



2023 SPRING CONFERENCE

04.20 - 04.22  Toronto, Ontario



FACULTY GUESTS

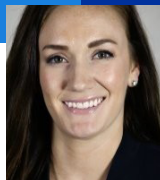
The Harmonie Group & Canadian Litigation Counsel would like to thank the following industry leaders for their participation in our 2023 Spring Conference. We are especially appreciative of them sharing their knowledge and insights into their respective fields and areas of expertise.



CASSANDRA BAIN

Disputes Counsel Black & Veatch

Cassandra Bain works as Disputes Counsel for Black & Veatch Corporation. Her practice focuses on dispute resolution, risk management and litigation. Cassandra is originally from St. Louis, Missouri, and currently resides in Kansas City, Missouri. Cassandra attended undergraduate and law school at the University of Missouri – Columbia and is licensed to practice law in Missouri and Kansas. Prior to joining Black & Veatch, Cassandra worked in private practice and as In-House counsel for Allstate doing defense litigation



GEOFFREY BECK

Senior Counsel, Risk Management U.S. Xpress

Geoffrey Beck joined U.S. Xpress, Inc. in January 2020. Geoffrey initially joined the Legal Affairs department providing legal counsel to various business units, including negotiating customer and vendor contracts, before transitioning to serve as Senior Counsel of Risk Management. In this role, Geoffrey lends advice to all business units to reduce legal and regulatory exposure, provides legal support for all types of pre-litigation claims, and guides legal strategy on all active litigation. Before joining U.S. Xpress, Geoffrey worked in-house as a Senior Litigation Attorney for Life Care Centers of America, Inc., helping to defend its skilled nursing facilities and assisted-living communities across the United States.



ALLISON L. BROWN

Associate General Counsel BrightSpring Health Services

Allison Brown is Associate General Counsel and Chief Privacy Officer with BrightSpring Health Services, a nationwide health and human services provider based in Louisville, Kentucky. At BrightSpring, Allison manages all non-employment litigation, including professional liability, False Claims Act, commercial, and administrative/regulatory disputes. She also advises the company on regulatory matters, including HIPAA compliance and privacy incident response, contractual issues, and a wide and varied array of day-to-day legal questions. Before joining BrightSpring, Allison was a partner in the Litigation and Dispute Resolution practice group at Wyatt, Tarrant & Combs in Louisville. Allison earned her law degree from the University of Washington School of Law and undergraduate degrees from Boston University. In her free time, Allison enjoys running, hiking, and spending time with family and friends.



BECKY CAMERON

Senior Exec and Head of Claims Canada American International Group, AIG

Becky Cameron leads AIG's Canadian Claims team and is a member of its Canadian executive team. In her role, she is accountable for the claims function across all lines of business, including casualty, financial lines, property, accident and health, commercial auto, and specialty. Becky has been in the industry and focused on claims for over 25 years. She is a Fellow of the Insurance Institute, a Certified Risk Manager and a Certified Associate in project management. As a strong industry advocate, Becky is a member of the Canadian Insurance Claims Managers Association (CICMA) executive since 2016 and currently serves as President of the Ontario Chapter in addition to being the Treasurer of the National Association. Becky also volunteers as a Trustee on the Board for the Durham Children's Aid Foundation.



MARGOT J. FERGUSON

Director, Long Tail Claims (Canada)
Allianz Global Risks US Insurance
Company

Margot Ferguson is the Canadian Director of Long Tail Claims at Allianz Global Corporate and Specialty and is based in Toronto. You may also recognize her from her past life as an insurance litigation lawyer for over 20 years, including with Nova Scotia's CLC member firm Ritch Williams Richards' predecessor. She has come full circle back to Toronto where she attended Osgoode Hall Law School and did not really mean to pursue a career in Claims but fell in love with the team she joined six years ago on a temporary contract working for a fellow she met at a CLC/Harmonie event (Bernard McNulty). Margot leads a large front-line team which includes a mixture of former practicing lawyers and claims executives who handle a wide spectrum of third-party claims across Canada, from the simplest to the most challenging, across several lines of business. She maintains that claims handling and insurance litigation practice can both benefit from a better understanding of the roles each play in the life of a claim.



