



2025 CLAIMS CONFERENCE AGENDA AND SEMINAR SCHEDULE



TUESDAY, APRIL 1, 2025

12:00pm – 4:00pm.....Exhibitor arrival and booth set up

WEDNESDAY, APRIL 2, 2025

10:00am – 4:00pm.....Trade show floor open

SEMINAR

A

9:30- 10:30 AM

Mastering Catastrophe Response: Key Strategies for Property Adjusters

Presented by: David Mercer

Location

Room 104 A

Max. Capacity

190

“In the wake of catastrophic events, the role of a property adjuster is both critical and challenging. This seminar will equip attendees with key strategies to navigate the complexities of catastrophe response with confidence and efficiency. Topics will include effective capacity management to prevent operational bottlenecks, identifying vendors with proven CAT response capabilities, and setting realistic expectations with stakeholders. Additionally, the session will emphasize the importance of mental wellness during high-pressure events, offering practical tools to maintain focus, resilience, and professional integrity. From understanding the impact of “the 28th day” to cultivating mindfulness and self-awareness, attendees will gain actionable insights to thrive in the demanding field of catastrophe response”.

David Mercer, Vice President, ServiceMaster Restore

David Mercer began his career in the restoration industry with a ServiceMaster Restore franchise in Owen Sound, Ontario, where he gained hands-on experience in the field. His drive and commitment to excellence soon led him to assume roles in project management and branch management in Brantford, Ontario. These positions allowed him to deepen his expertise in operational oversight and team leadership, building a strong foundation for future success.

Seeking to broaden his perspective and skill set, David joined Contractor Connection, where he honed his abilities in performance management. This role was pivotal in developing his capacity to analyze and improve operational efficiencies while maintaining strong partnerships with stakeholders.

In a full-circle moment, David returned to ServiceMaster in 2017, where he embarked on a journey of progressive leadership. Over the years, he has held various strategic roles, each contributing to his growth as an industry leader. His vision, dedication, and ability to foster collaboration have culminated in his current role, where he leads the ServiceMaster Restore Canadian network with a focus on innovation, operational excellence, and strengthening customer relationships.



SEMINAR

B

9:30- 10:30 AM

Lessons in Leadership From Ted Lasso

Presented by: Laura Emmett and Elizabeth Brotten

Location

Room 104 B

Max. Capacity

190

Explore the future of leadership from a unique and entertaining perspective, focusing on how we can apply the leadership approach of the entertaining sports comedy, Ted Lasso, to our workplaces. We will delve into how Ted's "be a good person, respect others, and judge no one" philosophy can help your organization not just survive, but thrive, in changing and challenging times. This presentation will include entertaining examples from Lasso, the fictional English soccer coach, and share the top ten ways organizations can apply Lasso's unique style to build success and satisfaction.



Laura Emmett, Partner, SBA Lawyers

She has a diverse practice where she focuses on bodily injury claims, cyber liability, and privacy law. She is the co-author of an annual publication, "The Annotated Statutory Accident Benefits Schedule." Laura is a Past President of the Canadian Defence Lawyers and was the youngest person to hold the position. Presently, she is a Bencher for the Law Society of Ontario, which governs all lawyers and paralegals in the Province.



Elizabeth Brotten, Partner, Foley Mansfield

Elizabeth Brotten is a Partner in Foley Mansfield's Minneapolis office, a member of the firm's Executive Committee, and chair of the firm's Products Liability practice group. She defends clients in product liability and toxic tort cases throughout the United States. She currently serves as President of the Minnesota Defense Lawyers Association.

SEMINAR

C

9:30 AM - 10:30 AM

No Stone Unturned: Cyber Investigation Techniques

Presented by: Brian Sartorelli and Sarah Bunder

Location

Room 104 C

Max. Capacity

190

A session that delves into the dynamic world of cyber investigations tailored specifically for insurance professionals. In this interactive presentation, we'll uncover the secrets of geospatial OSINT (Open Source Intelligence) and show you how extracted valuable insights from social media accounts to enhance your investigative efforts.

An opportunity to learn from industry experts who will guide you through practical applications and real-world scenarios.



Brian Sartorelli, CPIO-MI, CSO

President and CEO, Investigative Risk Management

Brian Sartorelli has built an illustrious career in providing consultative and advisory risk management and investigative services to Fortune 500 companies on both national and international stages. His expertise was honed through a distinguished career in law enforcement with the Department of National Defense, where he specialized in drug enforcement, undercover operations, and criminal investigations. Brian's career has encompassed major crime and joint forces operations across all three levels of law enforcement agencies.

