

# SAN DIEGO

## 2019

## Winter Conference

January 17-19  
Hotel Del Coronado



## FACULTY GUESTS

The Harmonie Group & Canadian Litigation Counsel would like to thank the following industry leaders for their participation in our 2019 Winter Conference. We are especially appreciative of them sharing their knowledge and insights into their respective fields and areas of expertise.





## MARK DIGIOVANNI

### *Vice President Litigation Management* **Global Indemnity Group**

Mark DiGiovanni is the Vice President of Litigation Management for Global Indemnity Group, a provider of specialty insurance and reinsurance products and services. He oversees the management and supervision of company litigation, including the coordination and retention of panel counsel both nationally and internationally. Before his career in litigation management, Mr. DiGiovanni practiced insurance litigation in Pennsylvania and New Jersey for over twenty years. Mr. DiGiovanni graduated from Widener University with a Bachelor of Arts degree in English in 1980 and earned his J.D. from Widener University School of Law in 1984.



## SCOTT J. FRANCIS

### *President & CEO* **SIAdvisers Consulting & Solutions Inc.**

Scott Francis is a highly qualified and motivated Insurance professional who possesses strong leadership and communication skills. He is a methodical and strategic thinker with an acumen for business development.

#### Experience

- SIAdvisers - Subrogateway
- Aon Canada National Director of Claims
- Shumka Craig and Moore (The Shumka Group)
- Cunningham Lindsey
- L. S. Croth Insurance Adjusters
- The Co-Operators



## VICTOR C. GARMAN, MSM, SCLA

### *Senior Vice President - Claims* **Pharmacists Mutual Companies**

Victor Garman received his BA degree from Iowa State University, a Masters in Management degree from Cardinal Stritch and the Senior Claim Law Associate (SCLA) designation. He has 30 years of claims experience, working 17 years for Wausau/Liberty Mutual Insurance Group. Mr. Garman has held the positions of adjuster, Claim Supervisor, Unit Manager, Claims Manager, and Claims Director prior to joining Pharmacists Mutual. During his career he has worked in all lines of commercial and liability insurance. He joined Pharmacists Mutual in 2004.

## TIM GUERNSEY, BSC., CIP

### *Vice President Commercial & Specialty Claims* **Economical Insurance Group**

- Bachelor of Science Degree from the University of Waterloo
- CIP Designation (Chartered Insurance Professional)
- Started his insurance career in 1995 with The Co-operators Insurance and held various claims roles in his time there
- Moved to RSA Insurance in 2002
- Held various senior leader roles at RSA Group including:
  - National Claims Director
  - VP - Broker Claims
  - VP - Casualty & Specialty Claims
  - VP - Specialty Lines UW
- In July 2018, moved to The Economical Insurance Group as VP - Commercial & Specialty Claims



## JOHN B. HENNESSY

### *President and CEO* **Roanoke Group Inc.**

John Hennessy began his career with CNA in 1982. Over the years, he has served in many leadership capacities. He was president of CNA's Central Region, an 11-state territory generating more than \$2 billion in commercial/specialty business. Mr. Hennessy was responsible for strategy and direction of CNA's Casualty Underwriting, as well as the strategy and direction of CNA's enterprise-wide Distribution Management. For five years, he led CNA Europe, serving as the Chief Executive based in London, and then led CNA Canada for another three years based in Toronto. Mr. Hennessy is currently the President and CEO of Roanoke Group, a wholly owned subsidiary of Munich Re, focused on Marine and Specialty customers in the US and Canada.



## GLEN HOPKINSON

### *VP, Head of Claims* **AXA XL**

Glen Hopkinson leads AXA XL as Vice President, Head of Claims Canada. In addition to having oversight of all Canadian claims, he is a member of the Canadian Insurance Leadership Team (ILT), Director of the Board for Catlin Canada Inc. and a member of the Canadian Risk Monitoring Committee for XL Specialty. Since joining the organization in 2013, the Canadian operation has tripled in size (Gross Written Premium) through market penetration and the acquisition of Catlin back in 2015 and now as AXA XL, is the largest global P&C insurer. Prior to joining AXA XL, he worked at RSA where he was a Claims Technical Director and at ACE where he was Claims Manager.



