Ross Suter is an Assistant Vice President of Litigation Solutions and the General Counsel of Magna Legal Services. Mr. Suter is a resident of the firm’s Philadelphia and New York offices. After practicing as a litigator in Philadelphia, Pennsylvania for several years, he turned his attention to litigation consulting services where he has been involved in the development of graphics and trial presentation strategies in hundreds of cases. His work includes partnering with members of the trial team to develop themes and case strategies that persuade juries, judges and arbitration panels.

Mr. Suter has personally tried and consulted on cases in a wide variety of practice areas from intellectual property to commercial litigation to mass tort matters. He has experience working with AMLAW 200 firms, as well as, small litigation and boutique law firms. This experience has provided him with a unique insight into how jurors and judges process information.

He is a frequent lecturer of Continuing Legal Education seminars at law firms, law schools and legal associations on the use of litigation strategy, graphics, and trial presentation solutions to maximize results in adversarial proceedings. Mr. Suter is a frequent contributor of articles involving litigation consulting issues. Further, over the course of the last several years, he has developed an expertise in the use of social media and its impact on jury selection and monitoring.

Mr. Suter received his Juris Doctorate from Widener University School of Law, a Master of Science from Villanova University and a Bachelor of Arts from McDaniel College. He is a member of the Pennsylvania and New Jersey State Bars.

Michele Stuart is the owner and operator of JAG Investigations, Inc. since its creation in 1997. Previous to this, she was employed by Assets Intelligence starting a financial investigative career in 1990. Michele has over 25 years of experience in OSINT, counter intelligence, insurance fraud investigations, financial investigations, threat assessments, due diligence, organized retail crime, and corporate & competitive intelligence. Over the past 15 years, she has taught hundreds of classes in open source intelligence and social media investigations for the law enforcement and military intelligence communities as well as the financial industry and insurance industry on a global level. She has been an Instructor at Quantico (FBI Academy) for international training programs and an Adjunct Professor with University of Virginia.
We will be offering again this year both Basic and Advanced tracks of learning! This format will allow NSPII to not only provide experienced fraud-fighting professionals with the most sophisticated and current training courses, but also topics that introduce new adjusters and investigators to the insurance investigation industry.

**BASIC CLASSES** will be designated with either a “**” or “BASIC” by the topic title.

### Monday, October 8, 2018

<table>
<thead>
<tr>
<th>Topic 1:</th>
<th>Using Open Source and Social Media in Insurance Investigations to Identify Fraud</th>
<th>Michele Stuart</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Topic 2:</td>
<td>Documenting Reports and Files for a Professional and Objective Investigation</td>
<td>Robert Luskin &amp; Candace E. Padgett</td>
</tr>
<tr>
<td>Topic 4:</td>
<td>Time for Payback: Using Affirmative Litigation to Defeat Organized Fraud and Con Artists</td>
<td>Isaac R. Melton &amp; Eric W. Moch</td>
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<td>Victoria L. Hoenigman &amp; Matthew Simko</td>
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<td>Patricia Trombetta</td>
</tr>
<tr>
<td>Topic 7:</td>
<td>Floods of Fraud</td>
<td>Michael R. Parker</td>
</tr>
<tr>
<td>Topic 8:</td>
<td>Investigating and Prosecuting Arson Fatalities/Fraud: A Richmond Hill Case Study</td>
<td>Denise Robinson</td>
</tr>
<tr>
<td>Topic 9:</td>
<td>Amazingly Important Claim Handling Questions (Legal Panel I)</td>
<td>Adam E. Carr (Moderator) – GA, MI, OH, PA, TX</td>
</tr>
</tbody>
</table>

### Tuesday, October 9, 2018

| Topic 10: | Jury Tips and Jury Psychology | Ross Suter |
| *Topic 11 | Fire Cause, Fire Classifications and NFPA 921 | Kevin L. Moyer & Jeff Oberlies |
| Topic 12: | Legal Panel II: An Interactive Discussion of Emerging Trends and Issues | Carmen C. Sarge (Moderator) – IL, IN, KY, MO, TN |
| Topic 13: | Putting the Brakes on Fraud | Forrest Wright |
| Topic 14: | Social Media Investigation Panel: 2018 Updates, Strategies, and Considerations from Varying Perspectives | Jeffrey Ferrand (Moderator), Katy Beth Carr, Scott M. Catron, Clay James & Candace Padgett |
| *Topic 15: | Working with Experts – Perspectives from an Expert and Attorney | Tia J. Combs & Herb Goff |
| Topic 16: | Sharing Economy: Complicating Claims & Coverage | Brian P. Henry |
| Topic 17: | Forensic Recover and Analysis of Data from Cell Phones & Clouds for Insurance Claims Investigations | Jeff Sawyer |
**Welcome Reception**

The **Welcome Reception** this year will be sponsored by Kopka Pinkus Dolin on **Sunday, October 7, 2018** from 7:00-9:00 p.m. at the **Punch Bowl Social**, 120 S. Meridian Street, Indianapolis (walking distance from the hotel). Casual atmosphere with activities such as bowling, shuffleboard, karaoke, arcade games and more. Food and Drinks will be provided. Please **RSVP by September 21st** to Lisa Stiegel, lmstiegel@kopkalaw.com or (219) 736-6142.

