

2023

# Winter Conference

JANUARY 19-21

CORONADO, CA  
Loews Coronado Bay



## FACULTY GUESTS

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



## WENDY FAULKNER

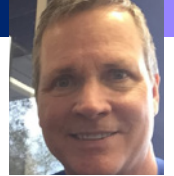
### Associate Director of Claims Professional Risk Management Services (PRMS)



Wendy Hughes Faulkner is Associate Director of Claims for Professional Risk Management Services (PRMS). Ms. Faulkner is a proud graduate of Morgan State University, where she earned her Bachelor of Science degree in Business Management. Ms. Faulkner has been in the insurance industry for over thirty years, having worked previously for Liberty Mutual and Medical Mutual Liability Insurance Society of Maryland. She specializes in the management of medical professional liability insurance claims throughout the United States. She is an experienced claims professional with a demonstrated track record of effectively managing medical negligence claims involving unique, complex medical/legal issues with multi-million-dollar exposure.

## MICHAEL FORD

### Insurance and Claim Manager Sunbelt Rentals, Inc.



Michael Ford is the Insurance and Claim Manager for Sunbelt Rentals, the nation's second largest construction equipment rental company. The Company operates over 1,200 locations throughout the U.S. and Canada. Mr. Ford received a BS in Business Management, Associate in Claims, and Associate in Risk Management educational designations. Previously he was involved in litigation management and insurance defense for a commercial auto carrier and independent adjusting firm. Present responsibilities include the management of the company's tort litigation, general liability, auto liability, workers compensation, and property claim exposures.

## WILLIAM "BILL" H. GRACE, JR.

### President Southland Claims Service, Inc.



#### Summary of Qualifications

- 45 years of multi-line claims handling experience
- 39 years of successful claims management and supervisory experience
- 20 years as seminar leader-trainer in human relations and behavior modifications
- Registered Professional Adjuster designation
- Strong interpersonal and communications skills

## TINA X. HEBERT

### Assistant Corporate Counsel American Auto Shield



Tina Hebert is the Assistant Corporate Counsel for American Auto Shield along with Rich Schmittel, Jr. Her primary responsibility in this role is to assist the General Counsel on all legal matters with a focus on corporate governance, HR and employment advisement, data privacy, and contract negotiation. Tina came to American Auto Shield with a background in general civil litigation, insurance defense, family law, and appellate practice. In her free time, Tina enjoys camping and backpacking with her husband and dog in the Rocky Mountains, traveling, painting, and cooking Chinese cuisines.

## RICK LINVILLE

**Chairman of the Board**  
Custard Companies



### Experience

- Chairman of the Board – Custard Insurance Adjusters, Inc.
  - Previously held positions of President, Director National Sales & Marketing, District Manager and Regional Manager
  - Employed with Custard Insurance Adjusters, Inc. since 1982
- President – Riverwood Claims Management

### Professional Education

- Various Industry and Post Graduate courses
- Ball State University – BS International Finance and Insurance

## ROGER B. MACDONALD

**Claims Manager**  
Accelerant



Roger MacDonald has over 33 years of claims experience and has held the positions of: Adjuster, Supervisor, Independent Claims Adjuster, Claims Analyst, National Casualty Manager and Vice President Canadian Casualty Claims. Roger has extensive experience in both the Canadian and US claims environments, specializing in large loss matters and litigation in the US. Roger has worked in all lines of insurance claims and understands that strong results are the confluence of positive, intentional and collaborative relationships along with dynamic technical and strategic abilities. Roger is excited to be with Accelerant as a Claims Manager based in Toronto and working with clients and claims throughout North America. Accelerant is led by a team of industry veterans and experts who understand the unique needs of MGA's, MGU's and Program Administrators.

## CHRISTOPHER A. MAGLIONE

**Manager of Legal & Consumer Affairs**  
Bradford White Corporation



Christopher Maglione has over 18 years of experience in the insurance industry and currently oversees all product related litigation, risk management and subrogation matters for Bradford White Corporation and its subsidiaries. He joined BW in 2011 and has been in his current role since 2016.

