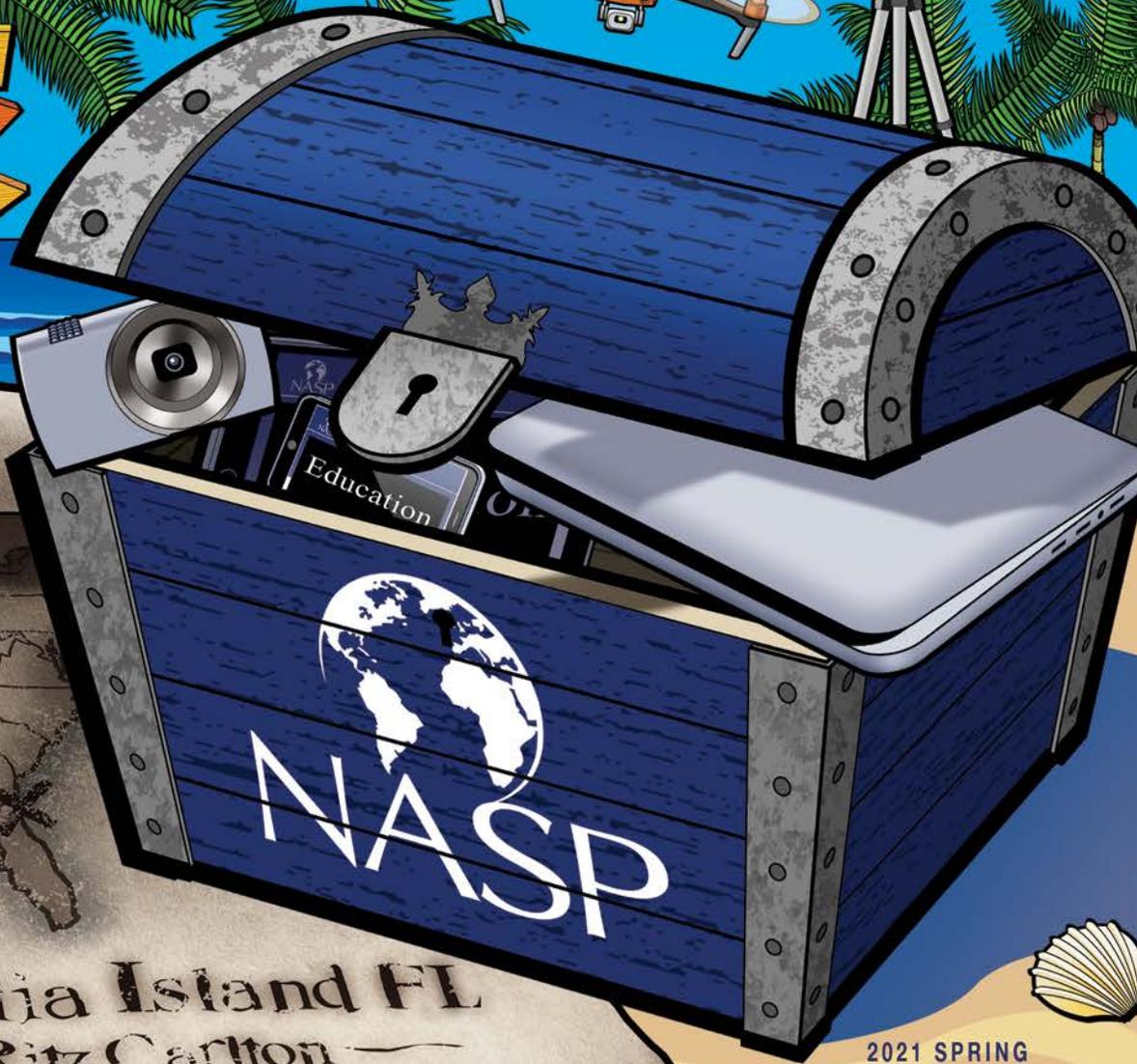




Registration Brochure

TECHNOLOGY TREASURES

- CSRP
- Subro College
- Webinars
- Subrogator
- Conferences



Amelia Island FL
 — Ritz Carlton —
 March 25-26, 2021

2021 SPRING
VIRTUAL
 CONFERENCE
WWW.SUBROGATION.ORG

Welcome Letter

Are you ready to explore the Treasures in Technology?

With the great feedback and learnings from the successful NASP 2020 first ever Annual Virtual Conference, the Spring 2021 Virtual Conference promises to be just as exciting and informative.

As Co-Chairs of the upcoming NASP 2021 Spring Conference – Technology Treasures, we're excited to be able to leverage our technology to really provide another successful conference. We're excited for our members and this year's technology presentations.