**Seminar Program**

**Monday, October 8, 2018**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>7:00 a.m. - 7:00 p.m.</td>
<td>Exhibitors</td>
</tr>
<tr>
<td>7:00 a.m. - 7:45 a.m.</td>
<td>Continental Breakfast</td>
</tr>
<tr>
<td>7:00 a.m. - 8:00 a.m.</td>
<td>Registration</td>
</tr>
<tr>
<td>7:30 a.m. - 7:50 a.m.</td>
<td>Welcome and General Session -</td>
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<td></td>
<td><strong>The Honorable Eric J. Holcomb, Governor of Indiana, (Invited)</strong></td>
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<tr>
<td>8:00 a.m. - 11:45 a.m.</td>
<td>Topic 1 (only topic offered)</td>
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<tr>
<td>9:45 a.m. - 10:00 a.m.</td>
<td>Break</td>
</tr>
<tr>
<td>11:45 a.m. - 1:15 p.m.</td>
<td>Lunch and National Awards Presentation</td>
</tr>
<tr>
<td>1:30 p.m. - 3:15 p.m.</td>
<td>Topics 2*, 3, 4, 5</td>
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<tr>
<td>3:15 p.m. - 3:30 p.m.</td>
<td>Break</td>
</tr>
<tr>
<td>3:30 p.m. - 5:15 p.m.</td>
<td>Topics 6*, 7, 8, 9</td>
</tr>
<tr>
<td>5:15 p.m. - 6:00 p.m.</td>
<td>New Member Welcome Reception</td>
</tr>
<tr>
<td>6:00 p.m. - 7:00 p.m.</td>
<td>(Cash Prize Awarded for Vendor Card Drawing)</td>
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**Tuesday, October 9, 2018**

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<tr>
<td>8:15 a.m. - 10:00 a.m.</td>
<td>Topics 10 (only topic offered)</td>
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<tr>
<td>10:00 a.m. - 10:15 a.m.</td>
<td>Break</td>
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<tr>
<td>10:15 a.m. - noon</td>
<td>Topics 11*, 12, 13, 14</td>
</tr>
<tr>
<td>12:00 p.m. - 1:00 p.m.</td>
<td>Lunch</td>
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<tr>
<td>1:15 p.m. - 3:00 p.m.</td>
<td>Topics 15*, 16, 17</td>
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</tbody>
</table>

(*Denotes Basic Class)

**About the Seminar**

The National Society of Professional Insurance Investigators (NSPII) proudly presents its 36th Insurance Fraud Seminar. The seminar offers two days of informative sessions. For your convenience, registration is available for one or both days.

**Continuing Education:** The following accreditations have been applied for: CEU for Kentucky Private Investigators, and CLE in Georgia, Indiana, Kentucky, Missouri, Ohio, Pennsylvania, Tennessee, Texas, Wisconsin and MCLE in Illinois.

**About NSPII:** We are an organization comprised of investigators, insurance claims personnel, attorneys, forensic experts, criminal investigators, educators, and retirees dedicated to the further refinement of investigative ideas, procedures and techniques.

As a non-profit group, we sponsor annual seminars, publish a newsletter, and conduct regular meetings to inform and encourage individuals who strive toward the highest degree of professionalism in the areas of insurance fraud recognition, prevention and investigation.

Learn more about NSPII and find out how to become a member at [http://www.nspii.com](http://www.nspii.com).
Topic #1: Using Open Source and Social Media in Insurance Investigations to Identify Fraud  (8:00-11:45 a.m.)

This class will provide step-by-step in-depth researching techniques utilizing online and open-source databases located on the web. It will cover techniques in locating “hidden” information on a subject’s web presence from public records, criminal records and social-networking profiles. Learn how to use open sources available for geo locating tweets and Instagram photos right after they have been posted as well as reading the metadata embedded in pictures. The class will further demonstrate how to utilize the internet as an effective investigative research tool (by manipulating search criteria) in locating and creating an entire profile on an individual in regards to determining information that may identify insurance fraud.

