

<u>Class number</u>	<u>Presentation Title</u>	<u>Speaker name, Title - Firm;</u>	<u>CE Category</u>	<u>Course ID Number / Course Offering</u>	<u>Presentation Topic Area</u>	<u>Intended Audience</u>	<u>Brief Description of your Presentation (1 paragraph)</u>
Wednesday, June 8th - 1:20 - 3:10 pm							
110	Trick or Treatment? Unmasking Upcoding and Unbundling in PIP Claims	Siona Bieber, Attorney - Roig Lawyers	Optional - Intermediate	118558 / 1159032	PIP Fraud	Any Insurance Employees; SIU and Private Investigators; Civil Litigation Attorneys	We will discuss how to effectively spot CPT codes frequently unbundled or upcoded by PIP providers. Examples include untimed codes billed for multiple units; submission of electropads with or without EMS therapy; and codes requiring the submission of a separate report billed on the same date as an evaluation and management service. We will evaluate how to timely investigate PIP claims through appropriate pre-suit discovery, and the reasonable scope for 6(b) requests related to these services. The presentation includes a case law discussion, and the impact of requesting payment of non-compensable charges in a PIP pre-suit demand letter.
120	An Overview of Technology Advancements for the Use of Claim Evaluations	Farhad Boeshaghi Ph.D., Principal Consulting Engineer - Global Engineering Scientific Solutions	Optional - Introductory	118560 / 1159031	Accident Reconstruction	All Attendees	Dr. Boeshaghi will present today's state-of-the-art technical elements and discuss various methods for investigating and evaluating claims utilizing the available test methodologies, devices, the application of science and engineering to evaluate varying contentions in the claims industry. The presentation will introduce a brief history of digitization in claims and establish terminology for attendees; followed by the use of drone technology in claims, the current state of telematics/infotainment, the applicable regulations/standards of the industry, and a peek into the technological possibilities ahead for claims evaluations. Upon completion of the program, attendees would be familiar with understanding and utilizing technological advancements in claims.

130	Florida Law and Effective Examinations Under Oath: A Practical Approach to Eliciting Relevant Claim Information	Robert Dehne , <i>Partner</i> - Groelle and Salmon, P.A.; Gregory Gilkey , <i>Supervisor SIU</i> - Tower Hill Insurance Group; Nestor Marante , <i>Partner</i> - Groelle and Salmon, P.A.	Law & Policy Introductory	118565 / 1159030	Property Claim-Focused Interviewing	All Attendees	<p>This presentation will include both lecture and interactive facets to provide attendees with a beneficial understanding of Florida law on insured's compliance with post loss conditions, as well as the unique experience of observing portions of a simulated examination under oath during which commentary is offered on an effective approach to eliciting relevant information in the investigation of a questionable or fraudulent claim. The examination under oath demonstration is also designed to educate the attendees on the obligations of an insured to respond to relevant inquiry in a claim investigation, and what the contractual limitation will be that set the parameters for the examination under oath inquiry</p>
140	The Story of a Bartender, a Local Radio Celebrity and a Fraudulent Accident	Jarred Dichek , <i>Equity Partner</i> - Kubicki Draper; Justin Cincola , <i>Senior Trial Attorney</i> - Nationwide Mutual Insurance Company Trial Division; Narcy Fajardo-Sanchez , <i>House Counsel Manager</i> - Progressive House Counsel; Kelvin Gomez , <i>Special Investigator</i> - MetLife/Farmers Insurance Company	Optional - Intermediate	118558 / 1159032	Casualty Fraud	All Attendees	<p>This is an intermediate level course that will walk attendees through the investigation of a fraudulent accident where PIP, UM, and BI claims were made. The course will discuss the red flags that indicated possible fraud, what investigative tools a special investigator has at their disposal to determine if fraud is occurring, how to gather evidence that will be admissible at trial during the investigation, how to pursue a fraud claim in court and what elements are needed to be proved.</p>

150	Using Post Loss Obligations to Investigate Suspect Claims	William Gutek, <i>Attorney</i> - Bronstein and Carmona, P.A.; Michael Podolsky, <i>Partner</i> - Bronstein and Carmona, P.A.	Optional - Introductory	118560 / 1159031	Property Fraud	Any Insurance Employees; SIU and Private Investigators; Civil Litigation Attorneys; Reconstructionists/ Engineers	This goal of this class is to educate adjusters on the tools at their disposal to investigate claims and to address situations on what happens when all the evidence needed is not present, retrievable, or provided. It will address policy provisions, statutes, and case law on the issues of prejudice to the insurer when a claim is investigated.
160	Somebody's Watching You (Social Media and Surveillance in Litigation)	Maria Gibson, <i>Partner</i> - Kelley Kronenberg	Optional - Intermediate	118558 / 1159032	Legal Matters	All Attendees	This course is designed to provide an overview of utilizing social media and surveillance in litigation. The course addresses the investigation process and will present a case study to demonstrate the best practices on the effective use of social media and surveillance in a personal injury trial, a mock Motion in Limine to help demonstrate arguments available to plaintiffs and defendants to allow or limit social media and surveillance, and the current case law pertaining to social media and surveillance.
170	Your Road Map to Properly Investigate Out-Of-State Policy Liability and No-Fault Claims in Florida	Stephen Mellor, <i>Partner</i> - Roig Lawyers	Law & Policy Intermediate	118564 / 1159029	Policy Misrepresentation and PIP Fraud	Any Insurance Employees; Civil Litigation Attorneys	This course will discuss the different laws that affect nonresident drivers in Florida who file liability and no-fault claims under an out-of-state policy of insurance and the investigative techniques and tools that claims adjusters and attorneys can utilize to determine whether the insurer would be obligated to extend the minimum liability and no-fault coverages required under Florida law to a nonresident claimant who was involved in a motor vehicle accident occurring in Florida.