Brian has successfully managed significant investigations, including billion-dollar cases and numerous multi-million-dollar civil litigations for both the legal and insurance industries. His analytical acumen ensures the thoroughness and professionalism of complex investigations, employing major case management principles to oversee large-scale investigations.

A respected figure in the investigative and risk management community, Brian is a prolific public speaker and has delivered keynote presentations at numerous national and international industry events. He designs and conducts seminars across various industry sectors, offering tactical and strategic advice within his investigative specialization. Additionally, Brian is a well-published author, contributing white papers, articles, and publications on corporate risk management and investigative services."

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Sarah Bunder, CCII, CSM

Certified OSINT Specialist/Supervisor, Investigative Risk Management

Sarah Bunder is a dedicated OSINT specialist with over a decade of experience in the investigation industry. Throughout her career, Sarah has held various roles, including report writing, video editing, and scheduling, before focusing on open-source intelligence investigations (OSINT).

Sarah's training includes a certificate in Internet for Investigators from the Ontario Police College, obtained through Toddington International. She furthered her education with the York Region Police and under the guidance of Michael Bazzell, a former member of the FBI's Cyber Crimes Task Force. Continuing her education, Sarah has recently completed courses in Criminology, Forensics, and Python Script. In her role, she conducts online investigations to gather information on claimants' activities for pre-employment checks, due diligence, or insurance claims, ensuring the information is archived using the company's best practices for future use.

SEMINAR

D

10:30 AM - 11:30 AM

Navigating Labor Market Challenges in Restoration with AI and Technology

Presented by: Nelson Higgins

Location

Room 104 A

Max. Capacity

190

This presentation for OIAA Claims Conference 2025 will discuss the current state of the labor market in the restoration industry, wage pressures, and how AI and documentation technologies can help mitigate these challenges. The talk will provide insights on improving efficiency, accuracy, and overall operational effectiveness through technological advancements.



Nelson Higgins, XCT, Vice President, DocuSketch

Nelson is the Vice President, North America at DocuSketch. Prior to DocuSketch, Nelson was the founder and COO of XTR Consulting Inc. His home base is in Halifax, NS, Canada, but he covers projects throughout North America. He currently holds an XCT (Xactimate Certified Trainer) certificate and has held this designation for over 10 years. With more than 35 years experience in the insurance industry from both the contractor and adjuster perspectives. He is experienced in all aspects of scoping and estimating property damages of residential and commercial buildings and has been involved in completing estimates and projects of all sizes through completion. He has gained a vast amount of knowledge on leveraging new technologies to help clients with in depth documentation and the cycle of a claim.

DocuSketch™ helps users with a complete accurate estimate including 360 walkthroughs, accurate sketch and detailed Xactimate or Symbility estimates of the damages in days not weeks.

SEMINAR

E

10:30 AM - 11:30 AM

Designer, Builder, and Municipal Liability in Construction Claims

Presented by: Yasser Korany & Kayla Kwinter

Location

Room 104 B

Max. Capacity

190

The 1992 Building Code Act (BCA), which regulates the Ontario Building Code, provides that it is the role of everyone who "causes a building to be constructed" to ensure that it is constructed in accordance with the BCA, the building code, and with any permits issued for the building. The obvious intent of the BCA is that health and safety are shared responsibilities between designers, builders, and building officials.

Understanding the professional and legal obligations and responsibilities of the various parties at the design, permitting, and construction stages is crucial to determining liability and successfully pursuing remedies when construction does not satisfy health and safety standards. In this seminar, the presenters will explore the potential liabilities of designers, contractors, and municipalities that may arise at each project stage and will share the view of the Canadian courts on the duty of care of the involved parties.



Yasser Korany, KSI Engineering

Yasser Korany is a Consulting Forensic Engineer and the Managing Principal of KSI Engineering, a firm that specializes in investigating property insurance claims and provides construction litigation support.

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He is a certified senior member of the National Academy of Forensic Engineers in the USA and has been qualified numerous times as an Expert Witness. Prior to calling Ontario home, he was a Professor of Structural Engineering at the University of Alberta. He was recently recognized with the distinction of Fellow of the Canadian Society for Civil Engineering.



