



# 2026 CLAIMS CONFERENCE AGENDA AND SEMINAR SCHEDULE

## WEDNESDAY, MARCH 25, 2026

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

## THURSDAY, MARCH 26, 2026

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



# PANEL

# 1

9:30 - 10:45 AM

## Uniting Front Lines - Insurance Leadership Panel

**Moderator:** Lee-Ann Vansteenkiste

**Panelists:** Mike Moyer  
Paul Gilbody  
Kevin Foster  
Jesica Ryzynski

**Location**

Room 104 A

**Max. Capacity**

204

This panel brings together leaders from across the insurance ecosystem. This dynamic session will feature a broker, an underwriter, and a claims professional—three critical perspectives that shape every stage of the client experience. Together, our panelists will explore how stronger collaboration across these functions can improve service, reduce friction, and create more seamless outcomes for clients. They'll share real-world insights, discuss emerging industry challenges, and highlight how teamwork across departments can elevate the entire insurance journey.



### Lee-Ann Vansteenkiste - Director of Insurer Management Services, ClaimsPro

As Director of Insurer Management Services at ClaimsPro, Lee-Ann is responsible for the development and implementation of national internal processes, measuring national account performance, and working to enhance relationships with key insurer clients. Her role is integral in supporting ClaimsPro's continued growth and delivering the best possible experience for clients across Canada.

Lee-Ann is a recognized leader in the Canadian insurance industry with nearly 30 years of experience. She first joined ClaimsPro in 2000 and progressed through a number of roles, including Branch Manager in Sarnia, ON and later District Manager for Southwestern Ontario. Over the past three years, Lee-Ann has excelled in senior leadership roles for mutual insurance companies, including Chief Operating Officer. She holds her Fellow Chartered Insurance Professional (FCIP) designation from the Insurance Institute of Canada and serves as a council member on the board of the Insurance Institute of Ontario, Southwestern Chapter.



### Mike Moyer - Head of Claims, Platform Insurance

Mike is the Head of Claims for Platform Insurance, and specialty insurance broker for Construction, Real Estate and Energy sectors. He has worked in the insurance industry for over 30yrs and sits on a number of industry committees and panels. Based out of Toronto, Mike lives in the Durham region and is a lifelong disgruntled Leafs fan.



### Paul Gilbody - President, North America, ClaimsPro

Paul Gilbody serves as President of ClaimsPro, North America and is responsible for leading the company's operations, strategic direction, and supporting clients with valuable solutions.

Paul joined ClaimsPro in April 2023, bringing with him a demonstrated history of leadership, operational transformation, and business relationship management. He is an experienced leader with a proven track record in developing high performing teams, leveraging technology and internal subject matter experts to deliver industry-leading services. His prior work has included senior and executive roles with large corporations within the financial services industry in Canada and the UK, overseeing business development and strategy, program, and service delivery in personal, commercial, and specialty claims divisions.

As President, Paul oversees all operational activities for ClaimsPro throughout the continent, including leading and supporting national and regional executives. He also regularly attends industry events and participates in industry associations to expand his knowledge in ways that can deliver unique solutions to our clients and the industry.



### Kevin Foster - Underwriting Technical Specialist, Wawanesa

Kevin Foster currently serves as the Chair for the Southwestern Chapter of the Insurance Institute of Ontario and is an Underwriting Technical Specialist at Wawanesa Insurance. With over 20 years of experience in commercial underwriting and leadership, Kevin specializes in technical underwriting for complex risks and developing best practices and organizational strategies. He is passionate about mentoring underwriting teams and advancing industry knowledge.



### Jesica Ryzynski - Insurance Broker/Claims Specialist, Mitch Insurance

Jesica has been a licensed insurance broker for nearly 30 years and currently serves as Mitch Insurance's in-house claims specialist, working closely with clients to provide advocacy, guidance, and support. She's passionate about strengthening partnerships between brokers and adjusters, knowing that collaboration leads to better outcomes for everyone – and especially clients. Since 2023, Jesica has contributed insights to more than 20 media articles on insurance claims, and in 2024 she was recognized in Canadian Underwriter's annual "Voices of P&C Women" feature.

PANEL  
**2**

11:00 AM - 12:15 PM

**Navigating Niche Claims: Career Paths in Specialized Insurance Sectors.**

**Moderator:** Christine Andrews

**Panelists:** Laurie Andrews  
Melissa Long  
Donal Mulroney  
Leanne Ryckman

**Location**

Room 104 A

**Max. Capacity**

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This panel brings together experts from Marine, Pet Insurance/Animal Liability/Veterinary Malpractice, and E&O/D&O to discuss what it's really like to build a career in highly specialized areas of claims. Panelists will share their paths into these sectors, unique challenges, required skill sets, and what keeps their work engaging and rewarding.

