

# 2022 Harmonie & CLC Spring Conference

April 21-23 • The Newbury Boston  
Boston, Massachusetts



## FACULTY GUESTS

The Harmonie Group & Canadian Litigation Counsel would like to thank the following industry leaders for their participation in our 2022 Spring Conference. We are especially appreciative of them sharing their knowledge and insights into their respective fields and areas of expertise.



 **THE HARMONIE GROUP®**

 **CANADIAN LITIGATION COUNSEL**

## BRADLEY A. CARL

### VP & Assistant General Counsel Clean Harbors

Brad Carl is VP and Assistant General Counsel for Clean Harbors Environmental Services, Inc., a position he has held since December 2012 when Clean Harbors acquired his former company, Safety-Kleen Systems, Inc. He held the same positions at Safety-Kleen from 2002 until the acquisition. Mr. Carl was General Counsel for a technology start up from 1996 to 2002 and before that was in private practice in Detroit, where he focused on toxic tort, products liability, and employment litigation. He manages all non-environmental litigation and disputes for the company, including extensive experience with class actions, development and management of a national counsel program for products liability claims, and support of insured claims under the company's Risk Management program.



## MITCHELL DANE-HENRY, CPCU

### Insurance Program Manager Sprouts Farmers Market, Inc.

Mitchell Dane-Henry is the current Insurance Program Manager at Sprouts Farmers Market. In this role, he is responsible for procuring and managing the insurance program as well as assisting with the claims management function at Sprouts while interfacing with various departments within the organization to help assess and manage its internal and external risks. Prior to joining Sprouts, Mr. Dane-Henry began his career in 2007 with a non-standard insurer based in Illinois, Founders Insurance Company, handling personal and commercial automobile losses before moving to Travelers to join their inland marine division and most recently held the role of Claims Manager at Retail Properties of America, Inc. where he was primarily responsible for handling the organization's property and casualty claims nationwide. Mr. Dane-Henry is currently serving on the Young Professionals Advisory Board for the Claims and Litigation Management Alliance.



## JAMES DICKSON

### Claim Manager Greyhound Lines, Inc.

James (Jim) Dickson is the Claim Manager for Greyhound Lines, Inc. Jim began this role December 2021 after enjoying a brief 5 year retirement from his 30 year career in claims. During Jim's claims career he spent the majority of his time managing the most complex claims arising from the U.S. operations of Greyhound, First Student and First Transit. As you can tell from this bio, Jim hates talking about himself, but he does love his Labrador, Calamity Jane (Callie) and gardening.



## TIMOTHY DILLON, MBA, AIM, ARM

### Senior Vice President Avant Specialty Claims

Timothy Dillon started with Avant Specialty Claims in 2019. Prior to that, he worked as the Head of Claims at JLT Reinsurance for two years, before which he owned his own business doing performance and quality audits for carriers, TPAs, and the self-insured. He earned his BA from Wilkes University and his MBA from Eastern University.



## REB W. DUNN

**Claim Manager**  
Fraternity Risk Management Trust, Ltd



William Carleton Dunn II "Reb" is the Vice-President of Claims at FRMT, LTD. FRMT is a captive account reinsurer for two dozen members of the largest college fraternities in the country, representing over 60,000 students. As a fraternity member himself while at Clemson University, he shares a passion with the Greek organizations in the common goal to seek a safer campus environment, to promote risk management and to control incurred loss and expense dollars by seeking a balanced optimal claim outcome. Reb is a skilled multi-faceted claims professional with over 35 years' experience in handling a wide variety of multi-line exposures including general liability, property, trucking and auto.

## SCOTT J. FRANCIS

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



Scott brings over 50 years of claims experience in the insurance industry. His depth of knowledge in all aspects of insurance claims management provides SIAdvisers' clients an edge in successfully managing their claims and litigation. Scott was integral in the creation of SIAdvisers Group after recognizing there was a need for a true Third Party Administration and Independent Adjusting firm.

## ELVEERA GALLINO

**Attorney**  
Clean Harbors Environmental Services



Elveera Gallino serves as an in-house counsel attorney specializing in environmental law and litigation. Elveera graduated from Suffolk University Law School in 2019 with pro bono honors. Prior to law school, she attended Stonehill College where she studied philosophy, religious studies, and environmental studies. Elveera earned a Bachelor of Arts with academic honors in 2016.

## KERRIE ANNE KITTS, JD

**AVP, Casualty Claims**  
Cincinnati Insurance Company



Kerrie Anne Kitts joined Cincinnati in 2017 as a Superintendent of Complex Claims serving the venues of Cook County, Illinois, and St. Louis, Missouri. She currently leads a team of general adjusters and provides technical guidance to field staff in the mid-Atlantic states. Prior to joining Cincinnati, Kerrie was a Regional Manager for Liberty Mutual (3 years). Kerrie spent 12 years with Farmers Insurance in a variety of leadership roles that included National Coverage Manager, Claims Counsel Manager and Southeast Technical Consultant. Kerrie also spent 10 years with Nationwide Insurance in a variety of leadership positions. Kerrie earned both her Bachelor's and Juris Doctorate from The Michigan State University – Go Spartans!

## JOSEPH LAVALLEE, C.C.P.

**Executive Adjuster - Specialty Claims**  
Community Association Underwriters  
of America, Inc.



Joseph LaVallee is the Executive Adjuster for Community Association Underwriters of America, Inc. (CAU) is one of the largest insurance providers in the United States, serving only community associations, residential and office condominiums, cooperative apartments and homeowners associations.