Kayla Kwinter, Torkin Manes LLP

Kayla Kwinter is a Partner in Torkin Manes LLP's Construction Law and Litigation Groups. She has considerable experience with the Construction Act and has broad experience acting for clients on complex litigation matters, including regular appearances before Judges and Associate Judges of the Superior Court of Justice, Construction Lien Associate Judges, and the Ontario Court of Appeal. She served on the Construction and Infrastructure Law Section Executive of the Ontario Bar Association from 2018-2021.

SEMINAR

F

10:30 - 11:30 AM

Emerging Trends and Challenges in the P&C Industry; Insights from Claims Leaders

Presented by: Gianna Aimola - VP Claims, Allstate Canada

Erik Martensson - AVP, Supply Chain, Property Claims, Aviva

Andy Dykstra - AVP, Enterprise Fraud & Investigative Services, Co-operators

Tracy MacDonald - President & CEO, Trillium Mutual

Joel Bobb (Moderator) - Claims Specialist, Axis Capital

Location

Room 104 C

Max. Capacity

190

A panel discussion about the emerging trends and challenges within the P&C Industry as viewed by Claims Leaders across the industry. Moderated by Joel Bobb of Axis Capital.

Gianna Aimola, Vice President - Claims, Allstate Canada

With 20+ years in the industry, Gianna leads the claims operation for Allstate Canada, overseeing the strategic and operational direction for the team. Over her career, she has led various multi-year transformational initiatives. Gianna has deep operational expertise, and a track-record of strengthening claims performance, enhancing the customer experience, while improving loss costs and efficiency. She holds a CIP designation, and a Bachelor of Science (Hons) from the University of Toronto.



Erik Martensson, AVP Supply Chain, Property Aviva

Erik Martensson believes despite constant and changing headwinds, the Canadian Claims industry can persevere and improve. As AVP Supply Chain | Property, Erik is responsible for managing Aviva's Appraisal and Property Vendor resources. He's spent 20 plus years in the industry, starting on the Property Restoration Vendor side, before moving onto field and leadership roles with Definity prior to Aviva. His work interests include proactive claims management, appraisal, large loss, catastrophe response, mentorship, and vendor partnerships. Passionate about improving organizational outcomes while removing bottlenecks and barriers, Erik is focused on the importance of building cooperative relationships aligning towards positive results. In his free time Erik is a busy father of three and community volunteer through his love for youth sports and activities.



Andy Dykstra, Associate Vice President - Enterprise Fraud, Co-operators

Andy leads Co-operators Enterprise Fraud Program and Investigative Services, overseeing fraud and management strategy along with his team's investigations within the property and casualty side of the business. Prior to joining Co-operators, Andy spent several years in a variety of roles related to fraud management. His education background includes a bachelor's degree in political science from Western University and a Master of Management from St. Mary's University.



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Tracy MacDonald, CEO, Trillium Insurance

Tracy has an extensive background in P&C claims management and leadership. Starting her career as a multi-line claims adjuster 31 years ago and progressing through claims leadership roles with a National Carrier.

In her current role, Tracy serves the membership and Board of Trillium Mutual Insurance located in Listowel, Ontario as CEO. She leads the organization focused on protection for Agriculture and Rural members championing the spirit of Mutuality, strategic planning, corporate governance, and stakeholder relations. Tracy holds a Bachelor of Arts degree in Economics from the University of Guelph as well; she is a Fellow Chartered Insurance Professional (FCIP).

When she's not leading Trillium Mutual Insurance, Tracy enjoys the outdoors and spending time with family and friends. Currently in progress, she has a goal to complete the 900km trek of the Bruce Trail.



Joel Bobb, Claims Specialist, Axis Capital

Joel began his claims career in 2017 as a Claims Assistant at Desjardins. Since then, he has held various adjusting roles across different lines of businesses such as Accident Benefits, Casualty and Specialty. He joined AXIS in 2024 as a Claims Specialist where he continue to handle Casualty and Specialty Claims. Joel is also a major advocate for the Insurance Industry, this is represented by his involvement in associations such as Ontario Insurance Adjuster's Association, Canadian Association for Black Insurance Professionals and Young Insurance Professionals of Toronto. His work with these associations involves, facilitating outreach to students and young professionals, acting as an ambassador, and organizing networking events.

SEMINAR



11:30 AM - 12:30 PM

Tort Update

Presented by: Ian Gold and Adam Bucci

Location

Room 104 A

Max. Capacity

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Casualty Update: A Year In Review

Another year has come and gone, and there have been important developments in the case law on a wide variety of issues relevant to the insurance industry. Ian and Adam will discuss their picks for the top 10 insurance cases of the last 12 months(ish) and anticipated trends to keep a lookout for in the future.



