

2026

WINTER CONFERENCE

January 15 – 17

The Ritz-Carlton, Laguna Niguel | Dana Point, CA



FACULTY GUESTS

The Harmonie Group and Canadian Litigation Counsel would like to thank the following industry leaders for their participation in our 2026 Winter Conference. We are especially appreciative of them sharing their knowledge and insights into their respective fields and areas of expertise.

MELISSA BONTER

Director, National Casualty Claims Allstate Canada

Melissa Bonter is the Director of National Casualty Claims at Allstate Canada Group. With 17 years of experience in the insurance industry, she has held diverse roles in adjusting and management, specializing in the casualty sphere. In her current role, Melissa oversees the national performance and strategic direction of the Bodily Injury and Accident Benefits portfolios. She holds the Chartered Insurance Professional (CIP) designation and an Honours Bachelor of Arts from the University of Toronto. Based just outside Toronto, Melissa enjoys traveling, Peloton workouts, and spending time with her niece and nephew.



RANDY CHIASSON

National Senior Manager of Casualty Claims Allstate Canada

Randy Chiasson is the National Senior Manager of Casualty Claims at Allstate Canada Group, bringing 16 years of industry experience, including over 12 years specializing in Bodily Injury. A graduate of the University of Guelph with a Bachelor of Commerce and a holder of a CIP designation, Randy is bilingual in English and French and recognized for his leadership in claims operations, performance management, and strategic transformation. Outside of work, Randy is an avid Brazilian Jiu-Jitsu practitioner and enjoys training with his wife and two children.



BRIAN COMBS

Vice President, Claims Reserv Claims, LLC

Brian Combs is a dynamic claims and operations leader with extensive experience in Casualty, Auto, Transportation and General Liability across the U.S. and Canada. He has a proven track record of managing \$500M+ exposures, complex litigation, and multi-line claims operations while driving strategic alignment, operational excellence, and cultural transformation. Combs has been recognized for building high-performing teams, implementing best practices, and delivering measurable improvements in quality, efficiency, and employee engagement.



MITCHELL DANE-HENRY

Director, Risk Management Sprouts Farmers Market, Inc.

Mitchell Dane-Henry is the Director, Risk Management at Sprouts Farmers Market, where he leads the company's insurance program, claims strategy, and enterprise risk efforts. He works closely with teams across the business to identify, evaluate, and manage internal and external risks. Mitchell began his career in 2007 with Founders Insurance Company, handling personal and commercial auto claims. He holds the Chartered Property and Casualty Underwriter (CPCU) and Associate in Claims (AIC) designations, along with two designations sponsored by the Claims and Litigation Management Alliance: Certified Litigation Management Professional (CLMP) and Certified Claims Professional (CCP).



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. Before his career in litigation management, Mr. DiGiovanni practiced insurance litigation in Pennsylvania and New Jersey for over twenty years. Mr. DiGiovanni is a member of the State Bars of Pennsylvania and New Jersey and is admitted to practice before Federal District and Appellate Courts in Pennsylvania and New Jersey, as well as the United States Supreme Court. 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.



PAUL EMERSON

Senior Vice President, Head of Customer & Broker Engagement, Canada

Berkshire Hathaway Specialty Insurance



Paul Emerson is a lawyer based in Ontario, Canada. For the first half of his career, his litigation practice was primarily focused on commercial litigation, and then latterly with a focus as insurance defense, coverage and monitoring counsel for a wide range of domestic and international insurers. Paul is the Head of Customer & Broker Engagement for Canada, and works very closely with underwriters, claims teammates, and the entire Customer & Broker Engagement Team in North America, to strategically lead engagement with customer and broker relationships across all lines of business. As a lawyer with extensive experience handling executive and professional lines, casualty and construction claim at BHSI and in private practice, he is dedicated to collaborating with all BHSI's customers and brokers as a strategic relationship manager.

DARRELL FLESNER

Managing Claims Attorney Vanliner Insurance Company

Darrell Flesner joined Vanliner Insurance Company in 2018, after a decade litigating personal injury, contract and insurance-related cases in some of the country's least defense-friendly jurisdictions. Vanliner is one of the leading insurance providers for the moving and storage, parcel and home delivery industries. As a managing claims attorney, Darrell oversees Vanliner's liability injury teams, made up of adjusters and attorneys handling injury-related claims and litigated matters nationwide for Vanliner and its insureds. Darrell obtained a J.D. from Loyola University Chicago School of Law and is licensed to practice law in Missouri and Illinois.



SANDEE HARRISON

Senior Manager, Casualty Claims Reserv Claims, LLC



Sandee Harrison brings nearly fifteen years of experience in claims and litigation management, specializing in complex and catastrophic exposures across transportation, auto liability, premises liability, and general liability. She has held leadership roles overseeing multi-jurisdictional teams, managing litigation strategies, and directing national staff in negotiations, settlements, and trial preparation. Currently, Sandee serves as a trusted leader in claims oversight and resolution. She provides direction to adjusters and legal teams, ensuring that reserves and settlement terms align with both financial objectives and risk management priorities. Through structured coaching and cross-functional collaboration, she empowers her teams to deliver consistent, high-quality outcomes and to remain agile in a dynamic claims environment.



