

2024 Fall Conference

September 19-21

HOTEL BARDO
Savannah, Georgia



FACULTY GUESTS

The Harmonie Group & Canadian Litigation Counsel would like to thank the following industry leaders for their participation in our 2024 Fall Conference. We are especially appreciative of them sharing their knowledge and insights into their respective fields and areas of expertise.

THOUGHT LEADERSHIP IN CLAIMS
AND LITIGATION

KELLY A. BERNSTEIN

Assistant Vice President, Claims Verus Specialty Insurance

Kelly A. Bernstein is AVP, Claims for Verus Specialty Insurance, W. R. Berkley Companies, located in Glen Allen, Virginia. Ms. Bernstein has been in the insurance industry for over thirty-four years. She currently oversees a team of five examiners who handle professional lines, general liability, excess and garage claims countrywide and assists the Vice President of claims in any capacity needed. She is a seasoned claims professional with a demonstrated history of hard work, enthusiasm, dedicated and devoted to facilitating case resolutions in a positive, professional and efficient manner achieving the best optimal outcomes. Kelly truly enjoys the claims profession and is determined to resolve each case in the most efficient manner possible recognizing the unique aspects of each case while partnering with attorneys who aspire to achieve success within their fields and produce consistent results.



ANGELA CLARK

VP of Risk Management PAM Transport, Inc.

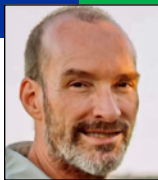
Angela has been immersed in the trucking industry for over 25 years holding various roles within Risk Management at PAM Transport in Northwest Arkansas. She leads a team handling Employment Claims/Litigation, Auto Liability Claims/Litigation, Freight Claims, Workers' Compensation, and DOT Drug & Alcohol Compliance. Angela is the Registered Agent and Corporate Representative for PAM Transport and PAM Cartage Carriers.



EDWIN COTTON

Complex Claims Manager Selective Insurance Company

Edwin Cotton's career in commercial insurance began in 1993 working for a self-insured motor carrier where he attended depositions, mediations and trials at an early age. His trucking casualty work continued in 1998 where he joined Canal Insurance for 17 years. He formed, organized and implemented their Major Case Unit in 2008 and managed that team handling trucking losses county-wide until 2015. Edwin then moved to ProSight Specialty, where he managed a mixed commercial high-exposure desk before moving into a director's role. He opened and managed a claims office in Florida between 2018 and 2020 for ProSight before the pandemic hit. Edwin joined the Selective Auto Division in 2022 as their Complex Claims Manager, where they oversee over 600 of their complex auto casualty claims, which consist of a mix of medium to large commercial vehicle accounts. Most notably, he is a husband to his wife of 33 years and a father to three wonderful girls and Pappa to two incredible grandchildren.



MARK DIGIOVANNI

Vice President, Litigation Management Global Indemnity Group

Mark DiGiovanni is the Vice President of Litigation Management for Global Indemnity Group, a provider of specialty insurance and reinsurance products and services. He oversees the management and supervision of company litigation, including the coordination and retention of panel counsel both nationally and internationally. Prior to joining Global Indemnity, Mr. DiGiovanni served as claims counsel at Travelers Insurance Company in the Defense Litigation Group where he managed high exposure litigation in Eastern Pennsylvania and the New England states. Before his career in litigation management, Mr. DiGiovanni practiced insurance litigation in Pennsylvania and New Jersey for over twenty years where he handled a wide variety of complex litigation matters. Mr. DiGiovanni graduated from Widener University with a Bachelor of Arts degree earned his J.D. from Widener University School of Law. Mr. DiGiovanni and his wife have four children and reside in Wayne, Pennsylvania.



BETH GAINEY

Litigation Supervisor
Superior Risk Management, Inc.

Beth Gainey has led the litigation unit at Superior Risk Management, Interstate Claims Management, and High Tech Claims based out of Westlake, TX since February 2024. In this role, she oversees a team of commercial litigation adjusters specializing in complex injuries, coverage issues, and litigation. This also includes engaging outside vendor resources and legal partners to assist in the resolution of claims. Prior to joining SRM, Beth spent 22 years in claims gaining experience in multiple lines of business which included Homeowner's, Personal Auto, and Commercial with increasing levels of severity. She has been in claims leadership since 2010 and gained experience in mentoring, onboarding, and technical expertise.



