

WEDNESDAY, MAY 16, 2018

4:00 pm – 5:45 pm Executive Committee Meeting

6:00 pm – 8:00 pm Reception & Hors d'oeuvres

THURSDAY, MAY 17, 2018

7:00 am - 7:45 am Continental Breakfast

7:45 am - 8:00 am Welcome, Antitrust and Introductions;
Mike Flanigan, CCEA President

8:00 am - 9:00 am “Customer Satisfaction & Innovation
Industry Trends”
Jeff Rieder, Wards Group

9:00 am - 9:15 am Break

9:15 am - 10:15 am “When to Try a Case”
Kathy Chaney, Lambdin & Chaney LLP

10:15 am - 11:15 am “Traumatic Brain Injuries” – Trends
and Factors to consider
Chad Beneda, Paradigm

11:15 pm Lunch on your own; Golf with boxed lunch

6:00 pm Reception & Dinner

FRIDAY, MAY 18, 2018

7:00 am – 7:45 am Continental Breakfast

7:45 am – 8:00 am Membership Meeting;
Mike Flanigan, CCEA President

8:00 am - 9:00 am “2017 Storm Season Review”
Carl Hedde – Munich Re America

9:00 am - 9:15 am Break

9:15 am - 11:15 am “Thought Experiment – Future
Workforce”
Beth O’Keefe, American Modern
Daryl McMillan, Munich Re America

11:15 am Closing Comments and Adjourn

Program Chairpersons:
Bob Crowley, American Modern
Brandy Niewald, United Fire

Thank you to our Speakers!

Thank you to our Sponsors!



All functions are business casual

Future Conferences

October 10-12, 2018
The Omni
Louisville, KY

May 15-17, 2019
Renaissance Birmingham Ross Bridge Golf Resort & Spa
Birmingham, AL

Officers

Mike Flanigan
President
Westfield Insurance Company

Randy Leffelman
Vice President
Munich Re America

Ken Klug
Secretary / Treasurer
Grinnell Mutual

Executive Committee

Rob Bowers, *Westfield Insurance*

Dave Conner, *United Fire Group*

Greg Overstrom, *Maiden Re*

Ann Kriens, *Rockford Mutual*



CENTRAL CLAIM EXECUTIVES ASSOCIATION

Spring Meeting

Sonesta Resort
Hilton Head Island, SC
May 16 – 18, 2018