Ian Gold is a founding partner of Thomas Gold Pettingill LLP.

Areas of Practice & Experience:

Ian Gold resolves problems for his clients. He is a skillful civil and commercial litigator having extensive trial experience with judges and juries. His practice spans all fields, but emphasizes complex insurance litigation.

Ian is also counsel to a number of insurance companies, including some of Canada's largest insurers. He has litigated insurance coverage and bad faith claims, and has defended a wide variety of claims, including motor vehicle accidents, fire losses, construction negligence, product liability, occupiers' liability, municipal liability, slip and fall liability, libel and slander claims, and social host liability. Ian also regularly defends professional liability claims involving architects, engineers and other design professionals.



Adam Bucci is a partner at Thomas Gold Pettingill LLP.

Areas of Practice & Experience:

Adam joined Thomas Gold Pettingill after first gaining a wealth of experience in civil litigation at the Crown Law Office of the Ministry of the Attorney General. Adam's practice at the firm includes defending complex insurance matters involving occupiers' liability, tavern liability, municipal liability, sports liability, product liability, professional negligence, and motor vehicle insurance claims. Adam also regularly represents insurers in first-party insurance claims under CGL and homeowners' policies. Adam has represented clients before the Superior Court and the Divisional Court of Canada.

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SEMINAR



11:30 AM - 12:30 PM

A Brief Introduction to Concussions

Presented by: Dr. Jason Swain

Location

Room 104 B

Max. Capacity

190

The presentation will provide attendees with the basic tools to understand head injury cases, and in particular, Concussions. We will discuss the cause of concussions, the severity indices, and the various types of chief complaints that may accompany a mild traumatic brain injury. The attendees will learn about the different types of disciplines that may be required to assess and manage a concussion claim. The purpose of the presentation is to get claims adjusters more comfortable with concussions in general.



Dr. Jason Swain, Hons BSc, MBA, DC, CFE, CICE - President and Chief Operating Officer

Dr. Swain is a member, in good standing, of the College of Chiropractors of Ontario, the Canadian Chiropractic Association and the Ontario Chiropractic Association. He is licensed to practice in the Province of Ontario. Dr. Swain holds an Honors Bachelor of Science Degree from the University of New Brunswick, a Doctor of Chiropractic Degree from the Canadian Memorial Chiropractic College, and a Master of Business Administration Degree from the University of Fredericton. He is a Certified Functional Abilities Evaluator (ARCON) and a Certified Independent Chiropractic Examiner through the American Board of Independent Medical Examiners (ABIME). Dr. Swain has completed Certificate courses in the application of the American Medical Association Guides to the Evaluation of Permanent Impairment. Dr. Swain is the President and Chief Operating Officer for A.R.S. Assessment Rehabilitation Services Ltd., a leading provider of Independent Medical Evaluation services across Canada.

SEMINAR



12:30 - 1:30 PM

The Future of Property Claims Estimating

Presented by: Joel Dagenais

Location

Room 104 B

Max. Capacity

190

Property Claims Estimating is poised for significant transformation, driven by advancements in technology, shifting customer expectations, and evolving industry practices.

Here are the key trends shaping the future of property claims estimating:

- **Automation and AI-Powered Adjusting**
- **Remote Assessments and Virtual Inspections**
- **Data Analytics and Predictive Modeling**
- **Customer-Centric Approaches**
- **Climate Change and Catastrophe Response**
- **Enhanced Collaboration and Workflow Management**



Joel Dagenais, COO - Property Estimating Solutions, Verisk

Joel Dagenais is the Chief Operating Officer for Property Estimating Solutions at Verisk. Joel has over 35 years of experience in the insurance industry. His first experience began in high school as a summer job, as a laborer restoring a fire damaged retail lumber store. Joel went on to be a framing contractor that turned into a successful full-service restoration contracting firm (First General Services) with 17 offices in the province of Québec. Joel's been with Verisk for 21 years which started as a consulting opportunity for the Canadian market.

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SEMINAR

J

12:30 - 1:30 PM

A Look Forward: Top 10 AB Cases of 2024 & Important Updates.

Presented by: Andrea Lim

Location

Room 104 B

Max. Capacity

190

Review of the Top 10 AB cases from 2024 and other important updates that may change future handling.