180	Cooperation v. Collusion: Navigating Florida's Fraud Reporting and Information Sharing Process	Gina Smith , <i>Senior Executive Attorney</i> - Florida Department of Financial Services; Beth Blechman , <i>Senior Attorney</i> - Florida Department of Financial Services; Christopher Butler , <i>President and Investigations Manager</i> - Eagle Eye Investigative Solutions; John Savino , <i>Captain</i> - Florida Division of Investigative and Forensic Services	Optional - Introductory	118560 / 1159031	Other	SIU and Private Investigators; Law Enforcement Officials; State/Criminal Attorneys	This class will provide a comprehensive overview of Florida's insurance fraud and arson reporting/information sharing process under Fla. Stats § 626.989 and 633.126,. It will explore statutory requirements and confidentiality provisions, the Florida Department of Financial Services, Division of Investigative and Forensic Services' authority and insurers' duties/obligations. It will cover best practices for maximizing the referral process's effectiveness and identify actions which may lead to bad faith or other tort claims against insurers.
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Wednesday, June 8th - 3:30 - 5:20 p.m.

210	The Law of the Snowbirds! The Doctrine of Lex Loci Contractus in Florida	Lester "Allen" Gaffney , <i>Senior Associate</i> - Ramey and Kampf, P.A.; Amber Inman , <i>Partner</i> - Ramey and Kampf, P.A.	Optional - Intermediate	118558 / 1159032	Casualty Fraud	Any Insurance Employees; Civil Litigation Attorneys; State/Government Employees	This course aims to educate adjusters and civil litigators as to specific sub areas of conflict of laws involving insurance contracts in Florida. Advising of Lex Loci Contractus case law and applicability in Florida PIP claims (both pre and post effect of the new law abolishing PIP), Personal Injury cases, and UM/UIM contexts. It will examine how the doctrine applies to releases, and whether or not exceptions exist to the inflexible rule.
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220	Automobile Glass Fraud??!!...Anyone Got Any Glass Fraud??!!- The NICB, Burkhardt, Shanafelt And Goldstein Are Here To Help!!	Frank Goldstein , <i>President</i> - Goldstein Law Group; Fred Burkhardt , <i>Retired</i> - NICB; Joy Shanafelt , <i>Special Agent</i> - NICB	Optional - Intermediate	118558 / 1159032	Property Fraud	All Attendees	We will discuss what insurers and law enforcement are doing to investigate these glass companies and claims. We'll examine the backgrounds of these automobile windshield glass companies and who owns them; how and why prospective customers are targeted or solicited and the schemes used by some automobile windshield glass companies to deceive customers; including how they may "bribe" customers and communities into doing business with them.
230	Examinations Under Oath - Back to Basics	Susette Gruebele , <i>Partner</i> - Cole, Scott and Kissane, P.A.; William Krilloff , <i>Partner</i> - Cole, Scott and Kissane, P.A.; Gregory Willis , <i>Partner</i> - Cole, Scott and Kissane, P.A.	Optional - Introductory	118560 / 1159031	Examinations Under Oath	All Attendees	How to properly use EUOs and implications of current ca
240	Misrepresentation? Oh No!	Sarah Hanson , <i>Partner</i> - Conroy Simberg; Kristen Coad , <i>Partner</i> - Conroy Simberg	Optional - Intermediate	118558 / 1159032	PIP Fraud	Any Insurance Employees; SIU and Private Investigators; Civil Litigation Attorneys	This presentation will focus on misrepresentations that occur within insurance applications. We will address what the law requires and the statutory provisions governing same. We will address steps an insurer may take and what a court considers in addressing such a defense. We will also touch on misrepresentations in general.
250	Responding to a Demand and Avoiding Bad Faith	Amanda Kidd , <i>Partner</i> - Boyd and Jenerette, P.A.; Joshua Hartley , <i>Partner</i> - Boyd and Jenerette, P.A.	Optional - Introductory	118560 / 1159031	Medical Legal Matters	Any Insurance Employees; Civil Litigation Attorneys	Discussion of the proper way to handle a pre-suit demand package. This course provides information needed for claims handlers to understand the documents commonly found within a pre-suit demand letter and to formulate a response to avoid a bad faith lawsuit later. Insurance bad faith fundamentals will also be discussed so attendees are aware of the impact their claims handling has in the life of a claim, as well as relevant updated case law.