COURTNEY FLANAGAN

AVP Claims Litigation
Encova Insurance

Courtney Flanagan is an Assistant Vice President of Litigation Services at Encova Insurance, where she supervises a team handling property/casualty litigation in over 20 states. Since joining Encova in 2022, Courtney introduced new performance dashboards for internal handlers and external vendors, identified training opportunities across the claim organization, and established new reporting requirements and specialized roundtables. Before moving to Encova, Courtney was the Director of Litigation and Casualty Claims at Farm Bureau Insurance of Michigan and the Supervisor of Complex Claims at Hastings Mutual Insurance Company. She lives in Grand Rapids, Michigan, with her husband.



DANIELA FUDA

**Assistant Vice President -
Complex Claims**
Berkley Canada

A lawyer by training, Daniela joined Berkley Canada in 2016 and is an AVP in the Claims group. Daniela's primary focus is centered around working on complex claims arising out of Berkley's specialty lines products, which includes errors & omissions, directors & officers, technology and cyber, life sciences, employment practices, and environmental. Prior to joining Berkley, Daniela practiced as a lawyer in New York for eleven years. She has successfully represented insurance carriers and acted as coverage and monitoring counsel. Daniela is a standing member of both New York and Connecticut bars.



KATHERINE M. HANCE

Senior Resolutions Counsel
United Educators

Kate Hance is a Senior Resolutions Counsel at United Educators. In that role, Kate handles both ELL and GL claims against UE members – institutions of higher education and K-12 schools – by taking an active role in litigation and strategy, including resolution and trial strategy, and working collaboratively with defense counsel and members. Kate also functions as UE's in-house coverage expert, providing support to other UE counsel and analysts with respect to policy interpretation and coverage disputes, including drafting correspondence to members' coverage counsel, drafting mediation statements, and representing UE at coverage mediations. Before joining UE in June 2020, Kate spent 14 years representing insurance company clients in complex coverage disputes. Kate received her J.D. from Georgetown University Law Center in 2006 and her B.A. from the University of Notre Dame in 2003.



SIMON S. KESHISHIAN

VP, Risk Management & Counsel
Red Bull North America, Inc.

Since 2010, Simon has served as the head of Risk Management and Risk Counsel for Red Bull at its North American headquarters located in Santa Monica, California. Red Bull is the world's leading Energy Drink company with its global headquarters located in Fuschl Am See, Austria, with annual revenues exceeding \$12 Billion. Red Bull's global interests include a world class beverage business and distribution network, a record label, a media business, soccer (football) teams in the US and abroad (including Red Bull New York, clubs RB Leipzig, FC Red Bull Salzburg, FC Liefering, and Red Bull Brasil), hockey teams, owned arenas, a roster of hundreds of sponsored athletes, large public action sports events and music festivals, and Formula One race teams (Red Bull Racing and Alpha Tauri).



AARON LATTO

Senior Vice President
Great American Insurance Group

Aaron Latto is a Senior Vice President of Great American Insurance Group. He leads the property and casualty group's Corporate Claims function and is responsible for oversight of all U.S. and international claims operations including execution of claims strategy, philosophy, and quality management. Aaron is also the Reporting Officer for Great American's insurance operations in Singapore, the UK, Ireland and Mexico. The Mexican company is El Águila Compañía de Seguros. Aaron serves on the company's Enterprise Governance Committee, Portfolio & Applications Steering Committee and Enterprise Risk Management Committee. Aaron joined Great American in September 2010. Previously, Aaron was a Vice President with Travelers Insurance. He managed the Business Torts Claim organization, which was responsible for claims involving intellectual property, advertising injury, technology E&O, cyber liability, and entertainment E&O matters. Aaron began his Travelers (previously St. Paul Insurance) career in March 2000, joining the organization as a Technology Claim Attorney. Aaron graduated with honors from Carleton College (B.A., Philosophy) and the University of Minnesota Law School (J.D.).



ROCHELLE LEWIS

Red Bull North America, Inc.

Having worked in the insurance industry for over 25 years, Rochelle is well-versed in the nuances of the ever-shifting insurance landscape. Her experience has taught her to anticipate and adapt to changes, navigating challenging conditions. Rochelle has been with Red Bull North America, Inc. since 2004. Aside from the sales, marketing and distribution of the beverage, Red Bull creates media content, has several professional soccer teams (in the US and internationally), a Formula 1 team, as well as a music label. Rochelle evaluates Red Bull's entire domestic and international insurance program and determines key risks prevalent in the food and beverage and entertainment industry. She started her insurance career in 1995 and is a licensed insurance broker, as well as a certified paralegal. She moved over to the Risk Management side in 1998 working in diverse industries, that include a global private equity investment firm, and a global lifestyle brand retailer.