## DENA B. MASTROGIOVANNI

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



Dena B. Mastrogiovanni, Esq., serves as Vice President, Litigation Management, at AMS Management Group. In her capacity as vice president, she serves as a member of the company's management team and claims committee. Ms. Mastrogiovanni currently oversees the company's medical professional liability claims in ten states, including catastrophic, high exposure claims in all medical specialties. She further advises individual and large physician practices on risk management strategies. Prior to joining AMS Management Group, Ms. Mastrogiovanni spent over thirteen years in private practice in Texas as a trial and appellate attorney. Ms. Mastrogiovanni received her undergraduate degree (with honors) from Oklahoma Baptist University and her Juris Doctor from Southern Methodist University in Dallas, Texas.

## LESLIE MCMAHON

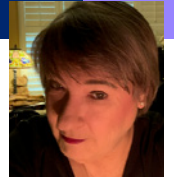
**Executive Director**  
Professional Law Enforcement  
Association, Inc. (PLEA)



Leslie McMahon became a licensed Property and Casualty Insurance Agent after receiving her degree in Business Management from Northwood University. She proudly became the 4th generation to enter her family's insurance agency, where she learned every aspect of the business from the bottom up. Her insurance background provided a great resource in the creation and marketing of the Professional Law Enforcement Association, Inc. (PLEA). Since her election in 1998, Leslie has been the Executive Director of PLEA, and, among her many other duties, is responsible for its Marketing Program. In 2014, Leslie founded the PLEA Foundation, Inc. Leslie has been happily married to her high school sweetheart, George, for thirty-five years. When she is not in the office, Leslie enjoys relaxing with a good book and outdoor activities with her family.

## NANCY PISTILLI-HURST

**Senior Claims Counsel**  
B&B Protector Plans Inc. / Protect  
Professionals Claims Management  
Professional Protector Plan for Dentists



Nancy Pistilli-Hurst attended the University of South Florida where she graduated with a Bachelor of Arts and then attended Florida State University where she obtained her Juris Doctor. In one capacity or another, she has spent nearly 43 years in the pursuit of insurance defense. Upon graduation, Ms. Pistilli-Hurst became a legal intern for insurance claims and then entered into claims handling before quickly settling into professional liability matters. For a while, she went into the private practice of law, with a continued concentration in insurance defense. She then returned to the insurance industry where she occupied a number of positions from claims and compliance consultant to claims manager where her primary focus was in professional liability claims for lawyers, doctors, hospitals, nurses and dentists. In her spare time, Ms. Pistilli-Hurst is an avid reader of non-fiction and student of eschatology, archeology, history and politics.

## J. FREDRICK SCHILL

**Senior Claims Legal Analyst**  
Intact Insurance Specialty Solutions



Fred is presently Senior Claims Legal Analyst for Intact. He began his professional career in the ivy-cloaked corridors of academia, managing college residence halls, and through an epic lapse of judgment the college surely rued, eventually became Director of Residence Life at Adelphi University. Fred then succumbed to the siren call of law school at John Marshall, spending several years afterwards at a large insurance defense firm in Chicago and a small general practice in the suburbs. Looking for an alternative, he switched into litigation management in the early days of legal bill review, working first for a third-party auditing company and then moving on to a start-up legal bill review position at Chubb. Five years later, Fred was given the opportunity to create a litigation management group at Hanover, which he led for twelve years through rapid company expansion before relocating to Phoenix and Intact.

## VANCE SEVERSON

**Vice President,**  
**Vice President, Liability Claims**  
Great West Company | Old Republic  
Insurance Group



Prior to working at Great West, Vance has been working in property / casualty claims for 20 years, primarily in Liability claims.

### Experience

Great West Casualty Company

Vice President, Liability Claims, Jul 2015 - Present

Responsible for all aspects of Midwest Region Liability Claims Department / Office.

Claims Manager, Sep 2013 - Jun 2015

Managing liability claims staff that handles commercial liability BI and PD claims for the Midwest Region office at Great West Casualty.

### Education

University of Northwestern - St. Paul  
Bachelors, Business  
1986 - 1989

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## MELISA G. THOMPSON

### Senior Director, Complex Claims Markel



Melisa Thompson is a Senior Director at Markel Service, Incorporated. She leads the company's complex casualty claims team and has expertise spanning subject matters including product liability, pharmaceutical, construction, sexual abuse, wildfires, and municipal liability. Prior to joining Markel, Melisa was in private practice litigating insurance coverage, personal injury, and commercial matters.