**Christine Andrews (FCIP, CRM) - President/Subrogation Specialist, Sage Claims Solutions Inc.**

Christine Andrews (FCIP, CRM) has been involved with the OIAA since 2018. She is currently President of the Hamilton Chapter and Treasurer of the provincial OIAA.

Graduating from Wilfrid Laurier University, Christine began her career as a property adjuster in 1998. She has held several specialized claims and risk management positions since then. In 2016, Christine launched Sage Claims Solutions Inc., which specializes in subrogation claims. The company has recovered a significant amount of money, helping insurers improve their subrogation results.

**Laurie Andrews - Director of Marine Services, ClaimsPro**

Laurie began her career as a Quality Control Engineer for a custom boat manufacturer, based on her early studies as a Marine Engineering Technologist. In 2005, she entered the insurance industry as a Marine Surveyor before becoming a licensed Adjuster for national IA firms. Laurie has gained extensive experience handling all aspects of marine claims, including vessel inspection, damage surveys, pollution exposure, crew illness, and marina property claims. She holds the Chartered Insurance Professional (CIP) and Certified Engineering Technologist (CET) designations and completed a Bachelor of Maritime Studies at Memorial University of Newfoundland.

Laurie, Director of Marine Services, currently oversees ClaimsPro's Marine Services business unit with a focus on growth, operational excellence, mentorship, and process improvements to ensure continuous deliverance of high-quality service to our clients. Her leadership supports the continued growth of the Marine Services division as ClaimsPro seeks to become the most trusted adjusting company in the markets it serves.

**Melissa Long, CIP, CFE**

**Veterinary Malpractice, Standards of Care & Pet Health Insurance Specialist**

Melissa Long is a Chartered Insurance Professional, Certified Fraud Examiner, and former Surgical Veterinary Technician and Clinical Manager specializing in veterinary malpractice, negligence assessment, standards-of-care analysis, and pet health insurance. With a clinical background that many human-medicine professionals cannot translate into the veterinary context, she brings clarity to complex medical records, treatment decisions, and jurisdictional variations in veterinary practice.

Contracted by multiple municipalities as an Expert Witness, Melissa reviews cases involving shelter and impounded animals—assessing alleged negligence, disputed veterinary care, dog bites, and property damage. Her work focuses on determining medical necessity, identifying deviations from accepted standards, and providing evidence-based findings for mediation and litigation.

Previously, she led Claims Fraud Risk for Trupanion's Special Investigations Unit, overseeing high-complexity investigations involving veterinary billing practices, treatment justification, and forensic medical review. Her background spans pet health insurance leadership and more than a decade of hands-on surgical, emergency, and clinical operations experience.

A Board Member of the Hamilton Ontario Independent Adjusters Association, she is recognized for her expertise in veterinary medical analysis and expert testimony. On this panel, Melissa will discuss career paths within veterinary and animal liability work—an intricate niche where medicine, law, and investigative precision converge.

**Donal Mulroney - Solicitor/Specialist in D&O, E&O and Cyber, Crawford**

Donal Mulroney is a Solicitor with Crawford & Company. Donal recently joined Crawford after spending 6 years with a Commercial Lines Insurer. Donal has handled large and complex files across multiple lines of business. Donal specializes in D&O, E&O and Cyber, but also has experience handling Crime/Fidelity, Construction, Environmental, Product Liability and Class Proceedings. Donal has a JD and is licensed to practice law in all Provinces, except Quebec.

**Leanne Ryckman - SIU Investigator & Adjuster, Peel Mutual Insurance**

Leanne Ryckman has spent the last 8 years working in auto claims, her analytical skill, investigative abilities and attention to detail lead her to a role in special investigations which includes recognizing claims with potential fraud perpetrated by policyholders, third parties and vendors. She has spent the last 2 years working at Peel Mutual, a large Mutual insurer, as a Special Investigation adjuster. She investigates claims for both personal and commercial claims in auto as well as providing support in investigations for underwriting and property claims.

Large and complex property claims require the right expertise, strong coordination, and clear role alignment to avoid delays and disputes. This panel will examine how insurers, adjusters, consultants, engineers, and contractors can work together effectively on major losses. Discussion will include choosing the right specialists early, matching technical competencies to scope complexity, using independent experts for unbiased documentation, and establishing communication frameworks that prevent duplication and scope creep. Panelists will also share risk management considerations and real-world lessons learned. Attendees will gain practical insight into how building the right multidisciplinary team from the start leads to more accurate assessments, stronger cost control, quicker resolutions, and more resilient rebuilds.