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RANDI S. HOFFMAN

AVP, Senior Environmental Attorney, Claims Department Global Indemnity Group

Randi Hoffman joined Global Indemnity Group in 2006. She is the Senior Environmental Attorney in Global Indemnity's Claims Department. Randi has handled, managed and directed both litigated and non-litigated environmental, construction defect, personal injury, toxic tort, products liability, sexual abuse and professional claims for over 25 years. She works closely with defense and coverage counsel on claims tendered to the company for coverage. Prior to moving into the insurance industry, Randi worked as an associate attorney in the litigation department of Blank, Rome, Comisky & McCauley where she first discovered her passion for insurance coverage. Randi earned her Bachelor of Arts Degree from Temple University in 1987, and her Juris Doctor from the Temple Beasley School of Law in 1990.



ROGER B. MACDONALD

Head of Claims Accelerant

Roger MacDonald received his BA (History) from York University in Toronto, Canada. Roger has over 36 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. 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 Head of Claims – Canada, based in Toronto and working with clients and claims throughout North America. Roger leads insurance claims programs both in Canada and the United States.



WENDY L. MADEVU

Claims Manager Markel Canada

Wendy L. Madevu is the Claims Manager at Markel Canada in Toronto, ON. She holds an Honours Degree in Criminology & Sociology from the University of Windsor. With over twenty years of experience managing complex claims across Canada, the USA and Internationally, Wendy oversees a team of claims professionals specializing in property, specialty, casualty & professional liability claims. Passionate about coaching and community involvement, Wendy serves on the Executive Committee for the Ontario Chapter of the Canadian Insurance Claims Managers Association (CICMA) as the Education & Programs Officer and on the Sponsorship & Partnership Committee for the Canadian Association for Black Professionals (CABIP). Known for her commitment to equality & diversity, Wendy strives to enhance the understanding of the importance of representation and its role in building a diverse insurance community.



TARUN MANCHANDA

Director of Risk Charger Logistics

Tarun Manchanda is Director of Risk for Charger Logistics. In this role, he focuses on high-severity, litigated losses, working closely with defense counsel to align legal strategy with operational realities and long-term risk financing objectives. Tarun helps select and oversee the right counsel for catastrophic bodily injury, cargo, and coverage disputes. He also designs and implements risk mitigation programs for large fleets, including captive and alternative risk structures, safety improvements, and claims governance frameworks. With prior leadership roles in claims operations, project management, and transformation at Intact Financial, Accenture, and Nomad, Tarun brings a unique blend of insurance, logistics, and technology experience to defense counsel partnerships. He holds an MBA from Smith School of Business at Queen's University, a Bachelor of Commerce from the University of Toronto, and professional designations including PMP, Professional Scrum Master, and Six Sigma certifications.



MATT MCCOLLEY

Executive Vice President of Claims and IT

KW Specialty Insurance Company

Matt McColley is Executive Vice President of Claims and IT for KW Specialty Insurance Company. Matt has nearly 30 years of experience in property and casualty claims management. After serving in the Army, Matt attended and graduated from the University of Kansas. Matt began his insurance career with Sentry Insurance and has worked for other national carriers including GEICO and The Main Street America Group. Before coming to KW Specialty, Matt held the role of Chief Claims Officer for Berkley Human Services for 7 years in Minneapolis. Matt has extensive experience developing best practices and processes for personal and commercial lines claims handling as well as litigation and vendor management.



PAUL McNAMARA

Chief Legal Officer

Utility Trailer Manufacturing Company, LLC

Paul McNamara is the Chief Legal Officer for Utility Trailer Manufacturing Company, LLC as well as its affiliated companies. As Chief Legal Officer, Paul is responsible for all legal and compliance operations of the company, including litigation, labor and employment, dealership and distribution, real estate, environmental, tariff and trade, and contract issues. Before joining Utility Trailer, Paul was a litigation partner at the Los Angeles-based law firm of O'Melveny & Myers LLP for nearly 30 years. Paul obtained his law degree from Stanford Law School after obtaining a graduate degree at the University of Dublin, Trinity College, and an undergraduate degree from the University of Redlands.



COURTNEY NASCIMENTO

Senior Claims Adjuster

Aspen Insurance

Courtney Nascimento joined Aspen Insurance as a Senior Claims Adjuster in 2023. With over 13 years' experience in the insurance claims industry, she specializes in managing complex liability claims. Her focus is centered around GL and Excess claims nationwide. Prior to joining Aspen, she was a Claims Specialist with Zurich North America. In this new era of claims and litigation management, Courtney prioritizes communication with insureds, brokers and counsel to obtain the full picture when evaluating claims. Continual learning and staying open to new information and ideas will pave the way for the future in claims.



