



ATLANTA, GEORGIA

— THE RENAISSANCE HOTEL —

NOVEMBER 2-4, 2026

CLAIMS AND OPERATIONS SYMPOSIUM

COLLATERAL PROTECTION PRODUCTS SYMPOSIUM

Schedule at a Glance

Monday, November 2nd

1:00pm – 2:00pm	Executive Committee Meeting	High Ballroom A
2:00pm – 4:00pm	Board of Directors Meeting	
4:00pm – 4:30pm	PAC Board Meeting	
5:00pm – 6:30pm	Welcome Reception	Centennial Park

Tuesday, November 3rd

7:00am – 8:00am	Buffet Breakfast	High Ballroom A
8:00am – 9:30am	Federal Affairs Committee	High Ballroom B&C
9:30am – 9:45am	Networking Break	
9:45am – 10:45am	GAP, VSC & Motor Club Committee	
10:45am – 11:00am	Networking Break	
11:00am – 12:00pm	Midterm Election Update (<i>Bill Crane</i>)	
12:00pm – 1:30pm	Lunch On Your Own	
1:30pm – 2:30pm	Lender-Placed Insurance Committee	
2:30pm – 2:45pm	Networking Break	
2:45pm – 3:45pm	Payment Protection Products Committee	
4:00pm	Day Adjourns	
5:00pm – 6:00pm	Networking Reception	Centennial Park
6:00pm – 8:00pm	Dinner & Trivia	High Ballroom A



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SYMPOSIUM PROGRAM

November 4th

CLAIMS & OPERATIONS

COLLATERAL PROTECTION

7:00am – 8:00am

Buffet Breakfast - High Ballroom Pre-Function

High Ballroom B&C

High Ballroom A

8:00am – 8:50am

Applications for Contract-Level Cash Flows

Learn how the Kerper-Bowron Method supports revenue recognition, liability measurement and structured risk transfer for service contract and manufacturer warranty portfolios.

- *Lee Bowron, Kerper Bowron*

8:00am – 8:50am

LPI Market Outlook: Trends, Capacity & Risk

Overview of the current state of the LPI market, including market capacity, and premium trends.

- *Amy Marion, Aon Insurmark*
- *Mark Carroll, Arch Insurance*
- *Greg Tuttle, Assurant*
- *Joseph Fess, Fortegra*

8:50am – 9:00am

*Networking Break**

9:00am – 9:50am

Transforming Claims Management with AI

Examine how AI is reshaping claims management, including opportunities to automate manual processes, accelerate claims decisions, improve accuracy, and address the operational challenges that come with implementing new technology.

- *Rebecca Strader-Fouts, Assurant*

9:00 am – 9:50am

Modernizing Claims Administration

Discover how technology, automation, and AI are transforming claims management across lender placed coverages by streamlining administration, enhancing the evaluation process, and helping carriers and service providers navigate increasingly complex claims environments.

- *Vicki Koglmeier, OSC*
- *Ben Webb, Hausch & Co*
- *David Haush, Haush & Co*
- *Skip Davis, Unitas (Moderator)*

9:50am – 10:00am

*Networking Break**

10:00am – 10:50am

Navigating Claims Challenges

Join insurance professionals for a discussion on the evolving challenges impacting claims and underwriting, with a focus on key trends, emerging tools, and practical strategies for navigating today's changing insurance environment.

- *Cynthia Billingsly, Securian*
- *Anthony Cox, Securian*
- *Mark Walters, Fortegra*
- *Melissa Piehl, SWBC*

10:00am – 10:50am

Insurance Tracking Across Institutions

Explore the opportunities and challenges of insurance tracking including how technology, automation, service expectations, and compliance considerations shape effective solutions for institutions of varying sizes and complexity.

- *Laura Beauty, SUI (OSC)*
- *Janet Lorient, SWBC*

10:50am – 11:00am

*Networking Break**

11:00am – 11:50am

Managing Operational Risk & Fraud Prevention

Explore emerging fraud trends, operational vulnerabilities, and practical strategies for identifying, mitigating, and managing risk while strengthening internal controls and protecting organizational assets.

- *Jen Van Haute, CSO*

11:00am – 11:50am

Navigating Reinsurance: A Regulator's Perspective

Gain a regulator's perspective from the Tennessee Department of Insurance on the evolving reinsurance landscape, including changing market conditions, and considerations for navigating risk and building successful reinsurance programs.

- *Tennessee Department of Insurance*

12:00pm – 1:00pm

*Networking Lunch**

1:00pm – 2:30pm

Predicting Campaign Performance Using AI

Scott Ham, former Transamerica CEO, and President and CEO, Pinpoint Predictive will discuss Discover how Pinpoint's marketing intelligence solutions use data driven models to predict profitability, response and conversion before you spend a dollar, helping you optimize campaigns, prioritize outreach and improve marketing ROI.

- *Scott Ham, President & CEO, Pinpoint Predictive*