



# 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 10<sup>th</sup>, 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.
<b>Opening General Session</b> <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.
<b>Breakout Sessions (1)</b>		10:45 a.m. – 11:45 a.m.
<i>Fire Investigation in the 21st Century - Tactics, Tools &amp; Tech!</i>	Terrace	<b>Property Track (1 CE)</b>
<i>Found the Footprints? Now What? Claims Investigation, Preservation, and Admission of Social Media Evidence at Trial</i>	Royal E-F	<b>Liability Track (1 CE)</b>
<b>Effective Interviewing: Details and Deceptions</b>	Garden 1-3	<b>SIU Track (1 CE)</b>
<b>Remote Claims Management</b>	Garden 4	<b>Emerging Issues Track (1 CE)</b>
Luncheon	Royal Ballroom	11:45 a.m. – 12:30 p.m.
Dessert Break in Exhibit Hall	Grand Ballroom	12:45 p.m. – 1:30 p.m.
<b>Breakout Sessions (2)</b>		1:30 p.m. – 2:30 p.m.
<i>Taking the Helm in Managing the ALE/LOU Process</i>	Terrace	<b>Property Track (1 CE)</b>
<i>Successful Claims Investigation and Defending a Lawsuit – a Joint Endeavor?</i>	Royal E-F	<b>Liability Track (1 CE)</b>
<i>How, When and Why to Employ New Tech in Auto Loss Evaluations: Three Case Studies</i>	Garden 1-3	<b>SIU Track (1 CE)</b>
<i>Reverse Course! Federal Courts Are Blocking Payment of Cannabis Insurance Claims</i>	Garden 4	<b>Emerging Issues Track (1 CE)</b>
Afternoon Break in Exhibit Hall	Grand Ballroom	2:30 p.m. – 3:00 p.m.
<b>Breakout Sessions (3)</b>		3:00 p.m. – 4:00 p.m.
<i>Handling Large HO Claims with Public Adjusters: Leveling the</i>	Terrace	<b>Property Track (1 CE)</b>

<b><i>Playing Field</i></b>		
<b><i>Driving a Culture of Ethics &amp; Integrity in Property Casualty Insurance</i></b>	Royal E-F	<b><i>Liability Track (1 CE)</i></b>
<b><i>"My Bentley Crashed" - Questionable Claims Involving Luxury Vehicles</i></b>	Garden 1-3	<b><i>SIU Track (1 CE)</i></b>
<b><i>COVID-19: Insurance Coverage Implications Arising from a Global Pandemic</i></b>	Garden 4	<b><i>Emerging Issues Track (1 CE)</i></b>
Exhibit Hall Stamp Card CASH Prize Drawing	Grand Ballroom	4:00 p.m. – 4:15 p.m.
Premier Event: Prohibition Party and Casino Night	Royal Ballroom	4:30 p.m. – 7:30 p.m.

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