Michele Stuart
JAG Investigations, Inc.
Gilbert, AZ

Lunch – 11:45 a.m. -1:15 p.m.
National Awards Presentation

Topic #2: Documenting Reports and Files for a Professional and Objective Investigation (BASIC) (1:30-3:15 p.m.)

This presentation is geared towards new investigators, adjusters, and experts who are responsible for documenting an insurance claim file or creating a report for a claim. The focus will be on the best way to organize the file, phrases to use and to avoid, and how to best present a file that will be viewed as professional and objective by anyone reviewing it. This will be presented from both an insurance company and legal perspective. Although this is a basic level course, seasoned professionals may also learn new ways to present a thorough and objective investigation.

Robert Luskin, Esq.
Goodman McGuffey LLP
Atlanta, GA

Candace E. Padgett
Safe Auto Insurance
Columbus, OH
**Topic #3: Legal and Digital Forensic Best Practices for 21st Century Investigations**

(1:30-3:15 p.m.)

Take a unique look at the future of fraud investigations through the lens of both an insurance defense counsel and digital forensic examiner. Both speakers will share their perspectives related to the best practices for implementation and use of digital forensics as a key component of fraud investigations. Learn how and why these disciplines complement one another in combating fraud. Participants can expect real-world case studies that cover the timeline of a typical investigation. Case studies will take the audience from the initial loss through the conclusion of the investigation, with both legal and technical insights. Special attention will be given to the EUO portion of the investigation, including suggested steps and sample questions which pertain to digital evidence.

Jo{"{y}} M. Bush, Partner
Bush & Osbourn, PLLC
Louisville, KY

Ryan Ferreira, MSc, CCE, CCPA
One Source Discovery
Louisville, KY

**TOPIC #4: Time for Payback: Using Affirmative Litigation to Defeat**

**Organized Fraud and Con Artists**

(1:30-3:15 p.m.)

Con artist claimants and organized medical fraud rings operate largely from a place of comfort, free of real consequences, because most claims operations only play defense. The most vigorous claim investigation and defense usually results in individual claim denials or defense verdicts, but no real punishment for the perpetrator of the fraud. It is time to play offense and shift that balance of power. This presentation will demonstrate how insurers can use affirmative civil litigation to go on the offensive against fraud claimants and organized rings. Attendees will learn how to spot true fraud, as opposed to merely questionable claims, and the basics of how to build a case and secure financial recoveries and injunctive relief through civil litigation, while staying within the bounds of prudence and good faith while doing so.

Isaac R. Melton, Esq.
HeplerBroom, LLC
Chicago, IL

Eric W. Moch, Esq.
HeplerBroom, LLC
Chicago, IL

Ryan Ferreira, MSc, CCE, CCPA
One Source Discovery
Louisville, KY
## TOPIC #5: Property Insurance Fraud and the Funding of Ongoing Criminal Activities

We will be looking at a recent Lucas County, Ohio case that included multiple indictments and convictions. Other insurance cases will be highlighted dealing with arson, straw buyers, money laundering, drug dealing and other criminal activities. Tips for what to look for in your files, investigative techniques that may help you do a more thorough and complete investigation into the loss. Other cases or schemes will be discussed also highlighting the criminal activity behind the somewhat innocuous umbrella of insurance fraud.

Victoria L. Hoenigman  
Allstate SIU  
Hudson, OH  
Matthew Simko, Esq.  
Lucas County Prosecutor’s Office  
Toledo, OH

## TOPIC #6: Traumatic Brain Injuries. It’s Not Just a Concussion Anymore  (BASIC)

How mild concussions are being sold to juries as traumatic brain injuries to increase the value of claims and a discussion related to Chronic Traumatic Encephalopathy is on the horizon related to youth sports. The course will also touch on investigation techniques to ferret out the fraudulent claims of TBI and to determine if a child/adult suffered CTE in youth sports.

Patricia Trombetta  
Bonezzi Switzer Polito & Hupp  
Cincinnati, OH

## TOPIC #7: Floods of Fraud

This presentation will focus on the types of disaster fraud and the tools to identify and prosecute each. It will focus on the dynamics of the federal disaster process, the aid process, and details on the most common fraud schemes being perpetrated during a disaster period. It will give the attendee a better understanding of disasters and how to identify Disaster Fraud.