We're fully prepared to deliver upon another world-class virtual 2021 Spring Conference. This conference is promising to drive value for our all our members from the new virtual cocktail reception to going back to the basics for our new virtual audience that now has the opportunity to participate, remotely.

From sessions such as Advanced Drone-Based Evidence Documentation, Blockchain, Cyber Subrogation 2021, to Virtual Trials and Digital Payments, we will have something for everyone! All of us are smarter than any one person, especially when speaking about technology. With technology changing faster and faster by the day, if you have any Technology Treasures you wish to share, perhaps for our next conference, please feel free to contact your Technology Treasures Co-Chairs to share.

Jon Coscia & Maria Stanley
Conference Co-Chairs

Registration and Exhibitor Information

Registration

INCLUDES ALL EDUCATIONAL SESSIONS AND FREE CONTINUING LEGAL EDUCATION (CLE)* OR CONTINUING EDUCATION (CE)*

MEMBER: \$575 | NON MEMBER: \$995

*In order to achieve continuing education credits, attendees must participate in each session they attend by answering all polling questions.

NOTE: *Credit hours may vary depending on each state's specific accreditation requirements.*

Reserve A Virtual Booth

\$3,745 INVESTMENT INCLUDES THE FOLLOWING:

- Exhibitors will be afforded the ability to demo their products, market their services and educate conference attendees via an interactive, open forum session, which will be recorded and provided to exhibitors at the close of the conference. Exhibitor forums will run throughout NASP's educational sessions and will capture attendee contact information. (Incentives for attendees to engage will be provided by NASP.)
- One complimentary, full-conference registration
- Priority Booth Selection points
- A pre-conference attendee mailing list
- A post-conference attendee mailing list
- Access to all educational sessions
- Access to keynote presentation and all receptions
- Recognition in NASP's *Subrogator* magazine

Registration and Exhibitor Information

Attendee Cancellations

Cancellations are not eligible for a monetary refund. However, substitutions of an attendee may be done at any time up to 24 hours prior to the conference at NO CHARGE.

NOTE: *Credits are nontransferable.*

Exhibitor Cancellations

BY RESERVING A BOOTH, YOU AGREE TO THE FOLLOWING CANCELLATION POLICY: :

If written notification is received on or before January 1, 2020, exhibitor will receive a refund of all fees, less a \$150 cancellation fee. If written cancellation notification is received on or before March 1, 2020, exhibitor will receive a 50% refund. All cancellations and/or no shows after March 2, 2020 are not eligible for a refund. Due to the Global Pandemic, exhibitors may request a non-transferable credit on their account, which must be used by December 31, 2021.

Attendee List

Attendee List will be provided to all attendees after the conference along with a post-conference survey.

Become A NASP Member and \$ave

Members receive significant discounts on conference registrations. Join now to receive the member conference rate and take advantage of ALL the benefits that a NASP membership has to offer. For more information email info@subrogation.org or call 1-800-574-9961.

Conference Agenda

Thursday, March 25

ALL TIMES LISTED ARE CENTRAL TIME

9:00 AM –
10:00 AM

KEYNOTE PRESENTATION THE PSYCHOLOGY OF TECHNOLOGY IN A PANDEMIC



In an NASP webinar in August 2020 Dr. Rosen talked about our current E-Life in the new millennium covering topics such as generational similarities and differences, multitasking, and the impact on emotional health and mental abilities. In this keynote he will briefly summarize those topics for attendees who missed the webinar or just need a refresher. He will follow this with an eye to the continued impact of COVID-19 in all areas of our lives including an in-depth examination of our current technological overload, how our brains function in an increasingly technology-inundated world, the importance of sleep during this pandemic, and the significance of continued connections, both virtual and face-to-face. He will conclude with an augmented list of strategies for taking care of you and your family during this ongoing pandemic. In addition, Dr. Rosen will be available for questions and discussion during the “Lunch and Learn” portion of the agenda.

DR. LARRY ROSEN is Professor Emeritus and past chair of the psychology department at California State University, Dominguez Hills. He is a research psychologist with specialties in multitasking, social networking, generational differences, parenting, child and adolescent development, and neuropsychology, and is recognized as an international expert in the “Psychology of Technology.”

Over the past 30-plus years, Dr. Rosen and his colleagues have examined reactions to technology among more than 100,000 people in the United States and in 22 other countries. His latest book, “The Distracted Mind: Ancient Brains in a High-Tech World” (MIT Press, 2016), won the PROSE Award for neuroscience in 2016. Dr. Rosen has been featured extensively in television, print, and radio media and has been a commentator on 60 Minutes, The Daily Show, Good Morning America, NPR, and CNN.