**Nadine Dionne - Manager, National Adjuster Development, ClaimsPro**

Nadine Dionne is the National Manager of Adjuster Training and Development at ClaimsPro, bringing over 17 years of diverse insurance experience to her role. She leads the company's National Adjuster Development Program, designing and delivering comprehensive training for early-career adjusters across Canada.

Before joining ClaimsPro, Nadine spent several years in progressive leadership and adjusting roles with a national insurer, an international brokerage, as well as a large IA firm, where she oversaw the professional development of junior adjusters nationwide. Her technical background spans auto and property damage, bodily injury, liability investigations, large losses, and litigation management.

Nadine holds a Chartered Insurance Professional (CIP) designation, is actively pursuing her FCIP, and has completed specialized training in virtual instruction. She also contributes to the industry through volunteer roles with the OIAA and Insurance Career Connections, supporting education, outreach, and professional standards within the adjusting community.



**Tyler Peeters - Commercial Claims Consultant, Property Large Loss, Intact Insurance**

Tyler Peeters is a seasoned claims and large-loss specialist with more than 15 years of experience across property, casualty, and complex commercial claims within Canada's insurance sector. Widely recognized for his strong technical expertise, analytical approach, and collaborative leadership style, Tyler consistently delivers fair, efficient, and high-quality results for clients, brokers, and industry partners.

In his role as Commercial Claims Consultant, Property Large Loss at Intact, Tyler manages major property files, provides technical oversight on complex losses, and supports strategic claims handling across national portfolios. His work emphasizes detailed investigation, effective stakeholder coordination, and timely, well-reasoned claims resolutions.



**Matthew Magnus - Senior Vice President, Icon Global Inc.**

Matthew Magnus is a senior operations and client-solutions leader with more than 17 years of cross-sector experience in engineering consulting, insurance services, environmental risk management, and large-scale project delivery. A PMP-certified professional with multiple environmental designations in mould, lead, and asbestos, Matthew is known for managing complex, high-value projects with a strong focus on quality, cost performance, and risk mitigation.

As Senior Vice President at Icon Global Inc., Matthew leads national strategy, operational performance, client engagement, and the development of scalable service offerings across building consulting, environmental services, and forensic engineering. His work centers on strengthening national partnerships, enhancing delivery capabilities, and driving sustainable growth across all business lines.



**Cameron Snoddon - CEO, CANBILT**

Cameron Snoddon is the CEO of CANBILT, a leading insurance construction and restoration company. With 23 years in the industry, he has been involved in numerous high-profile and high-value claims across Canada. Cameron is certified as a Certified Restorer, Water Loss Specialist, and Fire Loss Specialist through the RIA, and holds Master Fire and Smoke Restorer and Master Water Restorer designations through the IICRC. He is also a Registered Third-Party Evaluator, bringing deep technical expertise and a highly specialized restoration background to major loss environments.

PANEL  
**4**

2:00 - 3:15 PM

**July 1st, 2026 Auto Nitty-Gritty - Handling Challenges for Accident Benefits & Bodily Injury Professionals.**

A Panel Discussion moderated by **Jennifer Brown**, featuring **Callie Matthews**, Ontario Mutual Insurance Association and **Laurie Walker** from Walker Consulting & Auditing, **Kassandra Barlow**, The Commonwell Mutual Insurance Group

**Location**

Room 104 A

**Max. Capacity**

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**Not just another Auto Reform Discussion...This panel intends to drill down into the day-to-day challenges that will be facing Accident Benefit & Bodily Injury handlers after July 1st. Increased Special Damage claims, investigation & validation and the crucial liability considerations will be paramount. Fraud controls and ongoing investigations to manage both sides of these claims will be discussed.**



**Jennifer Brown**

Jennifer Brown, FCIP, is the current President of the OIAA. She entered the insurance industry in 2010 and has primarily focused on Accident Benefits claims handling. Jennifer is currently an Accident Benefits Claims Manager at Echelon Insurance, prior to working at Echelon Jennifer was a Quality Assurance Claims Manager for Accident Benefits, Bodily Injury and Casualty at Definity Insurance. She is a Past President of the K-W OIAA and past Editor-in-Chief of WP Magazine.



**Callie Matthews**

Callie Matthews, BNSC, CIP, has almost 30 years of experience in the P&C insurance industry. She has held various roles in different lines of claims, including director and training roles. She has also been a professor at Conestoga College in the School of Business Insurance program. Currently, she is a Training and Research Officer at the Ontario Mutual Insurance Association. She has also been actively involved in working groups with FSRA regarding the upcoming Auto Reform.



