

# Property Insurance Report National Conference 2011

SUNDAY, NOVEMBER 13, 2011

5:00-7:00pm *Early Registration and Reception with Sponsors and Speakers*

MONDAY, NOVEMBER 14, 2011

7:30-8:30am *Continental Breakfast*

8:30-8:50 **Chairman's Opening Remarks, Introductions**

8:50-10:00 **Understanding Big Time Consumer Changes**

*Peter Francese, Francese LLC*

10:00-10:30 *Coffee Break*

10:30-11:20 **Is It Time To Trust Public Data?**

*Todd W. Rissell, Chairman and CEO, e2Value*

11:20-12:10 **Early Warning System: Tracking Weather To Improve Claims Handling**

*Kyle Beatty, Managing Director, Atmospheric and Environmental Research*

12:10-1:30pm *Luncheon*

1:30-2:20 **Navigating The "Last Mile" Of Predictive Analytics**

*Keith Toney, Executive Director, Insurance, Ernst & Young*

2:20-3:05 **Building Permits: A Telltale Sign of Change**

*Holly Tachovsky, President, BuildFax*

3:05-3:35 *Cookie Break*

3:35-4:40 **The Evolution Of Insurance Consumers**

*Jeremy Bowler, Senior Director, J.D. Power & Associates*

*Susan Engleson Kleinman, Director, comScore*

*Paul Mang, Principal, McKinsey & Co.*

4:40-7:00 *Sunset Reception*

TUESDAY, NOVEMBER 15, 2011

7:30-8:30am *Continental Breakfast*

8:30-8:35 **Chairman's Opening Remarks**

8:35-9:25 **Best Practices: How Insurers Make The Most Of Social Media**

*Terry Golesworthy, President, Customer Respect Group*

*Patrick Sullivan, Staff Writer, Property Insurance Report*

9:25- 10:10 **The Care And Feeding Of Independent Adjusters**

*Rick Loden, President, ISAC*

10:10-10:35 *Coffee Break*

10:35-11:25 **Taking Inventory To Understand Contents Coverage**

*James Fini, President, Enservio*

*Werner Kruck, Chief Operating Officer, Security First Insurance Co.*

11:25-12:00 noon **Twenty Trends in Twenty Minutes**

*Brian Sullivan, Conference Chairman and Editor, Property Insurance Report*

Noon *Adjournment*