Michael R. Parker, BS, JD, CIFI, LPI  
Parker Straus, LLP  
Fort Worth, TX
TOPIC #8: Investigating and Prosecuting Arson Fatalities / Fraud: A Richmond Hill Case Study

On Saturday evening, November 10, 2012, an explosion occurred in the Richmond Hill subdivision on the south side of Indianapolis. Two people were killed as a result of the explosion; additionally, numerous individuals sustained non-life threatening injuries, over 30 homes were destroyed, and over 80 homes were damaged. The investigation concluded a natural gas explosion was intentionally set for the purpose of committing insurance fraud. This presentation will give an overview of the investigation and the subsequent prosecution of those involved, with special attention given to the roles of the various agencies involved in aspects of the investigative phase.

Denise Robinson, Esq.
Chief Counsel of the Investigation Division
Office of the Indiana Attorney General
Indianapolis, IN

TOPIC #9: Amazingly Important Claim Handling Questions (Legal Panel I)

Expect a lively panel discussion, with audience participation, by a panel of legal experts on important questions affecting you and your company. What information in your claim file is, and is not, privileged from disclosure in a lawsuit? When is enough enough to deny a claim for noncooperation by the insured? Strategies for beating fraud in natural disaster claims. Bring your own best questions and try to stump the experts!

New Member Welcome Reception

5:15 - 6:00 p.m. in Discovery A

The Society’s National Board invites new members who joined in 2018 and new member reception sponsors to join them at the New Member Welcome Reception. Cocktails will be offered.

Evening Reception

6:00-7:00 p.m. in Regency A-F Foyer — Hors d’oeuvres and cocktails will be served.
Topic #10: Jury Tips and Jury Psychology

This presentation will address various aspects of jury psychology and juror persuasion. Included in this presentation will be issues involving jury psychology, including bias and decision making and jury selection/voir dire. The presentation will have a particular focus on these issues in fraud cases as well as tips for presenting a fraud case to a jury.

Ross Suter, Esq.
Magna Legal Services, LLC
Philadelphia, PA

TOPIC #11: Fire Cause, Fire Classifications and NFPA 921 (BASIC)

This course will be a practical discussion of the development of NFPA 921 and how counsel and investigators approach classifying the cause of a fire. A review of applicable case law from various jurisdictions will be presented. The pros and cons of preparing reports and a general discussion of report writing, as well as the use of reports by third-parties, will be included in this course.

Kevin L. Moyer, Esq.
Moyer Law Firm, P.C.
Indianapolis, IN

Jeff Oberlies, Esq.
Leeuw Oberlies & Campbell, P.C.
Indianapolis, IN

Topic #12: Legal Panel II: An Interactive Discussion of Emerging Trends and Issues

Experienced defense counsel in Kentucky, Illinois, Indiana, Missouri and Tennessee will round-table the hot topics and trends emerging in these states. This panel will provide an update, engage in meaningful discussion and provide practical insights about the new developments in insurance case law and legislation that affect you in your work and practice. Topics include insurance bad faith, punitive damages, PIP, arson, fraud, evidence, drones and more!

Carmen C. Sarge, Esq. (Moderator + KY)
Rolfes Henry Co., L.P.A.
Cincinnati, OH

Eric W. Moch, Esq.
HeplerBroom, LLC
Chicago, IL

Leslie B. Pollie, Esq.
Kopka Pinkus Dolin PC
Carmel, IN

Brian S. Weinstock, Esq.
Danna McKitrick, PC
St. Louis, MO

E. Jason Ferrell, Esq.
Brewer, Krause, Brooks & Chastain, PLLC
Nashville, TN

TOPIC #13: Putting the Brakes on Fraud

This presentation will cover collision reconstruction and elements of recognizing, investigating and documenting fraudulent collision reports/claims and the use of the Bosch Crash Data Retrieval System and other event data recording systems.

Forrest Wright
Unified Investigations & Sciences
Tolleson, AZ
TOPIC #14: Social Media Investigation Panel: 2018 Updates, Strategies, and Considerations from Varying Perspectives

The introduction of social media research as an investigative tool has forever changed the landscape of insurance investigations. This session will be a thought-provoking discussion for any professional involved in an organization who might use social media in their investigations. Current trends, best practices, legal issues, and lesser known tools will be discussed from varying panelist perspectives. This will be an interactive session with questions and discussions welcomed from the audience.

TOPIC #15: Working With Experts - Perspectives from an Expert and Attorney (BASIC)

An industry expert and experienced insurance defense attorney team up to describe how to be successful during an investigation. This discussion will take the audience through the life cycle of a typical high-profile/risk loss from inception through trial while discussing potential pitfalls and concerns during investigation, witness preparation and jury presentation.