**Laurie Walker**

Laurie Walker, FCIP, CRM is a 40 year veteran in the Insurance Claims industry primarily focused on Automobile, Accident Benefits and Bodily Injury handling. She is now the President of Walker Consulting & Auditing providing leadership, mentoring, teaching and claim audits across all lines. Expansion into Underwriting Audits of all lines allows a perspective of Operations oversight. She is a Past President and Honourary Life Member of the OIAA and past Editor-in-Chief of WP Magazine.



**Kassandra Barlow**

Kassandra Barlow, CIP, is the Bodily Injury Claims Leader at The Commonwell Mutual Insurance Group, where she oversees strategy and operations for the bodily injury claims team. She has worked in the insurance industry for nine years, with most of that time dedicated to bodily injury claims. In her current role, Kassandra focuses on technical skills development and operational excellence. She is passionate about continuous learning and growth for both herself and her team.



**Julianne Brimfield**

Born and raised in Australia, Julianne moved to Canada after law school and briefly lived in New Brunswick before settling in Ontario. She has been at SBA Lawyers since its inception in 2018 and is currently a partner. Julianne has a varied insurance defence practice. She is no stranger to the Licence Appeal Tribunal, with many successful accident benefits decisions. She handles tort defence matters as well as priority and loss transfer arbitrations, including being involved in several appeals to the Superior Court and Court of Appeal. Julianne is also part of SBA's SIU team and assists on investigations of potential fraudulent claims, including staged accidents and fraudulent theft and fire claims.

## SEMINAR

A

9:30 - 10:30 AM

**Driving Recovery Forward: How Occupational Therapy Improves Function, Outcomes, and Claims Efficiency after MVAs**

Presented by: Colin Chan - CBI Health

Location

Room 104 D

Max. Capacity

190

This practical and informative workshop is designed specifically for auto insurance adjusters who work closely with clients recovering from motor vehicle accidents (MVAs). Occupational Therapists (OTs) play a critical role in helping individuals regain independence, restore function, and safely resume their daily roles—including returning to work. Understanding what OTs do, and how they do it, can help adjusters make timely, informed decisions that improve client outcomes, reduce claim duration and costs, and enhance overall satisfaction.

Throughout this workshop, we will break down the full scope of occupational therapy services relevant to MVA injuries—from straightforward soft-tissue injuries to the most complex trauma cases. Participants will learn how OTs assess functional limitations, identify barriers to recovery, and deliver targeted interventions that support efficient, durable rehabilitation results.

**Colin Chan - Occupational Therapist, CBI Health**

Colin Chan is an Occupational Therapist with CBI Health. He graduated from the University of Toronto in 2004 and from Queen's University with a Master's in Occupational Therapy in 2006. As an Occupational Therapist (OT) he works with clients experiencing physical, cognitive, and/or emotional difficulties, and regardless of the diagnosis, his focus is on restoring function and helping clients return to activities and lives that are meaningful. Over a 19-year career, his work has been in clinic, working within interdisciplinary teams, but also in community, working closely with clients in their homes, their communities, and their workplaces. Colin currently acts as the Clinical Director of the Community Rehabilitation Program at CBI Health, where he leads a team of 100+ OTs across the province in delivering the highest quality care to individuals involved in MVA's impacting their ability to engage in their everyday activities and roles. Specifically, following a complex motor vehicle accident, his team of OTs, dedicated to working in community, help clients to increase safety and independence in the home, and to help clients return to all their pre-MVA activities. Colin believes that with the right OT working collaboratively with insurers, clients can overcome all challenges, whether it be physical, neurological, or psychological, and return to all aspects of life.

## SEMINAR

B

9:30 - 10:30 AM

**Human-First Claims: Why Empathy is a Claims Strategy, Not Just a Value**

Presented by: Javier Ibanez - Accomsure

Location

Room 104 B

Max. Capacity

165

Claims professionals today face a growing challenge: policyholders expect rapid solutions, insurers are under constant pressure to control costs, and housing markets are increasingly tight. This seminar explores how the industry can balance speed, empathy, and financial responsibility in Additional Living Expense (ALE) placements. Attendees will gain insights into emerging best practices, the role of technology, and real-world approaches that help reduce claim friction while keeping policyholders supported.

**Javier Ibanez - Director of Sales, Accomsure**

Javier Ibanez has held senior leadership roles with some of Canada's most respected insurers, including Intact, Definity, Aviva and Wawanesa. Across every chapter of his career, he has shaped strategy, elevated performance and strengthened broker and claims partnerships nationwide.