Andrea Lim, Partner, Dutton Brock LLP

Andrea R. Lim, a Partner of Dutton Brock LLP, has practised in the area of insurance defence with an emphasis on first party accident benefits since 2009. Ms. Lim graduated from University of Windsor Law in 2008, and articulated with Dutton Brock LLP. She also received a Master of Arts degree from Queen's University, and her Honours Bachelor of Arts from the University of Toronto, Trinity College. Ms. Lim is currently serving as the President of the Medico-Legal Society of Toronto (MLST) and is a Past-President of the Canadian Defence Lawyers – Legal Association Canada, 2022-2023. She was the recipient of the 2016 Richard B. Lindsay Q.C. Exceptional Young Lawyer Award, and the inaugural Medico-Legal Society of Toronto Dr. Grant Farrow Award in 2021. Ms. Lim has authored various published articles regarding first party accident benefits in Ontario, including "My Beautiful Dark Twisted Fantasy: Combining Physical and Psychological Impairment", Toronto Law Journal, June 2012, and "The Fine Line Between Custodial and 'On Call' Care", Claims Canada, October 2012. She is the Co-Author of the Annotated Statutory Accident Benefits Schedule, an annual text, which is now in its 9th edition, as published by LexisNexis. Ms. Lim has also been recognized on the Best Lawyer Directory since 2023, and 5-Star Insurance Lawyers in 2021.

SEMINAR

K

12:30 - 1:30 PM

Canadian Underwriter's Mental Health Survey Report from the P&C Industry

Presented by: David Gambrill, Editor-in-Chief, Canadian Underwriter

Tammie Kip - Director, Claims Digital Transformation and Chief of Staff to the COO, Allstate Canada & Co-Founder, FIHT (Friends of the Industry Healing Together)

Christina Fuda - Mental Health Training Coordinator, Communications and Public Affairs, Ontario Shores Centre for Mental Health Sciences

Location

Room 104 C

Max. Capacity

190

Last year, Canadian Underwriter conducted its inaugural 2024 survey of mental health in the Canadian property and casualty industry.

As (bad) luck would have it, the survey was conducted during the busiest claims period in Canadian adjusting history, with four major NatCats causing more than \$7 billion in damage in less than a month. Not surprisingly, CU found our industry survey respondents reporting a high state of anxiety.

Many people in our survey said they were reluctant to speak about their mental health concerns with their supervisors or peers, for fear they would appear "weak" or incapable.

Let's talk about that.

Join us our panellists in a seminar to discuss the results of CU's mental health survey. Learn the signs and signals that someone needs help. And discover the resources available for those who seek support in handling a mental health issue.

MODERATED BY:

David Gambrill

Editor-in-Chief, Canadian Underwriter

David has been a journalist for more than 17 years, mainly in the trade press. He is now the Editor-in-Chief of Canadian Underwriter, a trade publication serving Canada's property and casualty insurance industry. This is his second time as a senior editor at CU, leading the publication from 2005-2012, and again from 2017 until now. Over the course of his career, his work has appeared in Law Times, Canadian Lawyer, Occupational Health and Safety (OHS), The Kingston Whig-Standard, Ottawa Citizen, Maclean's, and CBC radio.

He began his journalism career as editor of the weekly community newspaper, The Woolwich Observer. He has a Master's degree in Political Science and a Graduate Diploma in Journalism from Concordia University.

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PANELLISTS:



Tammie Kip

Director, Claims Digital Transformation and Chief of Staff to the COO, Allstate Canada

With 30 years of experience in the insurance, education, and not-for-profit sectors, Tammie Kip is an accomplished professional and Board Member known for expertise in leadership, claims, digital transformation, and organizational redesign. Focused on transformative growth, Tammie uses Human-Centered Design and strategic leadership to drive organizational change and deliver customer-focused products and services.

As a published author of *Your Extraordinary Self*, *Developing the Leader Within*, and *Finding Wellness Through Compassion*, Tammie is devoted to helping individuals and organizations achieve results by championing leaders and increasing awareness within one’s self and of others.

Tammie chairs the Insurance Institute of Canada’s Ethics Committee, is a former council member of the CIP National Society and Past President of the Ontario Insurance Adjusters Association. She’s been recognized as one of Insurance Business Canada’s Top 35 Most Influential Women in Insurance and is a past recipient of the CIP Society’s Emerging Leader Award.

A dedicated philanthropist, Tammie co-founded a mental health not-for-profit, FIHT (Friends of the Industry Healing Together) and served as President and Board member of the Jennifer Ashleigh Children’s Charity.