TAMMY GARLAND

VP Claims
Verus Specialty Insurance

Tammy L. Garland has been a claims professional for over 40 years and is currently Vice President of Claims at Verus Specialty Insurance, a Division of Berkley. Prior to joining Verus Specialty Insurance in 2012, she held both technical and leadership positions within the industry where she gained extensive experience in multiple product lines, with the last 20 plus years overseeing Excess and Surplus Lines claims. She is a graduate of Brevard College.



WENDY L. MADEVU

**Vice President | Claims Manager |
Property & Specialty Claims**
Swiss Re Corporate Solutions America
Insurance Corporation

Wendy L. Madevu is the VP of Property & Specialty Claims at Swiss Re Corporate Solutions America Insurance Corporation in Toronto, Canada. With over twenty years of experience managing complex exposures across Canada, the USA, and internationally, Wendy oversees the claims department and claims professionals specializing in Property, Specialty & Casualty claims. Wendy delivers critical claims intelligence and expertise, crafting effective resolution strategies for risk prevention and mitigation while providing strong management and negotiation skills. Passionate about coaching and community involvement, Wendy serves on the Executive Committee for the Ontario Chapter of the Canadian Insurance Claims Managers Association (CICMA) as the Education & Programs Administrator. Known for her commitment to equality and diversity, Wendy strives to enhance the understanding of the importance of representation and its role in building a diverse insurance community. Outside of work, Wendy is an avid Peloton rider and enjoys traveling with the objective to visit all Seven Wonders of the World (she has 3 more to go!).



DAVID OWEN

**Director Large Complex & Specialty
Claims**
Definity

With thirty-five years of experience, David Owen started his insurance carrier in 1988 at State Farm and has held adjusting and leadership roles in every aspect of insurance claims. Most notable, David has held Director roles at Intact, Royal Sun Alliance, and Definity Insurance. Currently at Definity, as the Director of Large Complex and Specialty Claims, David's responsibilities include the management of all large losses in the organization as well as forming and articulating the company's litigation strategy. David is a resident of Burlington, Ontario where he sits on an accessibility advisory committee to the municipal government, is married and has two sons in their early twenties.



T. MICHAEL PANGBURN

General Counsel
Thor Motor Coach, Inc.



T. Michael Pangburn is General Counsel for Thor Motor Coach, Inc. He partners with outside counsel in handling warranty, consumer protection, product liability, employment, and franchise litigation. He is a past Chairman of the Recreational Vehicle Industry Association's Lawyers Committee. For the past seven years, Michael has been an adjunct professor at Notre Dame Law School, teaching Uniform Commercial Code Commercial Sales. He is a member of the Indiana State Bar Association, the American Bar Association, and DRI. Before joining Thor Industries, Inc. in 2007, Michael was Corporate Counsel for Monaco Coach Corporation. He also held various positions in the law department of Coachmen Industries, Inc. He received his Bachelor of Arts Degree from Wittenberg University and his law degree from Valparaiso Law School. Michael resides in Indiana, with his wife, Donna. They have a daughter, Madison Pangburn, who is a second-year associate at a law firm in Cleveland, Ohio.

CHRISTINA PETERSON

Risk Manager
LSG Group (Sky Chefs)

Christina J. Peterson, MBA, RIMS-CRMP, CPCU, ARM, AIC, CRIS is currently Director, Risk Management & Claims for LSG Group. She is a seasoned risk manager with extensive experience and knowledge in managing risks, insurance programs, claims management, and safety programs. Christina offers a unique combination of creativity and analytical skill, allowing her to assess situations from various vantage points and create cost-effective solutions. She has previously worked for All My Sons Moving & Storage, DFW International Airport, Hunt Consolidated, Inc., Broadlane and Tenet Healthcare.

CHRIS RODRIGUEZ

Assistant General Counsel
FirstCash Holdings, Inc.



Chris Rodriguez serves as the Assistant General Counsel at FirstCash Holdings, Inc., where he plays a pivotal role in managing and coordinating the company's litigation efforts. His expertise includes working with outside counsel to navigate complex legal proceedings and providing strategic advice to resolve potential disputes effectively. In addition to litigation management, Chris is integral to the company's risk management initiatives. He identifies and assesses legal risks tied to business operations and develops robust strategies and policies to mitigate those risks. Chris also oversees compliance and regulatory affairs, ensuring FirstCash remains compliant with the latest laws and regulations in the pawn and finance industries. His work in this area has been essential in maintaining the company's legal and regulatory standing.