260	Adjuster Depositions: Adjusters--It's Really Not That Bad; Attorneys--Don't Hang Your Client Out to Dry	Maria Pace , <i>Managing Attorney Orlando Office</i> - Dutton Law Group; Scott Dutton - <i>Board Certified Civil Trial Attorney</i> - Dutton Law Group	Law & Policy Introductory	118565 / 1159030	Legal Matters	All Attendees	This seminar will instruct on the law on adjuster's depositions, motions that should be filed to protect the adjuster, and how to prepare the adjuster for deposition. The seminar will invite interaction with the audience during the deposition.
270	Electronic Data for Investigations: Infotainment and Cell Phones	Justin Schorr , <i>Principal Collision Reconstruction Engineer/President</i> - DJS and Associates, Inc.	Optional - Intermediate	118558 / 1159032	Technology	All Attendees	Infotainment, a robust source of vehicular data, goes hand in hand with modern smartphones. These technologies communicate with one another and rely on a trove of data which must be stored within the system(s). Forensic engineers have the ability to access and interpret information retrieved from mobile and infotainment devices, including GPS location; search and browser history; event data; call history; text messages; photographs; videos, and more. The understanding of the data available, methods of extraction, and elements of the forensic analysis are useful tools when determining how to investigate vehicular collisions and other catastrophic events.
280	Combatting Unfounded Complaints and Accusations That Target SIU Investigators and Investigations	John Bush , <i>Attorney</i> - Bush and Osbourn, PLLC; David Bradley , <i>SIU Director</i> - UPC Insurance Company; Andy Cobb , <i>CEO</i> - One Source Discovery	Optional - Intermediate	118558 / 1159032	Other	Any Insurance Employees; SIU and Private Investigators; Civil Litigation Attorneys; State/Criminal Attorneys	This course is designed to teach investigators how to protect themselves and the company from fake allegations and complaints related to the investigation.

Thursday, June 9th - 8:00 - 9:50 a.m.

300 A	<p>Florida 4 Hour Law and Ethics Update Part 1 of 2</p>	<p>Michael Carney, <i>Partner - Kubicki Draper;</i> Caryn Bellus, <i>Shareholder - Kubicki Draper;</i> Gregory Prusak, <i>Partner - Kubicki Draper</i> Michael Walsh, <i>Shareholder - Kubicki Draper;</i></p>	4 Hour Law & Ethics Update	120983 / 1159026	4-Hour Law and Ethics Update	Any Insurance Employees; SIU and Private Investigators; All Attendees	<p>Discuss and update Florida adjusters on regulatory matters, Florida case law update and ethics. Both parts of this class must be completed to receive full 4-Hour Law and Ethics Update credit.</p>
310	<p>A Review of the Chiropractic Profession and How to Identify Possible Deceitful or Fraudulent Provider Actions</p>	<p>Juan De La Vara, <i>Criminal Investigator II - Colorado Attorney General's Office</i></p>	Optional - Intermediate	118558 / 1159032	Medical Fraud	Any Insurance Employees; SIU and Private Investigators; Law Enforcement Officials; State/Criminal Attorneys; State/Government Employees	<p>A Doctor of Chiropractic, who became a state investigator, provides a summary of what true/scientific chiropractic medicine should be, in conjunction with providing a better psychological understanding of most chiropractors' minds when practicing. The course will briefly review chiropractic medicine in the medical field, CPT utilization and the importance of an accurate diagnosis, and the training that a Doctor of Chiropractic should have in order to be considered a medically qualified health care practitioner. The course will explain the history of why some in the chiropractic profession are known for abusive care and fraudulent activities and how the chiropractic profession tends to become corrupted before presenting what it takes to conduct a criminal investigation involving a suspected chiropractic fraud referral.</p>

320	Uncovering Fraudulent Roof Claims	<p>Daniel Frates, <i>Principal Engineer</i> - SDII Global; Samantha Epstein, <i>Principal</i> - Bressler, Amery and Ross, P.C.; Seth Fientuch, <i>Principal</i> - Bressler, Amery and Ross, P.C.; Austin Flickstein, <i>Principal</i> - Bressler, Amery and Ross, P.C.; Michael Shifrin, <i>Principal</i> - Bressler, Amery and Ross, P.C.</p>	Optional - Intermediate	118558 / 1159032	Property Fraud	All Attendees	<p>Due to the current climate of increasing first-party claims and the prevalence of fraud, it is imperative that insurance carriers be apprised of how to conduct thorough investigations and utilize tactics available to uncover fraud in connection with roof claims. This presentation will discuss the aftermath of Hurricane Irma and claims only now getting first reported more than two (2) years later, and how to investigate and identify fraudulent claims.</p>
330	EX Machina: How Technology and Analytics Can Revolutionize Your Subrogation and SIU Units	<p>Anthony Gaytan, <i>SIU Operations Analyst</i> - Central Insurance Companies; Rafael Conde, <i>Director of Product Innovation</i> - Verisk; Jeffry Lieberman, <i>Director of SIU</i> - Central Insurance Companies; Dustin Looser, <i>Manager of Claims Recovery</i> - Central Insurance Companies</p>	Optional - Intermediate	118558 / 1159032	Technology	Any Insurance Employees; SIU and Private Investigators	<p>This course will explain the industry need for fast track claims process and how it affects the detection of potential subrogation and fraudulent claims. The course will also discuss how technology has made it easier to commit insurance fraud. Finally we will discuss how predictive analytics, AI/Machine Learning and RPA technology can assist insurance companies in detecting potential questionable claims as well as potential subrogation opportunities.</p>

