

Program Schedule



Tuesday, 9/28	
5:30 – 9:00 PM	Registration and Hospitality Reception — Patio Room
Wednesday, 9/29	
7:00 – 8:00 AM	Registration and Continental Breakfast — Terrace Promenade
8:00 – 10:00 AM	<p>Everything I Need to Know about Risk Management I Learned in Kindergarten Zachary Gifford, Liability Claims Coordinator, City of Santa Ana Nathan Randal, Risk Manager, City of Monterey Park Additional Risk Manager Speakers TBA</p> <p><i>To start the conference off on the right foot, here's a common sense and often humorous look at the fundamentals of risk management and the tools for getting along in today's business world.</i></p>
10:00 – 10:30 AM	Morning Break — Terrace Promenade
10:30 – 12:00 Noon	<div> <div> <p>Business Interruption Claims – Pre-loss Due Diligence and How to Handle Complex Claims: Part 1</p> <p>Note: This is a two-part presentation to be continued after lunch but attendees are welcome to come to either one or both sessions.</p> <p>Gregory Thaler, Associate National Director, Business Insurance Claims Consulting, Deloitte & Touche Thomas R. Mury, Manager, Business Insurance Claims Consulting, Deloitte & Touche Alexandra Glickman, Area EVP, Arthur J. Gallagher & Co. Risk Manager Speaker TBA</p> <p><i>This morning's session will cover pre-loss business interruption issues. The speakers will present methodologies a risk manager can use to identify time element exposures, approaches to quantify the value of the exposures and best practices for selecting proper coverage and related endorsements. The session will also unravel the mystery of business interruption values and maximum probable loss analyses and address current trends in the BI arena.</i></p> </div> <div> <p>Benefits Show and Tell</p> <p>Cindy Titgen, Benefits and Workers' Compensation Manager, City of Escondido David Dolnick, Risk Manager, The Brady Companies</p> <p><i>The speaker panel will act as moderators and lead this roundtable forum on critical issues such as: (1) mitigating risks and benefits costs to an organization; (2) handling the overlap with WC, ADA, FMLA and return to work; (3) broker commission disclosure; and (4) wellness programs. Additional topics will be addressed during the session according to the interests of the participants. Attendees are encouraged to submit in advance samples of their own organizational solutions and strategies to share with the other participants during this session.</i></p> </div> </div>
12:00 – 1:30 PM	<p>Lunch — Terrace Arbor / Nancy Chambers, RIMS President</p> <p><i>As RIMS continues to dedicate itself to promoting the risk management profession and to assisting its members through education and networking, it is becoming an even more important influence on legislative issues and a stronger presence in the media. Nancy will focus on specific issues that are making the headlines on a daily basis and that are of concern to all attendees.</i></p>
1:30 – 3:00 PM	<div> <div> <p>Business Interruption Claims – Pre-loss Due Diligence and How to Handle Complex Claims: Part 2</p> <p><i>The afternoon session will focus on business interruption claims. The speakers will share the most effective ways to prepare and present a BI claim and will discuss vignettes and case studies involving claim negotiation and settlement, complex and controversial claims accounting and coverage issues and other time element topics. The session will include lessons learned on successful claims and contentious claims that took years to resolve. The speakers will then discuss the numerous September 11 claims that have been resolved in the past year and postulate how the settlements may impact future policies and claims.</i></p> </div> <div> <p>What Do We Do with the Benefits Demands of an Older Gen X and a New Gen Y?</p> <p>Cindy Titgen, Benefits and Workers' Compensation Manager, City of Escondido Tom Brandon, Risk Manager, Cox Communications Pamela Evans, Senior VP – Operations, Musicmatch, Inc.</p> <p><i>Risk managers need to understand the benefits that these upcoming generations are interested in and the cost of these programs. Find out how our speakers have answered the call and have tailored their programs to these workers. Learn how these programs affect and benefit the Boomers among us.</i></p> </div> </div>
3:00 – 3:30 PM	Afternoon Break — Terrace Promenade
3:30 – 5:00 PM	<p>Private Investigations: The Power of Information Jolynn Benn, President and CEO, Benn and Associates Richard F. Smith, Vice President, Frasco Investigations, Inc.</p> <p><i>Covering such specifics as background checks, subrogation, employee theft and sexual harassment, these speakers will examine some of the internal and external liability exposures that challenge risk managers and the various investigation techniques that can be utilized to limit the risks, mitigate the losses and assist in the resolution of problem situations. The presentation will include video clips of actual cases worked by these two firms and the results derived from their investigations.</i></p>

Wednesday, 9/29 (continued)	
5:00 – 5:30 PM	Open
5:30 – 9:00 PM	Hospitality Reception — Patio Room "On Your Own" Dinner