Dr. Rosen has four children including one in the iGeneration, one in the Net Generation and two in Generation X and three grandchildren to watch growing up with technology. He lives in San Diego, California. For fun he creates works of “art” from a combination of old computer technology, clocks and early rock and roll music. In his free time he enjoys reading international intrigue novels, fiddling with his newest geek toy, going to independent films, and trying to find ways to keep his “Humanware” safe from all the hardware and software vying for his attention. His website is DrLarryRosen.com

Conference Agenda

10:00 AM – 10:30 AM	SOLUTION PROVIDER NETWORKING #1
	T.1.1 SPIN THE TECHNOLOGY WHEEL/ANALYTICS FOR SUBROGATION: HOW TO EFFECTIVELY BUILD A SUBROGATION DETECTION AI/ML MODEL Subrogation leaders are faced with the same task - increasing their collection results while at the same time reducing their costs. The challenge is formidable, but the reward will make a major impact to overall subrogation results. While the ingredients to the end solution are many, one thing for sure is that data, analytics, and technology are critical. This interactive session will engage the audience on a variety of subrogation technology topics such as data modeling, FNOL identification, closed file review, machine learning, analytical dashboards, speech analytics, and artificial intelligence. Participants will “Spin the Wheel of Subrogation Technology” to determine what topic will be discussed.
10:30 AM – 11:30 AM	T.1.2 THE THIRD DIMENSION – THE FUTURE OF SCENE DOCUMENTATION The presentation will discuss emerging technologies in scene and evidence documentation, which are revolutionizing the pursuit of subrogation. The presentation will discuss 3D scanning, blue light 3D scanning, and other 3 dimensional means of scene and evidence documentation, including visual examples of each technology. The presentation will discuss the unique benefits of these emerging technologies on the pursuit of subrogation. For example, with blue light 3D scanning, modeling can be created to show material loss in an arcing event, and determine whether an arcing event was capable of igniting a fire. The presentation will also focus on the potential legal benefits and hurdles in using these emerging technologies during the trial of a subrogation case. In addition, the presentation will discuss the cost/benefit analysis that the subrogation professional may weigh in determining when to deploy these technologies.

<p>11:30 AM – 12:30 PM</p>	<p>LUNCH & LEARN NETWORKING: DR. ROSEN – TECHNOSTRESS ROUNDTABLE</p>
<p>12:30 PM – 1:30 PM</p>	<p>T.2.1 USE OF ADVANCED DRONE-BASED SENSORS TO DOCUMENT AND ANALYZE FIRE INSPECTION SITES</p> <p>Drone-based sensor technologies can be used to document, describe, analyze, and visualize fire inspection sites. These advanced airborne sensors provide a baseline of highly accurate mapped information to support both fire investigators and insurance companies, through data analysis and advanced visualization techniques. We will discuss the many uses of such technology along with applicable laws, codes, and ways they can be used to further aid subrogation recovery efforts.</p>
	<p>T.2.2 ZOOM® YOUR WAY TO LIEN RECOVERIES! HOW TECHNOLOGY CAN EFFICIENTLY AND COST EFFECTIVELY GENERATE SUCCESSFUL RESULTS</p> <p>During the past year, workers’ compensation subrogation professionals have faced many challenges never before contemplated. A worldwide pandemic resulting in the necessity of a virtual workplace. For many, this situation created uncertainty as to handling new losses, new loss investigations, claims litigation, and ultimately dispute resolution, including settlement and trial. However, with the use of video conferencing and other virtual technologies, successful subrogation recoveries need not be delayed. This presentation will provide attendees with an overview of the most current virtual technologies available while working remotely. We will discuss strategies for maximizing lien recoveries from claim inception through mediations and trials. These new tools are helpful now, and as will be discussed more fully, will remain cost-efficient and effective in the future.</p>
<p>1:30 PM – 2:00 PM</p>	<p>SOLUTION PROVIDER NETWORKING #2</p>

Conference Agenda

<p>2:00 PM – 3:00 PM</p>	<p>T.3.1 LITHIUM BATTERY FIRES AND PRODUCTS LIABILITY: CHARGE YOUR SUBROGATION RECOVERIES</p> <p>Lithium batteries are compact, lightweight, rechargeable, and extremely powerful, which is why they're used in a myriad of modern consumer products and have the propensity to fail spectacularly. While it's no secret battery fires cause hundreds of millions of dollars in property damage annually, recoveries can prove elusive. Who made the battery? Was it OEM or a replacement? Did the insured's misuse of the battery cause its malfunction? Did your fire investigator recover all of the battery's remains and properly preserve artifacts? What tests determine whether a battery was the cause rather than a victim? Do properly designed battery management systems prevent fires? What type of experts should I retain? Will my expert survive a Daubert challenge? Our panel of battery fire subrogation experts will answer all of the foregoing questions and many more to help you charge your subrogation recoveries!</p>
	<p>T.3.2 ETHICS IN SUBRO TECHNOLOGY</p> <p>This presentation will address some of the ethical dilemmas encountered when using technology and internet services during the course of subrogation investigations. The session will focus on key issues that arise when pertinent information is uncovered during internet and social media searches, and when (and whether) that information should be admissible in a courtroom setting. The presentation will touch on the advantages and pitfalls of using technology in subrogation investigations while also discussing how service providers can balance privacy concerns with modern ethical standards during those investigations.</p>
<p>3:15 PM – 4:00 PM</p>	<p>SOLUTION PROVIDER NETWORKING #3</p>
<p>4:00 PM – 5:00 PM</p>	<p>PRESIDENT'S RECEPTION</p>