340	The Keys To Unlocking the Truth Through Statement Analysis	Larry Lee, <i>President/Owner - Double L Investigators and Consultants;</i> Cassandra Lee, <i>Special Investigator - Westfield Insurance</i>	Optional - Intermediate	118558 / 1159032	Interviewing	All Attendees	This course will teach attendees to see the truth that is found in every statement instead of looking for lies. Learn how to see and understand the hidden truth in the statement. Real life statements will be analyzed to find the truth and build powerful follow-up questions.
350	Effectively Conducting Surveillance and Tactics to Mitigate Losses	Mario Pecoraro, <i>President/CEO - Alliance Risk Group, Inc.</i>	Optional - Introductory	118560 / 1159031	Workers Comp	Any Insurance Employees; Law Enforcement Officials; Civil Litigation Attorneys; State/Criminal Attorneys; State/Government Employees	With fraud rising, it is important to think outside the box when it comes to workers' compensation fraud and surveillance. This presentation will review traditional and non-traditional methods of gaining intelligence. Strategies for thorough claimant investigations including social media, location intelligence, pretexting, and remote cameras will be reviewed. Case studies will demonstrate how properly followed techniques can save time, money and reverse claimant compensation payouts obtained in a fraudulent manner. The presentation will conclude with a discussion about Florida's wiretapping "two-party consent" law and a workers' compensation suit where the plaintiff was compelled to turn over photographs posted on social media.
360	Psychology of Social Media	Michael J. Skiba, PhD, <i>Vice President International Counter Fraud - INFORM;</i> Joseph Stephenson, <i>Director of Digital Intelligence - INTERTEL</i>	Optional - Intermediate	118558 / 1159032	Other	All Attendees	The Psychology of Social Media will focus on the current social media trajectory and how this is affecting us on a behavioral level. Furthermore, the course will explore specific social media platforms and how they have been updated as pertinent to the insurance professional.

370	Litigating Attorneys' Fees	Julie Hauf , <i>Managing Attorney</i> - Law Office of Julie Lewis Hauf, PL	Law & Policy Intermediate	118564 / 1159029	Legal Matters	Any Insurance Employees; SIU and Private Investigators; Civil Litigation Attorneys	This course will discuss the evaluation of attorney's fee claims presented under FS § 627.428 by reviewing the factors presented in the case law, along with strategies for discovery and fee hearings. A discussion of the new attorney fee provisions under the recently passed property insurance reform will also be discussed.
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Thursday, June 9th - 10:10 - Noon

300 B	Florida 4-Hour Law and Ethics Update Part 2 of 2	Michael Carney , <i>Partner</i> - Kubicki Draper; Caryn Bellus , <i>Shareholder</i> - Kubicki Draper; Gregory Prusak , <i>Partner</i> - Kubicki Draper Michael Walsh , <i>Shareholder</i> - Kubicki Draper;	4 Hour Law & Ethics Update	120983 / 1159026	4-Hour Law and Ethics Update	Any Insurance Employees; SIU and Private Investigators;	Discuss and update Florida adjusters on regulatory matters, Florida case law update and ethics. Both parts of this class must be completed to receive full 4-Hour Law and Ethics Update credit.
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410	A Covid Year in Review for First Party Claims	Anthony Atala, <i>Shareholder - Kubicki Draper;</i> Erika Cordovi, <i>Associate - Kubicki Draper;</i> Barbara Fox, <i>Shareholder - Kubicki Draper;</i> Carl Nemeth, Jr., <i>Director of SIU, Claims Compliance - Tower Hill Insurance Group;</i> Jennifer Newell, <i>SIU Manager - Fednat Insurance Company</i>	Optional - Intermediate	118558 / 1159032	Property Fraud	Any Insurance Employees; SIU and Private Investigators; Civil Litigation Attorneys; Reconstructionists/ Engineers	2020 was the year of the unknown, and 2021 proved to be as challenging. However, that did not curve fraudulent first party claims in Florida. This course will highlight some of the trends seen in the last couple of years, such as Engineering Inspections, Weather Events in 2020, Senate Bill 76, Hot Litigation Topics, and Attorney Discipline, and how these same issues are affecting 2022 and beyond. The panelists include 2 SIU Managers discussing how their teams have been able to investigate these fraudulent claims.
420	Liquid Gold: Examining the Multi-Faceted Exploitation of Water Damage	Albert Baerren, <i>President - AB Indoor Environments;</i> Christina Bianchi, <i>Junior Partner - Briscoe, Ortiz, Zuluaga, PLLC;</i> Bianca Zuluaga, <i>Partner - Briscoe, Ortiz, Zuluaga, PLLC</i>	Optional - Intermediate	118558 / 1159032	Property Fraud	All Attendees	There are many shades of insurance fraud, from exaggerating the known truth to full fabrication of the claim event. Follow along as we explore a hypothetical case study of a plumbing leak that caused water damage with a high dollar payout with little actual damage. Along the way, we will shine the light on new investigative tools and techniques that have proven helpful in uncovering the many red flags of water damage fraud.

430	Legislative Reforms to Stem Fraud Driven Insurance Claims	Fred Karlinsky, <i>Attorney/Shareholder/Practice Group Chair - Greenberg Traurig, LLP</i>	Optional - Intermediate	118558 / 1159032	Property Fraud	All Attendees	Natural disasters and geography make Florida one of the most challenging property insurance markets in the world. Human disasters, fraud and deceptive practices, make it one of the most unpredictable and expensive property insurance markets in the world. The course will demonstrate the nature of fraudulent claims driven by taking advantage of statutory loopholes and discuss the Florida legislature's and court's actions over the last year to confront these issues.
440	Supplementing Investigations with Historical Communication and Location Data	Anna Kotsovos, <i>Senior Tactical Analyst - NICB</i>	Optional - Introductory	118560 / 1159031	Technology	All Attendees	Advances in technology have created an abundance of collected data. Almost every move a person makes creates a footprint in the digital world. In this course, attendees will learn how to leverage communication and location data as another tool when conducting investigations.
450	Insurance Application Fraud and Red Flags	Bill McFarlane, <i>Senior Partner - McFarlane Law;</i> Frank Luis, <i>Regional Claims Manager - National General Insurance Company</i>	Optional - Introductory	118560 / 1159031	Policy Misrepresentation	All Attendees	This course will be a comprehensive discussion that will focus on the identification, investigation, and defense of insurance fraud claims, insurance application fraud and material misrepresentation.

