



NSPII-OHIO CHAPTER

PRESENTS . . .

INVESTIGATION 101 FOR CLAIM ADJUSTERS



Thursday, September 20, 2018

8:00 A.M. until 4:00 P.M.

**Columbus Division of Police
James G. Jackson Training Academy
1000 N. Hague Ave., Room 104, Columbus, OH 43204
(614) 645-5028**

This one-day training seminar is for claim adjusters and claim managers to help develop and refine claim investigation skills.

SCHEDULE OF EVENTS

8:00-8:20 a.m. Registration

8:20-8:30 a.m. Welcome

8:30-10:00 a.m. **Topic #1: Recorded Statements: The Purpose Behind the Question**

In this class, adjusters will learn the importance of the initial recorded interview to the overall claim investigation. Listening and questioning techniques will be discussed at length. *Speaker: Samuel L. Warren, Grange Mutual Casualty Insurance Co., Columbus, OH*

10:00-10:30 a.m. *Break*

10:30-12:00 p.m. **Topic #2: ISO Searches and the Importance to the Claim Associate**

Everyone in the insurance industry is familiar with ISO but do you know how to access the information you need to properly investigate a claim? Learn how to complete detailed searches of involved parties and vehicles, how to determine if a vehicle has been reported stolen to police, identify whether a vehicle has been exported out of the country, and more from two SIU professionals who have had tremendous success in gathering pertinent information from ISO! We will discuss how to best utilize this amazing tool to help you gather all the information you need to determine whether you should move a claim to resolution or refer it to SIU for further investigation. *Speakers: Candace E. Padgett, CFE, FCLS, Safe Auto Insurance, Columbus, OH; Raejene Riley, CIFI, FCLS, Grange Mutual Casualty Insurance Co., Columbus, OH*

12:00-1:00 p.m. *Lunch*

SCHEDULE OF EVENTS (cont'd.)

1:00-2:30 p.m. Topic #3: Vendor Expert Panel

Insurance companies often use various third-party vendor experts, such as attorneys, Cause & Origin (C&O) experts, or biomechanical engineers to assist in gathering evidence and interpreting data pertinent to investigations. While you may have heard about these experts, do you really know what they do? Attend our vendor expert panel and be introduced to a variety of third-party experts, discuss what they specialize in, and how their specialty can be beneficial to your investigation. **Speakers:** Tom Angst, Jack Ward Fire Consultants, LLC, Hamilton, OH; Zachary F. McCune, Rolfes Henry Co., LPA, Cincinnati, OH; Mark R. Sargent, Motor Vehicle Forensics Services, Parma, OH; Robert D. Vaccari, Ingardus, Loveland, OH

This panel has been created to discuss specialties overall and is not a sales presentation.

2:30-4:00 p.m. Topic #4: Cell Phones: What Story Do They Tell

Using cell phone technology to assist in claim investigations is certainly a hot topic now. You may know that requesting and reviewing call/text records from an insured party can help in confirming a timeline around a loss or identify who the insured communicated with before, during, and after a loss, but so much more can be obtained from a cell phone. Learn what other information can be obtained from a cell phone and what can be done with the data once it has been retrieved. **Speaker:** Zachary F. McCune, Rolfes Henry Co., LPA, Cincinnati, OH

Cost: \$20.00*

*Pre-registration is required. Registration Deadline is **September 10, 2018**. Registrations mailed or received after September 10, 2018 must add a \$5.00 late fee*

**NSPII-Ohio Chapter will reduce your first year NSPII membership fees by \$20.00 if you apply for membership by September 27th. Please e-mail Mary Beth Robinson at nspii@nspii.com to receive a Membership Application.*

Please complete registration form below and e-mail (nspii@nspii.com) or fax (740-369-7155) it back to Mary Beth Robinson. If you have any questions, please feel free to contact Ms. Robinson at (888) 677-4498.

Registration Form

Name: _____

Company: _____

Address: _____

City _____ State _____ Zip Code _____

Phone: _____

E-Mail: _____

Cost: \$20.00 (After September 10th, cost is \$25.00)

Total Enclosed or on Credit Card \$ _____. Make check payable to NSPII-Ohio Chapter and mail to NSPII, P.O. Box 88, Delaware, OH 43015.

(CC registrations can be e-mailed to nspii@nspii.com or faxed to 740-369-7155.)

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