Christine Fuda

Mental Health Training Coordinator, Communications and Public Affairs, Ontario Shores Centre for Mental Health Sciences

Christina Fuda is the Mental Health Training Coordinator at Ontario Shores. With a decade of experience, she has trained thousands of individuals nationwide through mental health workplace training workshops and seminars.

Christina has been invited to speak at several international conferences and has been featured on Breakfast Television and Global News, where she shared her expertise on improving workplace mental health. At Ontario Shores, she has played a pivotal role in establishing partnerships with organizations such as Ontario Power Generation, General Motors, The City of Toronto, The Beer Store, Marine Atlantic, and several colleges and universities, among many others.

She holds a Master’s degree in Developmental Neuroscience Psychology and a Bachelor’s degree in Psychology. Christina is passionate about using her expertise to educate diverse communities on the importance of creating mentally healthy and safe work environments.

SEMINAR



1:30 - 2:30 PM

Large Loss Evolution

Presented by: Tom Streek

Location

Room 104 A

Max. Capacity

190

Next to liability-type claims, a large loss will cost the most and take the longest to resolve/complete. Whether these claims are caused by wind, water, or fire, the industry is seeing some changes in how they are handled and processed.

Catastrophic losses recently experienced with the Halifax and Jasper wildfires continue to expose various challenges, creating new learning opportunities that can transfer across other boundary lines and claim scenarios.

Due to AI and recent online information, insured policyholders are becoming more aware of best practices and options, which can create unique issues to overcome.

Separate sectors of contractors are beginning to segregate; highly effective emergency restoration contractors are best suited for their specific roles, and large/total loss specialized contractors are being directed to those types of claims accordingly.

Ongoing building code changes and varying engineering approaches create the need to be aware of new pivoting details.

Tom will present a dynamic large loss case study for an in-depth, open forum review to showcase how involved and complex those types of claims are in the industry.

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Tom Streek, Chief Executive Officer, Rebuild Response

Tom has over 35 years of construction experience covering commercial and residential projects. Having grown up in his father’s prior family business, the longstanding delivery of quality and integrity has been a staple throughout his current province-wide large insurance rebuild company, Rebuild Response Group, and custom home business, Harmony Homes.

With an ongoing passion and insight for teaching/training, Tom inspires students and professionals alike by sharing his experiences, which include the East and West Coast catastrophic loss of wildfires in the past couple of years and countless large losses across Ontario.

Tom leads a strong network of large loss builders within Ontario and is currently developing into the East Coast through a developed franchise model/network to provide some of the best insurance industry service and customer care experiences possible.

SEMINAR



1:30 - 2:30 PM

Intelligence Tradecraft: Principles for Advanced Investigations

Presented by: Garrett McGinn, Partner

Location

Room 104 B

Max. Capacity

190

The breadth of modern investigations has grown rapidly over the past decade. Traditional social media and background checks, one-crew surveillance and interviews are no longer the only tools at a professional’s disposal. More information than ever before is available to the end-users of intelligence and yet traditional investigative patterns have persisted. This has wasted client money, lead to unimaginative investigations with unimpactful results, and has fostered a divide between what clients need and what investigator deliver.

Understand how the private intelligence community has evolved via an examination of geospatial and geosocial investigations, device forensics, video and imagery upscaling, international investigations, multi-crew and unmanned surveillance operations and how to leverage these capabilities to maximum effect.

Many investigative solutions which are considered “advanced” are far more accessible and affordable than many believe. This session will provide clarity to professionals and improve their understanding of a variety of modern techniques for uncovering and leveraging information.

Specifically, the session seeks to educate the attendee on the four main disciplines of private intelligence gathering: Open Source Intelligence, Geospatial Intelligence, Signals Intelligence and Human Intelligence. By utilizing a more diverse set of tools, the end-user of intelligence enables themselves and their organization to deliver a compelling defense against high-value litigation and threats.



Garrett McGinn, Partner, DigiStream Investigations

Garrett McGinn is a Partner with DigiStream Investigations’ R&D Department and its complex investigations company UpStream Intelligence. He has over 17 years of investigative experience and is a Certified Fraud Examiner, a licensed Private Investigator and holds a master’s degree in Transatlantic Relations from Jagiellonian University in Krakow Poland, and a bachelor’s degree in International Relations from the University of California, Davis. Mr. McGinn trained in advanced surveillance tactics in the United Kingdom, achieving a Level III Advanced Award in Foot & Mobile Surveillance. Prior to his employment with DigiStream in 2006, Mr. McGinn was a Research Analyst for Glass, Lewis & Co., an institutional investment advisory firm.