



On the Winds of Change!

Come Sail Away with the CCC

August 10-11, 2021 ~ Hyatt Orange County

Schedule at a Glance

(times and locations subject to change)

(CE's pending approval from the Texas and California Department of Insurance)

Tuesday, August 10th, 2021

<u>Session</u>	<u>Room Location</u>	<u>Time</u>
Registration Desk Opens – Exhibitor Setup and Breakfast	Grand Ballroom & Foyer	7:00 a.m. – 7:30 a.m.
Exhibit Hall Open to all Attendees (Continental Breakfast served from 7:00 a.m. – 9:00 a.m.)	Grand Ballroom	7:30 a.m. – 4:30 p.m.
Opening General Session <i>Embracing The Winds of Change — Adjust Your Sails: How to Get People To Embrace Change and Achieve Excellence</i>	Royal Ballroom	9:00 a.m. – 10:00 a.m.
Morning Break in Exhibit Hall	Grand Ballroom	10:00 a.m. – 10:45 a.m.
Breakout Sessions (1)		10:45 a.m. – 11:45 a.m.
<i>Fire Investigation in the 21st Century - Tactics, Tools & Tech!</i>	Royal A-B	Property Track (1 CE)
<i>Found the Footprints? Now What? Claims Investigation, Preservation, and Admission of Social Media Evidence at Trial</i>	Royal C-F	Liability Track (1 CE)
Effective Interviewing: Details and Deceptions	Garden 1-3	SIU Track (1 CE)
Remote Claims Management	Garden 4	Emerging Issues Track (1 CE)
Luncheon	Fountain Terrace (outside near valet)	11:45 a.m. – 12:30 p.m.
Dessert Break in Exhibit Hall	Grand Ballroom	12:45 p.m. – 1:30 p.m.
Breakout Sessions (2)		1:30 p.m. – 2:30 p.m.
<i>Taking the Helm in Managing the ALE/LOU Process</i>	Royal A-B	Property Track (1 CE)
<i>Successful Claims Investigation and Defending a Lawsuit – a Joint Endeavor?</i>	Royal C-F	Liability Track (1 CE)
<i>How, When and Why to Employ New Tech in Auto Loss Evaluations: Three Case Studies</i>	Garden 1-3	SIU Track (1 CE)
Reverse Course! Federal Courts Are Blocking Payment of Cannabis Insurance Claims	Garden 4	Emerging Issues Track (1 CE)
Afternoon Break in Exhibit Hall	Grand Ballroom	2:30 p.m. – 3:00 p.m.
Breakout Sessions (3)		3:00 p.m. – 4:00 p.m.
<i>Handling Large HO Claims with Public Adjusters: Leveling the Playing Field</i>	Royal A-B	Property Track (1 CE)

<i>The Fine Line Between Icky and Ethical: 9 Steps in Ethical Decision Making</i>	Royal C-F	<i>Liability Track (1 ETHICS CE)</i>
<i>"My Bentley Crashed" - Questionable Claims Involving Luxury Vehicles</i>	Garden 1-3	<i>SIU Track (1 CE)</i>
<i>COVID-19: Insurance Coverage Implications Arising from a Global Pandemic</i>	Garden 4	<i>Emerging Issues Track (1 CE)</i>
Exhibit Hall Stamp Card CASH Prize Drawing	Grand Ballroom	4:00 p.m. – 4:15 p.m.
Premier Event	Fountain Terrace (outside near valet)	4:30 p.m. – 7:30 p.m.

Wednesday, August 11th, 2021

Registration Desk Opens – Exhibitor Setup and Breakfast	Grand Ballroom & Foyer	7:00 a.m. – 7:30 a.m.
Exhibit Hall Open to all Attendees (Continental Breakfast served from 7:00 a.m. – 9:00 a.m.)	Grand Ballroom	7:30 a.m. – 2:15 p.m.
<i>Breakout Sessions (4)</i>		8:30 a.m. – 9:30 a.m.
<i>Navigating Civil Unrest</i>	Royal A-B	<i>Property Track (1 CE)</i>
<i>High Exposure Commercial Liability Claims: Deflating the Inflated Demands</i>	Royal C-F	<i>Liability Track (1 CE)</i>
<i>Navigating Legal Challenges and Trends in Suspicious Claims Investigations</i>	Garden 1-3	<i>SIU Track (1 CE)</i>
<i>Growing Pains: Risk and Claims in the Legal Cannabis Industry</i>	Garden 4	<i>Emerging Issues Track (1 CE)</i>
Morning Break in Exhibit Hall	Grand Ballroom	9:30 a.m. – 10:00 a.m.
<i>Breakout Sessions (5)</i>		10:00 a.m. – 11:00 a.m.
<i>Understanding & Evaluating Remediation & Repair Estimates</i>	Royal A-B	<i>Property Track (1 CE)</i>
<i>Investor Funded Litigation: Leveling the Playing Field or Funding the Takedown?</i>	Royal C-F	<i>Liability Track (1 CE)</i>
<i>How to Build, Operate and Profit from an Illegal Telehealth Entity</i>	Garden 1-3	<i>SIU Track (1 CE)</i>
<i>Combating the Reptile in the Era of COVID-19</i>	Garden 4	<i>Emerging Issues Track (1 CE)</i>
Energy Break in Exhibit Hall	Grand Ballroom	11:00 a.m. – 11:30 a.m.
<i>Breakout Sessions (6)</i>		11:30 a.m. – 12:30 p.m.
<i>Are Your Consultants And Vendors Using The Same Ethics You Require Of Your Employees?</i>	Royal A-B	<i>Property Track (1 ETHICS CE)</i>
<i>The Next Litigation Wave: What Should We Expect When COVID-19 "Stay in Place" Orders are Lifted?</i>	Royal C-F	<i>Liability Track (1 CE)</i>
<i>Nomadic Claimants and Automobile Insurance Fraud</i>	Garden 1-3	<i>SIU Track (1 CE)</i>
<i>Social Media Investigations: Don't Miss the Boat</i>	Garden 4	<i>Emerging Issues Track (1 CE)</i>
Luncheon	Fountain Terrace (outside near valet)	12:30 p.m. – 1:15 p.m.
Dessert in Exhibit Hall	Grand Ballroom	1:15 p.m. – 2:15 p.m.
<i>Closing General Session They're Driving Me Crazy: How to Deal with Difficult People in the Workplace and in Life</i>	Royal Ballroom	2:15 p.m. – 3:15 p.m.
Exhibit Hall Stamp Card CASH Prize Drawing	Royal Ballroom	3:15 p.m. – 3:30 p.m.