Thursday, 9/30			
7:00 – 8:00 AM	Registration and Continental Breakfast — Terrace Promenade		
8:00 – 10:00 AM	<p>California Workers' Compensation Reforms: After SB 899, It's a Whole New World Tim East, Director, Risk Management, The Walt Disney Company</p> <p><i>This session will review the reforms enacted in April 2004, the regulations that are in development and actual changes from the front lines. As chairman of the board of the California Coalition on Workers' Compensation (a statewide organization of public and private employers who advocate repairing the California workers' compensation system), Tim was a driving force in the recent legislative changes. This promises to be an outstanding session even for those attendees without a California workers' comp exposure.</i></p>		
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10:30 – 12:00 Noon	<table border="1"> <tr> <td> <p>Workers' Compensation Cost of Risk Controls Becky Smith, Senior Analyst, Castle & Cooke, Inc./ Dole Food Company, Inc. Michelle Lentes, VP – Workforce Strategies, Marsh Risk & Insurance Services</p> <p><i>This session will offer strategic procedures that employers can put into practice now to take advantage of California's recent WC legislation.</i></p> </td><td> <p>Effective Risk Management Communications Bill McMahon, Risk Manager, Fleetwood Enterprises, Inc.</p> <p><i>Learn how to develop the goals and present the content to produce successful risk management reports for executive and peer group internal audiences as well as external audiences such as lenders. Sample reports will be provided as handouts.</i></p> </td></tr> </table>	<p>Workers' Compensation Cost of Risk Controls Becky Smith, Senior Analyst, Castle & Cooke, Inc./ Dole Food Company, Inc. Michelle Lentes, VP – Workforce Strategies, Marsh Risk & Insurance Services</p> <p><i>This session will offer strategic procedures that employers can put into practice now to take advantage of California's recent WC legislation.</i></p>	<p>Effective Risk Management Communications Bill McMahon, Risk Manager, Fleetwood Enterprises, Inc.</p> <p><i>Learn how to develop the goals and present the content to produce successful risk management reports for executive and peer group internal audiences as well as external audiences such as lenders. Sample reports will be provided as handouts.</i></p>
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12:00 – 1:30 PM	<p>Lunch — Terrace Arbor / Paul Winston, Editor, <u>Business Insurance</u></p> <p><i>Attendees who are regular readers of Paul's commentary in BI already appreciate his unique position in the risk management and insurance world. His column is the first thing that many of us turn to when the new issue is delivered because we know that it will make the craziness of the day a little easier to endure.</i></p>		
1:30 – 3:00 PM	<table border="1"> <tr> <td> <p>An Investigator's Look at Workers' Compensation Fraud David A. Goldberg, Supervising Criminal Investigator, Fraud Division, California Department of Insurance</p> <p><i>This presentation will identify many of the various schemes involved in workers' compensation insurance fraud. We'll look at the difference between fraud and abuse. We'll learn how to question an applicant during deposition testimony and how to put together a strong sub-rosa video case.</i></p> </td><td> <p>Sarbanes-Oxley and Risk Management Speaker TBA</p> <p><i>Enacted by Congress in the wake of highly publicized corporate scandals, Sarbanes-Oxley ("SOX") is arguably the most significant piece of securities legislation in decades. The act establishes a framework for public company accountability — and raises the bar for private firms — which brings new liabilities for corporations and their directors and officers. This session will enhance attendees' understanding of the impact of SOX on the risk management function.</i></p> </td></tr> </table>	<p>An Investigator's Look at Workers' Compensation Fraud David A. Goldberg, Supervising Criminal Investigator, Fraud Division, California Department of Insurance</p> <p><i>This presentation will identify many of the various schemes involved in workers' compensation insurance fraud. We'll look at the difference between fraud and abuse. We'll learn how to question an applicant during deposition testimony and how to put together a strong sub-rosa video case.</i></p>	<p>Sarbanes-Oxley and Risk Management Speaker TBA</p> <p><i>Enacted by Congress in the wake of highly publicized corporate scandals, Sarbanes-Oxley ("SOX") is arguably the most significant piece of securities legislation in decades. The act establishes a framework for public company accountability — and raises the bar for private firms — which brings new liabilities for corporations and their directors and officers. This session will enhance attendees' understanding of the impact of SOX on the risk management function.</i></p>
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5:00 – 6:00 PM	Open		
6:00 – 10:00 PM	Cocktail Reception (no-host) and Barbeque Dinner — Terrace Arbor		

Friday, 10/1	
8:00 – 9:00 AM	Full Breakfast — Patio Room
9:00 – 11:00 AM	<p>Risk Manager on the Stand Ellen Vinck, VP – Risk Management, Benefits and Safety, United States Marine Repair, Inc. Kathryn Murphy, Safety and Risk Supervisor, LEGOLAND California, Inc. Elizabeth Zepeda, VP – Risk Management/Legal, Brookfield Financial California, LLC Robert Tyson, Partner, Tyson & Mendes Hugh McCabe, Partner, Neil, Dymott, Perkins, Brown & Frank</p> <p><i>What happens when the risk manager is the first person called to the witness stand? What are the pitfalls of doing business on the word of the broker or agent? Is this a common practice we can afford to continue? This session will encompass lessons learned from the WTC trial. Actual excerpts from the testimony transcripts will be presented in an interactive "mock trial" format — except that we already know the verdict. The testimony will be analyzed and brought to the audience with commentary from the risk management and legal communities.</i></p>
11:00 AM	Conference Ends
11:30 – 3:00 PM	WRC Delegates Lunch — Garden Room I