## SIMON KESHISHIAN

### *Senior Director of Risk Management* **Red Bull North America, Inc.**

Since 2010 Simon Keshishian has been the Senior Director of Risk Management for U.S. and Canada for Red Bull, the world's leading Energy Drink company. Previously, Mr. Keshishian was the insurance program manager (Risk Manager) at the University of California at Los Angeles (UCLA) and spent the prior decade in claims management and litigation management roles of increasing responsibility at established carriers such as The Travelers, The Hartford, ACE-USA, and HDI-Global. He is licensed as an attorney in Washington D.C. and Texas and is also licensed as an all-lines insurance adjuster.



## ROGER B. MACDONALD

### *Senior Analyst - National Casualty Unit* **AVIVA Canada**

Roger MacDonald received his BA (History) from York University in Toronto, Canada. He has over 27 years of claims experience, starting his career with State Farm. Mr. MacDonald has held the positions of Adjuster, Claims Supervisor, Independent Claims Adjuster, Claims Analyst, National Claims Manager and Vice President Canadian Casualty Claims. Mr. MacDonald has worked in all lines of insurance claims. He has been with The Aviva Insurance Company of Canada since 2003 and is presently a Senior Analyst with the Major Case Unit, specializing in US claims litigation.

## DENA B. MASTROGIOVANNI, ESQ.

### *Vice President, Litigation Management* **AMS Management Group**

Dena B. Mastrogiovanni, JD serves as Vice President, Litigation Management, at AMS Management Group, a national insurance program administration company serving medical liability insurance carriers. Prior to joining AMS Management Group, she first practiced private law in Texas as a commercial litigator and trial attorney. In 2010, Ms. Mastrogiovanni joined AMS Management Group's Litigation Management/Loss Control division, where she manages medical professional liability claims and provides risk management services to insureds in approximately 18 states. She is a licensed attorney in the State of Texas, a member of the Claims Committee of the MPL Association (formerly PIAA), a member of the Defense Research Institute, Texas Bar Association, and is a past associate member of the Patrick J. Higginbotham Inns of Court.



## ADAM E. PARSONS, ESQ., CPCU

### *Director of Technical Operations* **Pennsylvania National Mutual Casualty Insurance Company**

Adam Parsons is the Director of Technical Operations at Pennsylvania National Mutual Casualty Insurance Company in Harrisburg, Pennsylvania, and has presented extensively on insurance and legal matters in a variety of forums. Prior to his current role, he served as corporate claims counsel at Penn National where he managed the company's coverage, ECO and EPLI policy exposures. A graduate of the University of Pennsylvania and The University of Michigan School of Law, Mr. Parsons has been honored as the Pennsylvania Defense Institute's Insurance Claims Executive of the Year and holds numerous insurance designations including Chartered Property Casualty Underwriter.

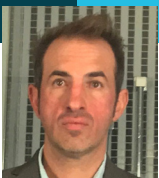


## JACK PRICKETT

### **Qualitas Insurance Company**

#### Corporate Profile

Qualitas Insurance Company has 3,391,976 insured vehicles in Mexico, El Salvador, Costa Rica and United States. The success of its business model has been based on the close communication that Qualitas keeps with its service offices, agents, insured, suppliers and employees, seeking to align the interests of all participants. *Qualitas* Compañía de Seguros, S.A.B. de C.V., is a specialized company in auto insurance, with geographical coverage throughout Mexico's national territory. *Qualitas* in Latin means quality, which is not only our commercial name but the attitude that prevails in the organization, through which we have achieved a rapid and solid growth. We are committed to maintain the highest levels in quality, care and service in your auto insurance, counting with the experience of managers, agents, adjusters and qualified personnel.



## LEANDRA R. RYAN

### *Vice President* **National Claim Services**

Leandra Ryan is a Vice President of Casualty Claims with National Claims Services. Prior to joining NCS, Leandra spent almost 7 years with Argo Group's E&S Company, Colony Insurance Company as their Vice President of Claims. Before joining Colony, Leandra was with ACE for five years. Prior to ACE, Leandra spent 15 years overseas where she worked for 5 years as the Claims Manager for AIG's Guam Insurance Adjusters managing liability and property claims in Guam, Saipan, Palau, and Tinian. After marrying an Australian, Leandra resided in Sydney Australia for 10 years where she worked for Zurich International Insurance managing an international claims team and then as the AVP/National Liability Claims Supervisor for Chubb Insurance Company of Australia.