460	The Florida Motor Vehicle No-Fault (PIP) Law, Current Trends and Issues, Legislative and Case Law Update 2021	James Rinaman, <i>Attorney - Dutton Law Group;</i> Scott Dutton, <i>Board Certified Civil Trial Attorney - Dutton Law Group;</i> Maria Pace, <i>Managing Attorney Orlando - Dutton Law Group;</i> Retta Rico, <i>Attorney - Dutton Law Group;</i> Kimberly Sandefer, <i>Civil Trial Attorney - Dutton Law Group</i>	Law & Policy - Intermediate	118564 / 1159029	PIP Fraud	All Attendees	Update on trending legal issues affecting insurance professionals who handle PIP claims.
470	Combating Low Impact Insurance Claims	Adam Brand, <i>Attorney/Managing Partner - Brand and Tapply, LLC</i>	Optional - Intermediate	118558 / 1159032	Low Impact	All Attendees	Frustration is what we hear throughout the industry when confronting BI claims emanating from low impact collisions. Damages are so minor, common-sense screams no one could have been injured. Yet, insurers settle these claims for substantial sums as liability is clear or to avoid litigation expenses. This presentation provides a process to attack these suspect claims at an early stage, with a consistent investigative and dispositive strategy. The presentation assesses the element of "causation" and credibility of claimant. Attendees will be provided a clear game plan to approach these claims that will contain costs, reduce indemnification and avoid litigation.

Thursday, June 9th - 1:30 - 3:20 p.m.

500 A	620 Adjuster 4-Hour Update Course Part 1 of 2	Cassandra Hand Gallegos , <i>Chief Claims Officer and CEO</i> - CCMS and Associates; Maggie Potter , <i>Attorney/ Shareholder</i> - Galloway Law Firm	4 Hour Law & Ethics Update	120984 / 1159025	4-Hour Law and Ethics Update	Any Insurance Employees; SIU & Private Investigators	This 4-Hour Update Course focuses on Regulatory Awareness, Ethics, Anti-Fraud and Case Law update. The course also details the newest changes related to insurer's duty to acknowledge communications regarding claims investigation and adjuster licensing updates related to SB 1598. Both parts of this class must be completed to receive full 4-Hour Law and Ethics Update credit.
510	Fighting Fraud In 2022: Fraudulent Billing in Personal Injury and P.I.P.	David Bibb , <i>Partner</i> - Rolfes Henry Co., LPA; Wesley Page , <i>Associate Attorney</i> - Rolfes Henry Co., LPA; Brett Quandt , <i>Major Case Manager</i> - Nationwide Insurance Company	Optional - Intermediate	118558 / 1159032	Medical Fraud	All Attendees	Medical billing amounts are often artificially inflated, and sometimes are downright fraudulent, in order to increase the potential plaintiff's recovery and to increase the amounts that those claimants' providers obtain in exchange for their services. This course will help adjusters to identify potential red flags that indicate fraudulent or inflated medical billing fraud in personal injury or PIP claims and provide them with ideas regarding ways in which they can address potential fraudulent/inflated medical billing. The course will also discuss potential things which your automated, medical bill review software may miss.
520	The Truth Lies in the Words	T David Harlow , <i>Fire Investigator</i> - Envista Forensics	Optional - Intermediate	118558 / 1159032	Property Claim-Focused Interviewing	All Attendees	This updated course on statement analysis can be an effective method for detecting deception. It is designed to evaluate the process of examining a person's words to determine whether the person is being truthful or deceptive. In a statement analysis, the investigator focuses on the words or lack of words used, or handwritten responses to determine truthfulness instead of focusing on the facts that are stated. The key is often deviation from the norm or a switch from one type of descriptive communication to another. We focus on the words, where deception can be found.

530	It Wasn't Me! Who Was Truly At Fault? Accident Reconstruction Evidence Provides Juries The Answer	Ricardo Luces, <i>Partner</i> - Roig Lawyers	Optional - Intermediate	118558 / 1159032	Accident Reconstruction	All Attendees	An in-depth look at obtaining and evaluating evidence to establish which party was at fault in a negligence case when liability is contested. The attendees will learn what to analyze from accident scene and vehicle damage photos, the debris field, Delta V, black box data, deposition testimony and other important factors to consider when reconstructing accidents for the purpose of determining liability. Attendees will also learn how to effectively present accident reconstruction evidence to a jury at trial.
540	A Holmesian Approach to Investigations: Methods and Strategies for Modern-Day Investigative Inquiries	William Collum, <i>Partner</i> - Butler Weihmuller Katz Craig LLP	Optional - Intermediate	118558 / 1159032	Arson, Vehicle, Structure Fires	Any Insurance Employees; SIU & Private Investigators; Civil Litigation Attorneys	Sir Arthur Conan Doyle's fictional detective Sherlock Holmes baffled his investigative partner, Dr. Watson, with his investigational prowess, solving the toughest of puzzles with the smallest of clues. Although a fictional character, Holmes' investigational methods and analysis provide the modern-day investigator with several tools for seeking the truth. This class is an interactive course that explores the Holmesian approach to investigations and the investigational tools utilized in several famous Sherlock Holmes manuscripts and applies several investigational tools and techniques to modern investigations, including recorded statements, site inspections, and Examinations Under Oath.

