery Pier Hotel donated by
Smith Freed & Eberhard P.C.

Also, numerous other prizes and vendor gifts!

Must be present to win, so plan to arrive early and stay late!

BREAKOUT SESSION TOPICS At a Glance

*Please indicate on the registration form
which sessions you are interested in. You may change your
selections the day of the symposium.*

— Select two —

1:00 to 2:00pm and 2:30 to 3:30pm

Investigating Arson Fraud

with **Dan Thenell**, of *Smith Freed & Eberhard* and
Ryan Fields, of *ORCA Fire Investigations*

1:00 to 2:00pm

Medicare Set Aside

with **Mark Popolizio** of *Nuquest/Bridge Point* and
Denny Freed of *Smith Freed & Eberhard*

1:00 to 2:00pm and 2:30 to 3:30pm

Collision Damage Appraising

with **Jim McCune** of *North American Claims Service*

1:00 to 2:00pm and 2:30 to 3:30pm

Property First Party Coverage

with **George Stone** and **Glenn Rennemann** of
McLarens Young International

2:30 to 3:30pm

Hot Topics Roundtable Discussion

with attorneys from **Lachenmeier Enloe Rall & Heinson**

1:00 to 2:00pm and 2:30 to 3:30pm

What's it Worth?

*Interactive discussion with attorney **Glenn Barger** of *Smith Freed & Eberhard*; seasoned claims professional **Spunky Gray** of *Mutual of Enumclaw*; and **Dr. Donald Schroeder** of *Health Cost Management*.*

WHAT YOU WILL LEARN

Investigating Arson Fraud

This presentation will cover all aspects of an insurance related arson fraud investigation. Fire inspection expert Ryan Fields will discuss the scientific method of fire investigations while attorney Dan Thenell will cover the components of fire related fraud investigations, including applicable legal issues, relationship with public investigation entities and motive evidence.

Medicare Set Aside

Section 111 imposes new stringent "notice and reporting" requirements on the insurance industry to report claims involving Medicare beneficiaries. The penalty for non-compliance with Section 111 mandates is steep: \$1,000 per day, per claim. Now is the time for all claims handlers and practitioners to ensure that they have a firm understanding of Section 111's requirements, CMS' MIR directives, and the practical impact Section 111 will have on claims handling and settlement practices. This presentation will be presented by Denny Freed of Smith Freed & Eberhard and Mark Popolizio, J.D., Vice President of Customer Relations for NuQuest/Bridge Pointe a national MSA/Medicare services vendor. Mark is a recognized national leader regarding Section 111 and general MSA/Medicare compliance issues. *This topic only offered once from 1-2pm.*

Collision Damage Appraising

This presentation with Jim McCune of North American Claims Service will focus on the auto appraisal process. He will share photos of wrecked autos and go over the basics of writing an estimate based on visual damages. He will also speak about industry lingo such as LKQ vs. OEM, how to figure out from an estimate the time (days) needed to repair a vehicle, industry labor rates for auto body repairs in the states of Oregon and Washington, and more.

Property First Party Coverage

George Stone and Glenn Rennemann, both of McLarens Young International, will cover aspects of first party property coverage including vandalism versus tenant abuse, meth lab coverage, vermin damage, and more.

HOT TOPICS for Roundtable Discussion

We welcome back this year attorneys from Lachenmeier Enloe Rall & Heinson who will moderate the ever-popular and fast paced discussions on today's hottest legal issues. They will touch on subjects familiar to us all. *This topic only offered once from 2:30-3:30pm.*

What's it Worth?

Our panel of specialists — attorney Glenn Barger of Smith Freed & Eberhard, seasoned claims professional Spunky Gray of Mutual of Enumclaw, and Dr. Donald Schroeder of Health Cost Management — will examine the recent Oregon jury verdicts in personal injury cases through an interactive game show style presentation. Real life scenarios and injuries will be discussed as random audience members will be asked to "spin the wheel" containing different injuries and scenarios that were brought to verdict by juries over the last year. Claims professionals will gain the tools needed to better evaluate claimants' injuries in this lively breakout session! This was a popular and fun session last year!

**Except where noted, all session topics are offered twice. See Program Agenda or Breakout Session Topics At a Glance for start times.*

Disclaimer: Topics and speakers are subject to change.

Symposium Committee Chairs

Mary Luttrell, Co-Chair, Chartis Insurance, OCAA Vice President
Linda Sell, Co-Chair, American Family Insurance, OCAA Secretary
Justin Wickizer, Co-Chair, Smith Freed & Eberhard P.C.
Barb Tyler, Coordinator, Alquemie Publishing Ink



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MCLE & CE credits will be available pending approval

This application also available on our website at:
www.oregoncasualtyadjusters.org

Register Early
to SAVE \$10

REGISTRATION FORM

Register Early
to SAVE \$10

Registration includes Buffet Lunch and Symposium Workbook

_____ \$40 Member Registration (\$50 at the door) _____ \$50 Non-Member Registration (\$60 at the door)
 Check your membership status at www.oregoncasualtyadjusters.org

_____ FREE Retired OCAA Past President
 (Complimentary registration)

★ Notice: Due to a decrease in registration fees, the "Group Discount" option has been discontinued.

Registration fees are transferable. Registration fees are nonrefundable after April 2, 2010.

If registration form cannot be mailed prior to April 2, please plan to register at the door.

Breakout Sessions - Choose 2 topics:

(See brochure for more information on each topic. You may change topics when you arrive.)

- | | |
|--|-------------------------------------|
| _____ Investigating Arson Fraud | _____ Medicare Set Aside |
| _____ Collision Damage Appraising | _____ Property First Party Coverage |
| _____ Hot Topics Roundtable Discussion | _____ What's it Worth? |

... Please print legibly ...

Name

Company

Address

City, State, Zip

Phone

Email

I would like an email confirmation that my registration has been received.

Amount Enclosed: \$_____

Please do not include my email address on any OCAA correspondence not related to the Symposium.

Mail this form with check or money order payable to OCAA to:
 OCAA Symposium, PO Box 87, Dexter, Oregon 97431