



NSPII-OHIO CHAPTER

PRESENTS . . .

INVESTIGATION 101 FOR CLAIM ADJUSTERS



Wednesday, September 25, 2019

8:00 A.M. until 4:15 P.M.

**Grange Mutual Casualty Insurance Co.
671 South High Street, Columbus, OH 43206**

*(Park in Garage North of Grange. Located
Off of South Front St. Please bring ticket
to Registration so it can be validated.)*

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: Do's and Don'ts for Insurance Adjusters

The class will be a discussion of many aspects of insurance adjusting, touching on the work strategies that are successful and the specifics of claim practices you might want to avoid. There will be a block of time during the class for questions for the instructors who have many years of experience in claim handling. The areas that will be discussed are: Effective Communication, Negotiating, Reviewing Policy Information, Read the Loss Notice, Meeting with Insured and Witnesses, When a Recorded Statement is Needed - How to Take a Recorded Statement, When to Obtain a Proof of Loss, How to Obtain Relevant Documents, Effective Time Management, Setting Expectations - Claim Process - Proper Settlements, Following the Facts, Placing the Policyholder First. *Speakers: John Contino, Celina Insurance Group, Celina, OH; Raejene L. Riley, Grange Mutual Casualty Insurance Co., Columbus, OH*

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

10:30-12:00 p.m. Topic #2: 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*

12:00-1:00 p.m. Lunch (On Your Own: Grange Cafeteria available and Local Restaurants)

SCHEDULE OF EVENTS (cont'd.)

1:00-2:30 p.m. Topic #3: A Guide for Loss of Income Calculation

This topic will discuss the fundamentals of calculating loss of income, both for liability and property claims. We will cover the methodology, documentation to request, the analysis, and work through examples. **Speaker: Robert D. Vaccari, Ingardus, Loveland, OH**

2:30-2:45 p.m. Break

2:45-4:15 p.m. Identifying, Preserving, and Early Analysis of Forensic Evidence

The presentation will focus on steps adjusters can take early in claim and fraud investigations (typically auto, water, theft, and fire) to identify potentially relevant forensic evidence, to take steps themselves or via experts to preserve such forensic evidence, and with tips to help them analyze evidence themselves, to the extent appropriate, before determining the appropriate expert. **Speaker: Zachary F. McCune, Rolfes Henry Co., LPA, Cincinnati, OH**

Cost: \$20.00*

*Pre-registration is required. Registration Deadline is **September 18, 2019**. Registrations mailed or received after September 18, 2019 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 October 2, 2019. Please e-mail Mary Beth Robinson at nspii@nspii.com to receive a Membership Application.*

Please complete registration form below. If you have any questions, please feel free to contact Mary Beth Robinson at (888) 677-4498.

Registration Form

Name: _____

Company: _____

Address: _____

City _____ State _____ Zip Code _____

Phone: _____

E-Mail: _____

Cost: \$20.00 (*After September 18th, 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.

If you wish to pay by CC, please e-mail your registration form to Mary Beth Robinson at nspii@nspii.com and request an Invoice. You will then receive by e-mail an Invoice from Stripe which you pay on-line.