550	Danger Will Robinson – Insurance in the Age of Artificial Intelligence	Matthew Scarfone, <i>Shareholder - Colodny Fass;</i> Maria Abate, <i>Shareholder - Colodny Fass;</i> Mariella Pennock, <i>Director of SIU - Assurant</i>	Optional - Intermediate	118558 / 1159032	Property Fraud	All Attendees	This presentation introduces the audience to the construct of Artificial Intelligence (AI), and its application and potential impact in everyday life, and more importantly, its ability to detect fraud in all aspects of insurance. This course begins with a discussion on the varied types of AI, focusing on their design, and their primary uses. It will then progress to a discussion of the use of AI in fraud detection, from Point of Sale (POS), to Underwriting and Claims. We will also discuss some of the software programs which are available in the industry, and their capabilities and primary focus. Emphasis will be placed on the fraud detection and prevention capabilities of AI, and its ability to recognize and detect fraud patterns, and the application of this in daily claims handling.
560	Addressing Issues With Public Adjusters and Loss Consultants	Jose Pagan, Partner - <i>Quintairos, Prieto, Wood & Boyer, P.A.</i>	Optional - Intermediate	118558 / 1159032	Property Fraud	All Attendees	This course is designed to provide insurance adjusters and investigators a better understanding of Florida's insurance laws and the adjusters' obligations to apply those laws during the claims process. Additional discussion about recent changes in the insurance code will occur, as well as potential violations of regulatory, civil, and criminal law which may result from the breach of the duties by loss consultants or adjusters. The presentation will help attendees develop strategies to promptly resolve issues or prepare SIU referrals to the Department of Financial Services, as required.

570	WC Premium Fraud - Perfecting the Imperfect Case	Melody Richardi, Sr. <i>SIU Consultant - Summit Holdings Southeast;</i> Eric Jones, AVP <i>Premium Audit - Summit Holdings Southeast</i>	Optional - Intermediate	118558 / 1159032	Workers Compensation	Any Insurance Employees; SIU & Private Investigators; Law Enforcement Officials; Civil Litigation Attorneys	We will identify current WC premium fraud trends, give techniques for detection, questions to ask, and documents to request. We will instruct how to prepare cases for referral to law enforcement and prosecutors, prepare evidentiary packets, build and strengthen relationships and pursue restitution and other financial recovery methods.
Thursday, June 9th 4:10 - 6:00 p.m.							
500 B	620 Adjuster 4-Hour Update Course Part 2 of 2	Cassandra Hand Gallegos, Chief Claims Officer and CEO - CCMS and Associates; Maggie Potter, <i>Attorney/ Shareholder - Galloway Law Firm</i>	4 Hour Law & Ethics Update	120984 / 1159025	4-Hour Law and Ethics Update	Any Insurance Employees; SIU & Private Investigators	This 4-Hour Update Course focuses on Regulatory Awareness, Ethics, Anti-Fraud and Case Law update. the course also details the newest changes related to insurer's duty to acknowledge communications regarding claims investigation and adjuster licensing updates related to SB 1598. Both parts of this class must be completed to receive full 4-Hour Law and Ethics Update credit.
610	Chiropractic Fraud and Abuse: An Overview and Case Study	G. Steven Baer, DC, <i>Doctor of Chiropractic - Baer Consulting Services, LLC</i>	Optional - Intermediate	118558 / 1159032	Medical Fraud	Any Insurance Employees; SIU and Private Investigators; State/Criminal Attorneys; State/Government Employees	This presentation will move through a discussion of fraud and abuse particularly as it applies to chiropractic treatment. The speaker also will focus on the chiropractic profession and the motivators and patterns that lead to fraudulent behavior. The class will discuss identification of fraud through discerning and analyzing the documentation presented by providers. Current and past cases will be highlighted throughout the presentation with a discussion of a federal RICOH trial that involved the speaker.
620	Why Property Insurance Fraud	Christopher Butler, <i>President and Investigations Manager - Eagle Eye Investigative Solutions</i>	Optional - Introductory	118560 / 1159031	Property Fraud	All Attendees	This presentation provides a basic understanding in dealing with property insurance fraud investigations and why fraudsters target property insurance. The course is designed for those new to or who have an interest in property insurance fraud.

630	Investigating Mechanical Damage in Homeowner Wind Claims and How to Identify and Handle Fraudulent Claim Activity	Stefanie Capps , <i>Shareholder</i> - Kubicki Draper; Marc Leonard , <i>Property Practice Leader</i> - Rimkus Consulting Group	Optional - Introductory	118560 / 1159031	Property Fraud	All Attendees	This course will discuss forensic evaluation, possible human involvement and fraudulent conduct in homeowner's insurance claims and strategies for investigation and handling.
640	How Would They Know? SB 76 is Providing Proper Pre-Suit Notice for Suits Arising Under a Property Insurance Policy	Christopher Dutton , <i>Civil Trial Attorney</i> - Dutton Law Group; Richard Phelps , <i>Civil Trial Attorney</i> - Dutton Law Group	Optional - Intermediate	118558 / 1159032	Legal Matters - Property	All Attendees	Florida Statute 627.70152 - Suits Arising Under a Property Insurance Policy, better known as "SB 76" has become a source of extensive litigation throughout the state of Florida since it went into effect on July 1, 2021. This course will provide an overview of the current status of trial court cases, appeals, and how to use the statute effectively for the benefit of both the insurance carrier and policy holder.
650	Fraud Case Update	Andrew Rock , <i>Attorney</i> - The Rock Law Group	Law & Policy Intermediate	118564 / 1159029	Property Fraud	All Attendees	Current cases you can use in detecting, preventing, and dealing with fraud. This course will focus on current and classic Florida cases, and will include insurance topics, as well as public-sector issues. Attendees will become acquainted with the latest legal rulings and trends, to be employed immediately in the fight against fraud.
660	Appraisal Seminar for Personal Injury Protection and Auto Glass Claims	Stephen Rosansky , <i>Partner</i> - Cole, Scott and Kissane, P.A.: Paula Post , <i>Partner</i> - Cole, Scott and Kissane, P.A.	Law & Policy Intermediate	118564 / 1159029	PIP Fraud	Any Insurance Employees; SIU & Private Investigators; Civil Litigation Attorneys	This seminar is designed to cover all current issues being litigated across the state in PIP and Auto Glass cases, including but not limited to: Attorney's Fees; Election of the Fee Schedule; Billed as Submitted Issue; Use of the CPT Code 97039 for Unlisted Modalities; 2007 Limiting/Participating Issue and Recent Decisions and Invoking Appraisal in Windshield Claims.