KATHARINE MARSHALL

Manager, Claims Litigation Strategy
Wawanesa Insurance

Kate works at the Wawanesa Mutual Insurance Company as the Manager, Claims Litigation Strategy, where she oversees the organization's overarching legal and bodily injury strategy. In addition, Kate has a team of five lawyers who provide legal advice internal legal advice to the organization. Kate previously had the role of Strategic Claims Counsel at Wawanesa. Prior to working for Wawanesa, Kate practiced law in both Nova Scotia and Ontario, where she focused on insurance defence. Kate graduated with an LLB from the University of New Brunswick and has a MA in Economics and International Relations from the University of St. Andrews in Scotland.



DAVID MOCKLOW

Chief Financial & Claims Officer MSIG North America

David is a Founder and CFCE of MS Distribution Holdings, a subsidiary of MSIG North America. MS DH focuses on new strategic opportunities as well as M&A activity in the North American insurance market. At the same time, David is part of a small executive team helping to lay the groundwork for the future expansion of the MS group in North America. As part of that leadership group, David is helping to develop the expansion of the underwriting platform across multiple business units as well as the organizational infrastructure to support that growth. A key component of the long-term plan is to build a tech and data-forward organization that is a market leader in underwriting and claims management. David is a recognized leader in the space of innovation and strategy for insurance companies. He has spoken on a wide range of topics including claims technology, data strategies and future competition.



ELIZABETH MULLIGAN

Director of Claims Protect Professionals Claims Management, a Division of B&B Protector Plans, Inc.

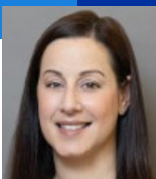
Ms. Mulligan is the Director of claims for Protect Professionals Claims Management, a division of B&B Protector Plans, Inc. Ms. Mulligan joined the Claims Team in April 2012. For over ten years, Ms. Mulligan has specialized in lawyers, CPA and physicians' professional liability claims on a nationwide basis and has had the privilege of speaking at various conferences on professional liability topics. Prior to joining B&B, Ms. Mulligan's legal career focused on insurance defense for over a decade. She received her undergraduate degree in Business Marketing and English from Florida State University and her law degree from the University of Florida.



RANDI NIXON

VP Casualty Claims Canada AIG Insurance Company of Canada

Randi Nixon is the VP of Casualty Claims at AIG. In this role, she oversees the handling of all Canadian Casualty Claims, including Primary GL, Excess, Environmental, and US Venue claims for Canadian Clients. Randi previously ran the Casualty Department at a large Canadian Commercial Insurer and has over 20 years' experience handling liability claims for commercial automobile, long-haul commercial trucking as well as general and professional liability claims. Randi also has experience handling and mediating claims in the U.S. Randi holds an Honors B.A. from York University, an Articulated Post Diploma in Court and Tribunal Administration from Seneca College and has obtained her CIP Designation from the Insurance Institute of Ontario. In addition, Randi has been a member of the Canadian Insurance Claims Managers Association (CICMA) since 2018, she currently holds the Executive position of Secretary and previously held the position of Director of Arbitration and Qualifications.



DAVID OWEN

Director Large Complex & Specialty Claims Definity

With thirty-five years of experience, David Owen started his insurance career in 1988 at State Farm and has held adjusting and leadership roles in every aspect of insurance claims. Most notable, David has held Director roles at Intact, Royal Sun Alliance, and Definity Insurance. Currently at Definity, as the Director of Large Complex and Specialty Claims, David's responsibilities include the management of all large losses in the organization as well as forming and articulating the company's litigation strategy. David is a resident of Burlington, Ontario, where he sits on an accessibility advisory committee to the municipal government, is married and has two sons in their early twenties.



JOHN D. SEYLER

Director, Specialty Lines ClaimsPro



John Seyler is the Ontario Director for ClaimsPro's Special Risk Division (SRD), providing technical oversight, guidance, and overall support for the SRD's Complex, Commercial, and Industrial (CCI) & Transportation, Equipment, and Cargo (TEC) teams. John is an Executive General Adjuster and brings over 31 years of industry experience to his role at ClaimsPro. John has extensive experience dealing with professional indemnity and malpractice claims for various health care providers, reporting to both insurers and reciprocals. He is currently the control adjuster for several long term care facilities, which involves extensive in depth claims investigations, and patient chart review. John is a Past National President and current member of the Canadian Independent Adjusters Association. He also holds professional memberships with the Ontario Insurance Adjusters Association, Trucking Industry Defence Association, and Blue Goose International.