Friday, March 26

9:00 AM – 9:30 AM	SOLUTION PROVIDER NETWORKING #1
9:30 AM – 10:30 AM	F.1.1 COLLECTING AND UTILIZING CELL PHONE DATA IN RECOVERY ACTIONS Today, nearly every American utilizes a cell phone for not only phone calls, but also to document their lives in photos or videos, act as amateur news reporters, track their fitness, and monitor the security of their homes while they are away. All of this digital data can provide or corroborate essential facts that are needed for your subrogation claims. Through this presentation, insurance professionals will obtain a basic understanding of what digital information is captured and what is not, how captured information can be obtained and utilized in your subrogation matters, and how to work with an expert throughout this process.
	F.1.2 CYBER SUBROGATION 2021 – RANSOMWARE ATTACKS AND EMAIL SPOOFING This presentation addresses the most current trends in cyber subrogation, with a focus on the proliferation of ransomware attacks and email spoofing claims. Cyber subrogation counsel will be joined by a forensic expert to assist in better understanding and pursuing recoveries from such claims. The discussion will provide insights as to which claims to pursue and ways to best manage the forensic costs associated with such claims. Legal roadblocks and other recovery hurdles to overcome will be reviewed, including contractual limitations of liability and proof issues. Attendees will leave with a greater comfort with and understanding of the technical aspects of these claims, as well as how to manage them in the most practical manner.
10:30 AM – 11:00 AM	SOLUTION PROVIDER NETWORKING #2

Conference Agenda

**11:00 AM –
12:00 PM**

F.2.1 BLOCKCHAIN FOR THE SUBROGATION INDUSTRY

Subrogation is vital to the insurance industry. Today exchange of subrogation funds is highly manual and relies on individual transactions. Subrogating carriers exchange in excess of \$15 billion annually. The BlockChain solution offers opportunity to minimize subrogation funds in float between carriers by providing a net solution. Discussion will center on how the BlockChain is transparent and immutable, provides irreversible transaction history tracking secure interactions, how it allows insurers to share information in a seamless manner and makes subrogation more viable and less susceptible to disruptors in a virtual environment

F.2.2 INSPECTOR GADGET – HOW TECHNOLOGY IS ADVANCING ORIGIN AND CAUSE INVESTIGATIONS

Technology plays an integral role in modern origin and cause investigations. While some forms of technology have long been a staple of origin and cause investigations, the available technological options are constantly evolving. Savvy experts and subrogation professionals recognize the manner in which technology can assist in meeting our burden of proof, particularly in an era where juries are more tech-savvy, and they expect technology to be utilized in a Plaintiff's investigation. Our speakers will provide an overview of technological means that advance origin and cause investigations, with a focus on technology that has become more prevalent in recent years.

**12:00 PM –
1:00 PM**

LUNCH & LEARN NETWORKING – BLOCKCHAIN

<p>1:00 PM – 2:15 PM</p>	<p>F.3.1 MAINTAINING AN ETHICAL WORK ENVIRONMENT WITH TODAY'S TECHNOLOGY - IT STARTS WITH YOU</p> <p>This session will explore the utilization of technology in managing and maintaining an ethical work environment. As a manager, you set the example. You set the bar high for leading and managing your subrogation team, through hiring, evaluating, and setting expectations. This session will focus on the remote workforce, hiring, and leading an organizational culture of effectiveness.</p>
	<p>F.3.2 VIRTUAL TRIALS (75-MINUTE SESSION)</p> <p>COVID-19 has had a tremendous impact on the court system, specifically jury trials. Some jurisdictions switched to virtual trials so that cases could move forward. This presentation will include how the court and attorneys prepare differently for an in-person versus a virtual trial. The presentation will address how a typical in-person trial is conducted and then compare that to how a virtual trial is conducted. The presentation will include interviews of a judge who was responsible for presiding over a remote civil jury pilot project as well as an attorney and a trial technology specialist who were involved in a virtual trial.</p>
<p>2:30 PM – 3:15 PM</p>	<p>SOLUTION PROVIDER NETWORKING #3</p>



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