670	Curing the Epidemic of Unlicensed Fraudulent Claim Activity	Ken Shriberg, <i>Managing Agent -</i> Tance Global Services: Anthony Allogia, <i>President - All Claims</i> Repairs, Inc. Chris Cury, <i>Public</i> <i>Insurance Adjuster -</i> Pinnacle Claim Services; Jonathan Zachem, <i>Managing Shareholder -</i> Zachem Law, P.A.	Optional - Intermediate	118558 / 1159032	Property Fraud	All Attendees	Many policyholders are bombarded by unscrupulous and unlicensed individuals/entities who call themselves contractors, all lines adjusters and loss consultants. These unlicensed parties' involvement in the claims process can increase policyholders' lack of trust in the system, frustrate professional stakeholders, and result in costlier claims processing with rate increases to all Floridians. It is important that all claims handling stakeholders know how to identify and protect the Property and Casualty marketplace against this rapidly growing industry of unlicensed individuals and entities.
Friday, June 10th - 8:00 - 9:50 a.m.							
710	First Party Property Statutory/Case Law Update	Will Roberts, <i>Partner -</i> Alvarez, Winthrop, Thompson & Smoak, P.A.	Optional - Intermediate	118558 / 1159032	Legal Matters - Property	Any Insurance Employee	The presentation is an overview of recent statutory changes that greatly impact litigation in the First Party Property context.
720	Highway Robbery: Combating Questionable Towing Bills	Adam Brand, <i>Attorney/</i> <i>Managing Partner -</i> Brand and Tapply, LLC	Optional - Intermediate	118558 / 1159032	Other	All Attendees	Inflation and fabrication of tow, recovery and hazmat invoices has become big business. With increasing frequency, towers are holding everything from heavy equipment to automobiles hostage while demanding payment of unreasonable invoices. Storage continues to accrue and insurers are regularly confronted with difficult choices to pay or fight. This presentation will outline ways in which to identify suspect recoveries and inflated/fraudulent invoices and provide strategies to investigate, mitigate and litigate these disputes.

730	Nailing Roofing Fraudsters	<p>Michelle Feduccia, <i>Project Engineer III - J.S. Held, LLC;</i> Shannon O'Malley, <i>Senior Partner - Zelle LLP;</i> Dan Parker, <i>Vice President of Roofing Services - J.S. Held, LLC;</i> Joseph Theobald, <i>SIU Senior Director - Citizens Property Insurance Company;</i> Megan Walker, <i>Founder and Chief Meteorologist - Blue Skies Meteorological Services</i></p>	Optional - Intermediate	118558 / 1159032	Property Fraud	All Attendees	This engaging session will cover the three main types of roofing fraud: Man-made (manufactured), Date of Loss misrepresentation, Fraudulent invoices/loss documentation. Attendees will learn how to identify fraud and the steps required to follow through to report fraudulent claims.
740	Using Examinations Under Oath, Independent Medical Examinations and Peer Reviews for Florida No-Fault (PIP) Auto Insurance Claims	<p>Joseph Carey, <i>Partner - Kelley Kronenberg;</i> Caroline Cranton, <i>Partner - Kelley Kronenberg</i></p>	Optional - Intermediate	118558 / 1159032	PIP Fraud	All Attendees	This course is designed to provide an overview of Examinations Under Oath, Independent Medical Examinations and Peer Reviews in the context of Florida No-Fault (PIP) Auto Insurance Claims. The course addresses using these tools at the claims stage and how to use them to defend claims once in litigation.
750	Interviewing for Investigations	<p>John Sargent, <i>Senior Vice President - Delta Group;</i> Francis Sztuk, <i>Senior Vice President - Delta Group</i></p>	Optional - Intermediate	118558 / 1159032	Interviewing	All Attendees	The foundation of any insurance claim is the honesty in which it is brought. This course will provide the attendee a better understanding of deception and how to deal with it during an interview by examining studies on deception and fraud tolerance to develop interviewing strategies to uncover the truth.