## DAVID G. SAN MIGUEL

### ***Corporate Risk Manager*** **Victory Packaging**

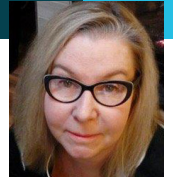
David San Miguel is the Corporate Risk Manager for Victory Packaging. He has over 23 years in the risk insurance business, and he has a wealth of experience in safety and casualty best practices as well as claims management. In addition to working directly with brokers and carriers, Mr. San Miguel is responsible for redefining and streamlining the claims reporting process and management of claims to reduce expenses and keep employees and assets safe. Previously, Mr. San Miguel worked as a Senior Account Manager for Forward Claims Services, Inc. (FCS), and a Risk Manager/Fleet Manager for American Habilitation Service, Inc. He has also worked for AIG Claims Services, Inc. and the Texas Workers' Compensation Fund.



## DENISE SHANE

### ***Assistant Vice President*** **Seneca Insurance Company**

Denise Shane is an AVP- Home Office Claims for Seneca Insurance Company with over 30 years' experience in the insurance industry. Ms. Shane is a licensed claims adjuster in 22 states, a graduate of New York Law School, a member of the New York and Connecticut Bars, and has been awarded the CLMP designation. Before beginning her insurance career, she litigated and tried cases in the downstate NY area representing both plaintiffs and defendants. Ms. Shane has extensive experience having investigated, adjusted, supervised and managed claims in a wide range of areas including personal and commercial premises liability, third party residential and commercial property claims, employer's liability, NY Labor Law, dram shop, construction defect, and construction surety claims.



## CARYN SIEBERT, JD

### ***Vice President of Carrier Relations*** **Gallagher Bassett**

Caryn Siebert presently serves as the Vice President of Carrier Practice for Gallagher Bassett. She has served as a CEO, Chief Claims Officer and General Counsel in roles with TPA, insurance carriers and self-insured companies. She has more than 20 years of experience in legal, claims, and risk management. Ms. Siebert also serves as a certified mediator and provides risk management advice to self-insureds, public entities, MGAs, insurers, and reinsurers. In prior roles, Ms. Siebert served as SVP and Claims Director of Safeco Insurance, Director of Commercial Claims for GE Employers Reinsurance, and General Counsel for GE Coregis. She started her career practicing insurance and reinsurance law. Ms. Siebert received a B.A., magna cum laude, from Brooklyn College and a J.D., cum laude, from New York Law.



## MARK TAYLOR

### ***Vice-President - Claims*** **The Gray Insurance Co.**

Mark Taylor is the Vice-President - Claims of The Gray Insurance Company and has held that position since September 2006. Prior to that, Mr. Taylor was Staff Counsel with Waller & Associates law firm where he was associated as a trial attorney and employed by Travelers Insurance Company. He was in private practice in Metairie, Louisiana, between 1990 and 1994 doing primarily insurance defense. Mr. Taylor graduated from Southeastern LA University, attended graduate school at LSU and graduated with a JD degree from Loyola University, New Orleans. He has been licensed to practice law in Louisiana since 1988 as well as the state of Texas since 1995. Mr. Taylor regularly attends seminars in both states to maintain a current license.



## RONALD L. TROYER

### *Senior Manager, Casualty/Litigation Claims* **Brotherhood Mutual Insurance Company**

#### Corporate Profile

Brotherhood Mutual insures America's churches and related ministries. We have for 100 years. From our perspective, insurance is more than a commercial endeavor. It's a platform to accomplish our mission: to help America's churches and related ministries build the Kingdom. We do that by providing quality property and liability insurance coverage, custom-designed to help churches and related ministries do their work safely and effectively. At Brotherhood Mutual, we hold ourselves accountable to our policyholders, and the promise that we'll be here for them when they need us most. Today, Brotherhood Mutual insures more than 55,000 churches and related ministries and offers its MinistryFirst property and liability coverages in 46 states and the District of Columbia.

## SCOTT N. ULSH, ARM, FCLS

### *Vice President Claims* **Aegis Security Insurance Company**

Scott Ulsh joined Aegis in March of 2018 as the VP of Claims. He brings 30 years of claims experience with over 20 years of claims management experience, including work with carriers, brokers and adjusting firms. Mr. Ulsh previously held management positions at Gallagher Bassett, Custard Insurance Adjusters, Trident Engineering Associates and Nationwide Insurance. He received his undergraduate degree from Susquehanna University-Sigmund Weis School of Business. He is a believer of continuous learning and has attained the ARM and FCLS designations.