REGISTRATION FORM

Kindly print, complete and mail this registration form (both pages) with your check or credit card information to:

Orange County Chapter of RIMS
P. O. Box 8464
Newport Beach, CA 92658-8464



Full Name	
First Name for Badge	Title
Company	
Mailing Address	
City	State/Province/Zip
Telephone	Fax
E-mail	
Home RIMS Chapter	<input type="checkbox"/> Member <input type="checkbox"/> Non-Member

Full Conference Registrations include all sessions plus:

9/28	Opening reception
9/29	Breakfast, lunch, all breaks, reception
9/30	Breakfast, lunch, all breaks, dinner
10/1	Breakfast

One-Day and Walk-In Registrations include sessions and breakfast, breaks and lunch only.

Guest Registrations include both receptions, all breakfasts and the 9/30 dinner.

Amounts in US currency. Refund if cancelled in writing by 9/15.	Early Bird Postmarked on or before 7/30	Standard Postmarked 7/31 through 9/7	Late Postmarked 9/8 through 9/24	Walk-Ins
Full Conference Registration Fee	<input type="checkbox"/> \$325	<input type="checkbox"/> \$350	<input type="checkbox"/> \$375	<input type="checkbox"/> \$425
One-Day Registration Fee (single day only) <input type="checkbox"/> 9/29 <input type="checkbox"/> 9/30	<input type="checkbox"/> \$185	<input type="checkbox"/> \$200	<input type="checkbox"/> \$225	<input type="checkbox"/> \$250
Guest Registration Fee (per guest)	<input type="checkbox"/> \$125	<input type="checkbox"/> \$125	<input type="checkbox"/> \$125	
Full Name of Guest		First Name for Badge		
Total Paid				

☐ PLEASE CHECK HERE IF YOU PREFER VEGETARIAN MEALS.

☐ PAYMENT BY ATTACHED CHECK (payable to Orange County Chapter of RIMS).

☐ PAYMENT BY CREDIT CARD: ☐ Visa ☐ MC ☐ AmExp ☐ Diners Club

Account Number

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Expiration Date (mm/yy)

Name on Card (please print)

Authorized Signature

RIMS USE ONLY

Date Processed:

Reference No:

HOTEL RESERVATIONS are to be made directly with the Hyatt Newporter at (949) 729-1234 or with the hotel's central reservations center at (800) 233-1234 **no later than September 7, 2004** to guarantee the conference room rate of \$130 per night plus applicable taxes. Refer to the RIMS 2004 Western Regional Conference when you make your reservation. The guest room rate has been extended to stays three days before and three days after the conference **on a space-available basis**. So make your reservations early!

FOR PLANNING PURPOSES ONLY please indicate which sessions you plan to attend:

Tuesday, 9/28	5:30 to 9:00 PM	<input type="checkbox"/>	Opening Reception
Wednesday, 9/29	7:00 to 8:00 AM	<input type="checkbox"/>	Breakfast
	8:00 to 10:00	<input type="checkbox"/>	Everything I Need to Know
	10:30 to 12:00	<input type="checkbox"/>	BI Claims: Part 1 or <input type="checkbox"/> Benefits Show and Tell
	12:00 to 1:30 PM	<input type="checkbox"/>	Lunch
	1:30 to 3:00	<input type="checkbox"/>	BI Claims: Part 2 or <input type="checkbox"/> Gen X & Y Benefits
	3:30 to 5:00	<input type="checkbox"/>	Private Investigations
	5:30 to 9:00	<input type="checkbox"/>	Reception
Thursday, 9/30	7:00 to 8:00 AM	<input type="checkbox"/>	Breakfast
	8:00 to 10:00	<input type="checkbox"/>	California WC Reforms
	10:30 to 12:00	<input type="checkbox"/>	WC Cost of Risk Controls or <input type="checkbox"/> RM Communications
	12:00 to 1:30 PM	<input type="checkbox"/>	Lunch
	1:30 to 3:00	<input type="checkbox"/>	WC Fraud or <input type="checkbox"/> Sarbanes-Oxley and RM
	3:30 to 5:00	<input type="checkbox"/>	Into the Fire: Food Service or <input type="checkbox"/> Brokerage Agreements
	6:00 to 10:00	<input type="checkbox"/>	Barbeque Dinner
Friday, 10/1	8:00 to 9:00 AM	<input type="checkbox"/>	Breakfast
	9:00 to 11:00	<input type="checkbox"/>	RMgr on the Stand

Which functions is your guest likely to attend?

Tuesday, 9/28	5:30 to 9:00 PM	<input type="checkbox"/>	Opening Reception
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	6:00 to 10:00 PM	<input type="checkbox"/>	Dinner
Friday, 10/1	8:00 to 9:00 AM	<input type="checkbox"/>	Breakfast

The four Southern California host chapters are looking forward to a great conference. If you have any questions about this registration form or any other aspect of the event, please contact:

Marybeth Hughes, 2004 WRC Vice Chair
 Orange County Chapter
 Tel: (949) 219-3112
 Fax: (949) 720-7028
 Email: mhughes@pacificlife.com