760	Uncovering Fraud and Finding Digital Evidence in the Information Age	Bart Valdes , <i>Managing Partner</i> - DSK Law; Cameron Frye , <i>Senior Associate Attorney</i> - DSK Law; Jeffrey Birnbach , <i>Managing Director</i> - Sylint Group	Optional - Intermediate	118558 / 1159032	Medical Fraud	All Attendees	This presentation focuses on educating the attendees in regard to all aspects of electronic or digital information, where this information can be obtained, how you can find this information, and how it can benefit your investigation. We also provide an overview of recent legal issues surrounding digital information and current case law discussing the use of this evidence in legal proceedings.
770	Managing Complex Fire Investigations	Kevin Hays , <i>CEO/ Principal Fire Consultant</i> - Kevin B. Hays Fire Consulting, LLC	Optional - Intermediate	118558 / 1159032	Arson, Vehicle, Structure Fires	All Attendees	Provide attendees information related to complex fire scenes and the management differences required from typical or common fires. We will discuss the importance of managing complex fire scenes and how to do that properly.
780	Civil Remedy Notices - Fight or Flight	Scharome Wolfe , <i>Founder</i> - Scharome R. Wolfe, P.A.	Optional - Introductory	118560 / 1159031	Legal Matters	Any Insurance Employees; SIU and Private Investigators; Civil Litigation Attorneys	This presentation reviews the history of civil remedy notices, the legitimate purposes behind the same and the recent abuses of the CRN filing system, as well as provides suggestions for methods of response.

Friday, June 10th - 10:10 - Noon

810	Fact or Fiction: Investigating the Validity of a Water Loss	Jeremy Beagle , <i>Senior Principal Scientist/CIH</i> - SDII Global; Charles Beall , <i>Special Investigator</i> - Citizens Property Insurance Company; Michelle Ortiz , <i>Managing Partner</i> - Briscoe Ortiz Zuluaga, PLLC	Optional - Intermediate	118558 / 1159032	Property Fraud	All Attendees	Over the last several years, the volume of water losses has increased and with it, scrutiny associated with adjusting a claim, particularly claims that appear to be questionable in nature. The majority of questionable losses are associated with plumbing leaks and storm related damage to roofs. The presentation will be case study driven with exemplars including questionable ceilings stains, sanitary sewer line assessments, cause and origin of plumbing leaks and the presence of resulting water damage. Relevant case law and litigation insight will be provided throughout.
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820	Combating Fraudulent and/or Excessive Attorneys' Fee Demands	Jarred Dichek , Equity Partner - Kubicki Draper; Sarah Engel , <i>President</i> - The Engel Firm; Alison Harke , <i>President</i> - Alison Clasby Harke, P.A.	Optional - Intermediate	118558 / 1159032	Property Fraud	All Attendees	Learn how to evaluate attorney fee demands, how to effectively review time sheets and identify over-billing, fraudulent billing, and improper billing. Guests will learn how a fee hearing works, how to use attorney fee experts, and what case law and rules support denial of certain billing entries.
830	Ethics and You	Fred Dickens , <i>Management Consultant</i> - Retired	Ethics - Introductory	118567 / 1159027	Ethics	All Attendees	This session will better prepare participants to recognize, interact, and reach a successful ethical decision in both their career and personal matters. During this presentation we will discuss terminology, ethical behavior, situations and internalizing ethical principals. We will focus on learning how to make an ethical decision while developing a better understanding of ethics. We will cover a variety of ethical dilemmas that participants will be asked to evaluate, discuss and to make individual decisions while achieving the right decision.
840	Florida PIP Case Law, Rules, and Statutes Update	John Heilman , <i>Partner</i> - Lewis Brisbois Brisgaard & Smith, LLP	Law & Policy - Intermediate	118564 / 1159029	Medical Legal Matters	All Attendees	This presentation will update attendees on Florida PIP cases, rules, and statutes that have come out, or been changed, since the last FIFEC meeting. Topics include billed amount, limiting charge, penalty/postage, MPPR, Two Percent, consequential damages, summary judgment and Senate Bill 54 developments. The presentation is designed to provide a practical outline with citations for claims professionals to take away from the conference.

850	Investigative Toolbelt: Investigative Techniques To Combat Insurance Fraud	Scott Catron , <i>Vice President</i> - ISG; Christian Davis , <i>Attorney</i> - Weber Gallagher; Michael Petrie , <i>Vice President</i> - ISG	Optional - Intermediate	118558 / 1159032	Casualty Fraud	Any Insurance Employees; SIU & Private Investigators; Law Enforcement Officials	This course is designed to acquaint the audience with the various investigative techniques and services that are available to investigate modern day insurance fraud. It is designed to educate the audience with the various forms of insurance fraud, how to detect it, and how to lower claims cost for future potential fraud cases. Areas of discussion include Surveillance Techniques, Social Media Investigations, Cell Phone, Medical Canvassing, Cell Phone and Laptop Forensics, and Ethics will be reviewed to allow the audience to learn of the newest and upcoming legal issues involving investigations.
860	STRIKE FIRST, STRIKE HARD, NO MERCY	Rachel Minetree , <i>Partner</i> - Conroy Simberg; Robert Horwitz , <i>Partner</i> - Conroy Simberg; Melissa McDavitt , <i>Partner</i> - Conroy Simberg	Optional - Intermediate	118558 / 1159032	Property Fraud	All Attendees	A look at the new first party laws, new trends in claims and litigation, and case law update

870	Vehicle Autonomy in Accident Reconstruction	Joe Teitelman , <i>Senior Engineer</i> - ARCCA, Inc.; Michael Markushewski , <i>Chief Technical Officer</i> - ARCCA, Inc.	Optional - Intermediate	118558 / 1159032	Accident Reconstruction	All Attendees	Driver assistance technologies can play an important role in avoiding or mitigating a motor vehicle collision. This seminar will cover new advancements in driver assistance and autonomous vehicle technology. The growing number of advanced driver assistance systems (ADAS) available in modern vehicles will be discussed and the crucial role that these developments play in accident investigation and reconstruction will be explored. The presenters will address the steps necessary to investigate an accident involving vehicles equipped with ADAS technology and will detail how advanced vehicle data and system specific testing are incorporated into the analysis of a collision.
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