TOPIC #16: Sharing Economy: Complicating Claims & Coverage

This presentation will discuss insurance complications in the modern world related to both ride-sharing (i.e. Uber and Lyft) and home-sharing (i.e. Airbnb). Personal automobile and homeowners policies were simply not designed to cover such activity. What policy exclusions are implicated? What coverage factors should you know? What is “gap” coverage? What investigation and SIU questions and topics should you consider? These are just a few issues we will explore through using interactive hypotheticals and real-life scenarios.

TOPIC #17: Forensic Recover and Analysis of Data from Cell Phones & Clouds for Insurance Claims Investigations

An educational overview of the potential data recovered from within a cellular device. Go beyond call records from the carrier and see everything that is not even being reviewed on a claim investigation. What data can be obtained and how would it assist in the investigation and review of a claim. A sampling will be shown of how phone and cloud data is relevant and being used in claim investigations and litigation.
Inquiries: Please direct questions or requests for more information to Mary Beth Robinson at 888-677-4498.

**Provide a First and Second Choice:** Because the capacity of each topic will be limited, registrants must select a first and second topic choice for each of the sessions they will be attending. Each registrant will receive an agenda indicating the topics to which he/she have been registered at check-in. Topic availability will be on a first-come, first-served basis to capacity. Registrants who do not indicate a second choice may be randomly assigned topics based upon availability. The Seminar Committee reserves the right to assign topics to registrants whenever space availability limitations require.

**Registration, Program and Session Selection:** Advanced registration is strongly recommended; however, for your convenience, late registrations will be accepted upon your arrival at the Hotel at an additional cost of $25.00 per seminar day at any of the following times, if space permits:

- Sunday, October 7, 2018 - 6:00 p.m. - 8:00 p.m.
- Monday, October 8, 2018 - 7:00 a.m. - 8:00 a.m.
- Tuesday, October 9, 2018 - 7:00 a.m. - 7:45 a.m.

**Send in One Registration Per Person:** Please complete one registration form per registrant. Photocopies of the registration form are acceptable. Make seminar registration checks payable to NSPII. Mail check and registration form to:

Mary Beth Robinson - NSPII, P.O. Box 88, Delaware, OH 43015

**Deadline:** The seminar registration deadline is September 17, 2018. No refunds will be issued after this date.

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**Hotel Information**

Hyatt Regency
One South Capitol Avenue • Indianapolis, IN 46204

(317) 616-6064

Reservations can be made on-line by going to the following web page:

https://aws.passkey.com/go/NSPI

There is a link on our web site at www.nspii.com. Click on Seminar on the Home Page, then Hotel Information.

Room rate for a Single or Double will be $139 plus tax.

**Hotel Reservation Deadline:** September 17, 2018.
**Advance Registration Request**

**Monday, October 8th**

<table>
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<tr>
<th>Time</th>
<th>Session</th>
<th>1st Choice</th>
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<tr>
<td>Morning – 1st Session</td>
<td>(8:00-11:45)</td>
<td>Yes</td>
<td>No</td>
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**Monday Luncheon**

Yes  _____________ No  _____________

**6:00 p.m. Evening Reception**

Yes  _____________ No  _____________

**Tuesday, October 9th**

<table>
<thead>
<tr>
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<tr>
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<tr>
<td>Afternoon – 1st Session</td>
<td>(1:15-3:00)</td>
<td>Topic No.</td>
<td>Topic No.</td>
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**Tuesday Luncheon**

Yes  _____________ No  _____________

*Space considerations may limit our ability to satisfy your preference.*

Name ______________________________________________________________________E-Mail ________________________________________

Company _________________________________________________________________________________________________________________

Address __________________________________________________________________________________________________________________

City ______________________________________________________________________ State __________________ Zip ___________________

Telephone:  _________________________________________________________________________ NSPII Member:    Yes ______      No ______

**MONDAY**

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**TUESDAY**

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<tr>
<td>Public Sector - $95</td>
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</table>

*All registrations must be submitted together.*

**NOTE:** ALL REGISTRATIONS MAILED OR RECEIVED AFTER 9/17/18 MUST ADD $25.00 PER SEMINAR DAY TO REGISTRATION FEE.

**TOTAL ENCLOSED OR ON CREDIT CARD** $ __________________________

(CC registrations can be e-mailed to nspii@nspii.com or faxed to 740-369-7155. You may also call 888-677-4498 to provide CC information)

Cardholder Name ____________________________________________________________________________________________________

Account Number _____________________________________________________________________________________________________

Expiration Date ________________________ CCard Type (Visa/MC/AMEX) ______________________________________

Cardholder’s Billing Address w/Zip Code __________________________________________________________

CVV/CVC (3 digit # on back of card) ___________ Signature ____________________________________________
Presented By:

NATIONAL SOCIETY OF PROFESSIONAL INSURANCE INVESTIGATORS