JACK PRICKETT

Senior Litigation Claims Adjuster

Baysfield Claims Managers

Jack Prickett has over twenty-five years of experience in the insurance industry. After graduating from Binghamton University in 1997, he relocated from New York to San Diego to begin his career. For the past three years, Jack has specialized in trucking litigation with Baysfield Claims Managers, a role that has taken him across the country to attend mediations and trials in multiple states. Prior to joining Baysfield, he spent six years handling litigation for another trucking insurance company, building extensive expertise in complex claims and transportation-related legal matters.



SAMI SHAKER

Senior Director, Accident Reconstruction

JS Held

Sami Shaker joined J.S. Held in July of 2022 as part of J.S. Held's acquisition of Kodsi Forensic Engineering. Sami graduated with a Bachelor of Science degree (Honours Physics co-op) from McMaster University and has versatile industrial experience in nuclear energy, radiation health and safety. Mr. Shaker has been able to use these past experiences and apply much of what he has learned to his current work. He has conducted damage consistency analysis, vehicle examinations (including black box data imaging and analysis), accident site survey as well as accident reconstruction including determining speed calculations/estimates, collision severity, computer simulations, vehicle and occupant kinematics, injury biomechanics, and slip, trip and fall investigations.



HENRY SU

Senior Vice President & General Counsel

Golden Bear Insurance Company



Henry Su joined Golden Bear Insurance Company in 2023 and serves as Senior Vice President and General Counsel. He oversees legal, regulatory, and compliance matters and leads the company's initiatives on responsible AI and privacy governance. A practicing attorney for nearly three decades, Henry previously represented insurers and businesses in complex litigation and coverage matters.

SCOTT THORNTON

Commercial Claims Director

Baysfield Claims Managers

Scott Thornton has over 30 years of experience in the insurance claims industry, holding various roles managing personal and commercial auto, homeowner, commercial property, general liability, Inland & Ocean Marine, Fine Art & Specie, CIT, Crime & Fidelity. His expertise encompasses risk management and claims handling for numerous Fortune 100 self-insured retention companies, including Costco, Hewlett-Packard, Bank of America, ConAgra, McKesson Corp., and DHL.



CRYSTAL TROEGER

Casualty Claims Manager

TD Insurance



Crystal Troeger has over 20 years of experience in the insurance industry, specializing in complex bodily injury and litigation claims. With more than seven years in people leadership, she brings a strong balance of technical expertise, strategic decision-making, and collaborative leadership. Crystal has led high-performing claims teams through complex litigation matters while maintaining a focus on quality, efficiency, and fair outcomes. She is recognized for her ability to mentor claims professionals, drive operational excellence, and contribute meaningfully to industry dialogue on claims management and litigation trends.

SCOTT N. ULSH

Director of Small Fleet Transportation and Sharing Economy Claims

Crum & Forster – Surplus & Specialty Lines

Scott Ulsch is the Director of Small Fleet Transportation and Sharing Economy Claims for Crum & Forster's Surplus & Specialty Lines division. Prior to joining C&F, Mr. Ulsch held various leadership positions with Nationwide, Gallagher Bassett, Aegis, Custard Insurance Adjusters and Trident Engineering Associates. He brings a wealth of experience developing and managing teams handling commercial auto, personal auto, GL, umbrella/excess and homeowner claims.



GRAHAM WATSON

Vice President of Claims – Casualty LIO Insurance

Graham Watson has over twenty years of experience in litigation, claims handling, and corporate executive roles. He recently joined LIO Insurance, based in Philadelphia, PA, as its Vice President, Claims – Casualty. Graham manages strategy and execution for the casualty claims function. Graham is responsible for incorporating AI into the team's work, overseeing the LIO litigation panel and evolving litigation guidelines, as well as providing reports to the company's Officers and Board of Directors on large losses, litigation trends, loss ratio performance, and innovations in claims handling. Graham attended Princeton University where he received his B.A., magna cum laude, in English Literature. Graham attended Washington and Lee University School of Law and received his J.D. in 2004. Graham is actively barred in the Commonwealth of Virginia and received his CPCU in November 2024.



SAM WEISGARBER

Claims Litigation Manager (Head of Litigation)

Central Insurance

Sam Weisgarber is the Claims Litigation Manager (Head of Litigation) at Central Insurance where he oversees litigation management, philosophy, and outcomes across all Central lines of business. He supports Central's entire claims organization in the management, execution, technical performance, and resolution of litigated claims nationwide. Sam has more than 10 years of experience in insurance and has worked across virtually every line of casualty insurance including: professional liability, supported and unsupported excess claims, middle markets, excess and surplus lines, and general liability. He is a graduate of Samford University (JD) and Otterbein University (BA) and is licensed to practice law in Ohio and Alabama.



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