## TRICIA MARTINEZ

**Sr. V.P. General Counsel**  
Greyhound Lines, Inc.



Tricia Martinez is General Counsel at Greyhound Lines, Inc. headquartered in Dallas, Texas. Her role includes responsibilities for legal, compliance and risk management for the Americas. Tricia has been at Greyhound for 16 years and before going in-house, was in private practice in New Orleans, Louisiana. Tricia is excited about the recent purchase of Greyhound by FlixBus, a global company which specializes in intercity travel technology. Tricia lives in Dallas with her husband, two sons and two huskies.

## JACOB A. MORENO, JD, LL.M.

**VP of Claims**  
Qualitas Insurance Company



Jacob started his career in the insurance industry in 2002, holding various claims and leadership roles. He has handled and managed complex commercial insurance cases nationwide. Jacob was a litigation specialist at Argo Insurance, a claims manager at York Risk Services Group (now Sedgwick), and a major case unit manager at Amerisure. Currently, Jacob is Vice President of Claims at Qualitas Insurance Company, a CGL and commercial auto carrier with a large focus on commercial trucking. Jacob holds a BA in English from the University of Texas at Arlington, a J.D. from Texas Wesleyan School of Law, and an LL.M. in Insurance Law from Cooley Law School. He's a licensed Texas attorney and lives in Ft. Worth, TX.

## MATTHEW S. MORRISON, JD, MBA

**Enterprise Specialty Claims, AVP**  
American Family Insurance (AFICS)



Matthew Morrison has years of experience focusing on complex claims, litigation management and insurance coverage issues from both the perspective of an insurer as well as an attorney in private practice. In his current position with American Family Insurance Claims Services (AFICS), he leads the Specialty Claims operation and is responsible for Commercial Casualty & Property claims. He is admitted to practice before the state courts of Illinois and Wisconsin, the United States District Court for the Northern District of Illinois and the United States Supreme Court. He is a member of the Illinois State Bar Association, the Wisconsin State Bar Association, Claims & Litigation Management Alliance Advisory Board and serves as a professor at CLM's Litigation Management Institute held at Loyola University School of Law.

## JOHN NEHRINGS

**Attorney**  
Clean Harbors Environmental Services

John is a recent addition to the Clean Harbors team. He is an alumnus of the University of New Hampshire School of Law and graduated as a Daniel Webster Scholar in 2020 before being admitted to the New Hampshire Bar in May of that year. John began his career as an assistant county attorney where he prosecuted predominantly domestic violence and sexual assault cases. He joined Clean Harbors as an attorney in February of 2022 and primarily assists in litigation and employment matters.



## LISA RAE (RAE)

**SVP of Legal Affairs and  
General Counsel**  
World Learning Inc.

L. Rae ["Rae" (she/her)] is the Senior Vice President of Legal Affairs and General Counsel at World Learning Inc., which is both an accredited academic institution and a global development and exchange nonprofit organization working in 162 countries. Rae provides counsel for the World Learning NGO, and The Experiment in International Living, the nation's most experienced provider of international education through exchanges for high school students; and School for International Training ("SIT"), which offers accredited undergraduate study abroad programs (SIT Study Abroad), and internationally focused global master's degrees (SIT Graduate Institute).



## STEPHEN SHADRICK

**Associate Manager - Casualty Claims**  
The Cincinnati Insurance Companies

Stephen Shadrick began his career in the insurance industry when he joined Cincinnati in 2010 as a field claims representative in the Dallas/Fort Worth, Texas, area. He relocated to Cincinnati in 2014 when he joined the Headquarters Claims department with Cincinnati as a casualty supervisor. He currently serves as an associate manager in Casualty Claims helping to lead a team of five supervisors and two casualty litigation associates who supervise a variety of casualty claims ranging from construction defect to professional liability in the states of Florida, Georgia and South Carolina. Prior to joining Cincinnati, Stephen worked for a large specialty engineering and construction firm in Fort Worth, Texas.



## JOHN SOUTHERLAND

**Supervisor, Risk Management**  
Pilot Travel Centers

John Southerland leads a team of 7 claims adjusters that historically manage over 7000 claims annually. John's team handles claims that range from fuel contaminations to complex commercial auto litigation. All of Pilot's claims are handled internally. John and his team take pride in processing claims with the upmost integrity. John started as an adjuster with Pilot in 2015 and became the supervisor in 2020. In addition to his work in the premise and auto liability industry, John enjoys spending time with his wife Emily and their 3 children Reese, Jude, and Jack.



## CHRIS STRAPP

**Vice President & General  
Counsel - Claims**  
IFG Companies



Chris Strapp is General Counsel for IFG Companies, Inc. handling all matters involving litigation for IFG's two Excess and Surplus Lines carriers, The Burlington Insurance Company and First Financial Insurance Company. He oversees all coverage, bad faith and extra-contractual litigation. He also provides legal advice to the claim department on coverage issues as well as large exposure liability matters such as product liability and construction defect cases. In addition, he consults with senior management, underwriters and actuaries regarding product development, claim trends and risk analysis in various jurisdictions across the country. Prior to joining IFG in 2002, Chris spent 14 years in several positions within the legal department at The Travelers Insurance Company.