

SCEA Spring Meeting
April 18 – 21, 2010
Naples Beach Hotel & Golf Club
Naples, FL

Sunday, April 18

- 3:00-5:00 PM Registration
- 6:30-8:00 PM President's Reception

Monday, April 19

- 7:30-9:00 AM Officers and Directors Breakfast
- 8:00-9:00 AM Members and Guest Continental Breakfast
- 9:00-9:10 AM President's Welcome
- 9:10-10:15 AM Southeastern States Legal Update
Greg Gaebe, Attorney
Gaebe, Mullen, Antonelli & Dimatteo
Discussion of cases in the Southeast that may have
implications for Insurance carriers
- 10:15-10:30 AM Break
- 10:30-11:30 PM Patrick Rhoads
HSA Engineering
What is Green and what does it mean for Insurance
Companies-Will losses result in added expense and need
special training or expertise to handle claims What issues will
create exposures for insurers.
- 11:30 PM Closing Comments
- 1:00 Golf Tournament- Naples Beach Golf Club
- 6:30-7:30 PM Reception

Tuesday, April 20

- 7:30-9:00 AM General Membership Meeting & Breakfast
- 8:00-9:00 AM Guests Continental Breakfast
- 9:00-9:05 AM Opening Comments

- 9:00-10:00 AM Chris Esposito –Major Account Mgr-CCC
Einat Haftel- VP, Business Intelligence-CCC
Current Political Environment Impact on the Auto and Insurance Industries.
- 10:00-10:15 AM Break
- 10:15-11:15 AM Hiring, Managing and Retaining a Modern Claims Workforce-
Panel discussion of challenges of generational hiring, supervision and retention. Attracting and retaining qualified employees, building loyalty, developing management level people. How do we replace the Baby Boomers as they retire and how do we retain the knowledge base that is walking out the door. Special considerations-transitional retirements, job sharing, telecommuting, etc.
- 11:15-11:55 AM Social Media Tools for the Adjuster and Cyber-Liability
Michael Kay
VP, Editorial and Online Services
Nationwide Publishing Company
Use of social networking sites and electronic tools available to make Claims easier and more efficient- Potential liabilities arising from use of those tools.
- 11:55 AM Closing Comments and Adjourn
- 6:30-7:00 PM Cocktail Reception
- 7:00-10:00 PM Banquet

Wednesday, April 21

- 7:30-8:30 AM Officers & Directors Breakfast Meeting