KATE MCDONALD SERGEANT

General Counsel
Great Prairie Risk Solutions, Inc.



Kate Sergeant joined Great Prairie Risk Solutions shortly after it opened in 2008. In addition to her general counsel duties, Ms. Sergeant provides litigation management and outside counsel services to Great Prairie's clients. In 2011, Ms. Sergeant established Great Prairie's Florida's office and oversees many of Great Prairie's accounts. She has been an attorney for over twenty-five years and during that time has been a criminal prosecutor, a practicing insurance defense attorney, and an in-house counsel for a national non-profit organization overseeing their litigation. She has broad knowledge of the various legal issues facing businesses, especially in the multi-family housing and hospitality arenas. Her particular area of expertise is in negligent security cases. Ms. Sergeant earned her undergraduate degree from Northwestern University and her Juris Doctor from University of Illinois - Chicago Law School. She is a member of the Illinois and Florida bars.

SAMI SHAKER

Director, Accounts Strategic
JS Held



Sami Shaker joined J.S. Held in July of 2022 as part of J.S. Held's acquisition of Kodsí Forensic Engineering. Sami Shaker graduated with a Bachelor of Science degree (Honours Physics co-op) from McMaster University and has versatile industrial experience in nuclear energy, radiation health and safety, and has recently been conducting medical research in the field of rheumatology. He has conducted damage consistency analysis, vehicle examinations (including black box data imaging and analysis), accident site survey as well as accident reconstruction including determining speed calculations/estimates, collision severity, computer simulations, vehicle and occupant kinematics, injury biomechanics, and slip, trip and fall investigations. Sami's personal interests include live jazz and classical music, trying new restaurants with his wife, and playing video games with his daughter.

DAVID G. THOMAS

Senior Vice President & General Counsel
Keystone RV Company



David Thomas is Keystone RV Company's Senior Vice President of Administration and General Counsel and has practiced law for over 38 years. Prior to joining Keystone back in 2005, David worked as an Associate Attorney with Barnes & Thornburg and later became a partner with the law firm of Sanders Pianowski. He also had the pleasure of working in the local prosecutor's office for a short period of time. This broad background helped him to seamlessly slide into the General Counsel role with Keystone RV. As General Counsel, David continues to work on general legal advice, commercial litigation matters, real estate transactions, warranty claims and disputes, personal injury suits, products liability claims, labor and employment matters, dealer relationship issues, administrative agency claims and class actions. He is also the current Chairman for the RV Industry Association's Lawyers Committee. David is a graduate of Indiana University and secured his law degree from Valparaiso University. He is the proud father of 9 children and 2 grandchildren and resides with his wife Theresa in Indiana.

MARSHALL WELLS

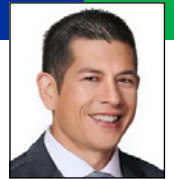
VP & General Counsel
QuikTrip Corp.



Marshall Wells joined QuikTrip Corporation in 2012, and currently serves in the role of Vice President and General Counsel. As the head of the Legal Department, his responsibilities include overseeing all general liability and automobile liability claims for the company. Mr. Wells graduated from the University of Tulsa College of Law in 1996. Prior to joining QuikTrip, Mr. Wells was a partner at the Hall Estill law firm in Tulsa, OK, practicing primarily in the areas of civil rights, employment, insurance and personal injury law.

JUSTIN ZAHARRIS

VP, E&S Claims
James River Group



Justin Zaharris assumed his current role at James River Group in July 2021. Prior to that, Justin served as Director of Claims for non-Uber books of business at James River Insurance Company. Prior to joining James River, Justin held various positions of increasing responsibility at Nationwide Mutual Insurance Company, OneBeacon Insurance Group (n/k/a Intact Specialty), and Travelers Insurance Companies. Justin is also a licensed attorney, admitted in Colorado and Arizona (inactive), and he briefly practiced as an insurance defense and coverage attorney for a small boutique firm in Denver. Justin earned his BA from the University of Colorado at Boulder, majoring in Psychology and Economics. After that, Justin earned his Juris Doctor from the University of Denver while working fulltime at Travelers.