He holds a Master of Laws (LL.M.) in Business Law from Osgoode Hall Law School and a Master's degree in Adult Education from St. Francis Xavier University, and he has completed executive studies at the Schulich School of Business. Javier is known for combining sharp strategic thinking with deep industry expertise and a people-first approach that inspires teams and drives meaningful change.

Today he brings his energy and passion to lead Accomsure's Regional Management team as the Director of Sales, where he is setting the pace for exceptional support for insureds and partners across the country.

## SEMINAR

C

9:30 - 10:30 AM

**Adjusting Intelligence: Making AI Work for Claims and Risk Assessment**

Presented by: Daniel Strigberger

Location

Room 104 C

Max. Capacity

190

AI is moving fast. The smart players won't fear it or follow it. They'll use it. Learn how AI can sharpen claims handling and risk assessment with real demos and practical takeaways you can put to work the same day..

**Daniel Strigberger - Founder and Principal Lawyer, Strigberger**

Daniel Strigberger is an insurance coverage and arbitration/litigation lawyer who spends his time navigating complex coverage claims, interpreting policies, and occasionally explaining to AI why it's wrong. He works with insurers on coverage issues, claims strategy, and risk assessment. He has become a go-to voice on how AI is reshaping the industry. Daniel speaks regularly on the evolving role of AI in insurance and why humans still have the edge – even when AI insists we don't.



## SEMINAR

D

10:45 - 11:45 AM

**An À La Carte Adventure: SABS Updates of 2025 and for 2026**

Presented by: Andrea Lim - Dutton Brock

**Location**

Room 104 D

**Max. Capacity**

190

**An update and review of the significant decisions from 2025, LAT Procedure, and what changes to anticipate as of July 1, 2026 regarding the SABS amendments under O. Reg. 383/24.**

**Andrea R. Lim, Partner of 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 Immediate Past-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 entering its 10th 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

E

10:45 - 11:45 AM

**Building Envelope Failures, Investigating & Diagnosing Water-Related Damage Claims**

Presented by: Randy Henderson and Shawn Jay

**Location**

Room 104 B

**Max. Capacity**

165

**This seminar deals with how breaches in the building envelope of residential, commercial and industrial structures can lead to water-related damage claims. Understanding what comprises the building envelope, the typical methods and materials used in its construction and how common envelope breaches occur, are diagnosed & rectified, will help adjusters resolve these types of claims more effectively.**

**Shawn Jay, President of Arcon Forensic Engineers**

Shawn is an established specialist in civil & structural forensic engineering with over 30 years of experience and has been qualified as an expert to provide testimony in Ontario Superior Court. His specialization is the forensic assessment of residential, commercial and industrial building deficiencies and damages. Shawn's practice extends to the investigation of pedestrian slip and fall accidents and he is well-versed in the assessment of walkways and stairs for compliance with the Ontario Building Code. Shawn is the President of Arcon Forensic Engineers.

**Randy Henderson, Marketing Manager at Arcon Forensic Engineers**

Randy brings over 35 years of progressive business-to-business marketing and business development experience to his role of Marketing Manager at Arcon Forensic Engineers. His client-focussed approach is ideally suited to the delivery of professional engineering services to insurance, legal and property management clients.

## SEMINAR

F

10:45 - 11:45 AM

**Casualty Update: A year in Review**

Presented by: Adam Bucci and Ian Gold

**Location**

Room 104 C

**Max. Capacity**

190

**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, founding partner of Thomas Gold Pettingill LLP.**

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, partner at Thomas Gold Pettingill LLP.**

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 has experience running complex trials before a judge in Superior Court, and has represented clients before the Superior Court and the Divisional Court of Canada.

## SEMINAR

G

12:00 - 1:00 PM

**Lessons in Leadership From Ted Lasso**

Presented by: Laura Emmett and Elizabeth Sorenson Broten

**Location**

Room 104 D

**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.

**Elizabeth Sorenson Broten is a Partner at Foley & Mansfield**

Elizabeth Sorenson Broten is a Partner in the Minneapolis office of Foley & Mansfield and serves on the firm's Executive Committee. Liz leads local and national teams in defending product liability and toxic tort claims throughout the Midwest and across the country. Outside of litigation, Liz also consults with clients on legislative and case management order initiatives aimed at the efficient management of mass tort litigation. Liz serves as Vice-Chair of DRI's Toxic Tort & Environmental Law Committee, Past-President of Minnesota Defense Lawyers Association, and is also an active member of the International Association of Defense Counsel.

**Laura Emmett is a Partner at SBA Lawyers LLP**

Laura Emmett is a Partner at SBA Lawyers LLP based in the London office. She has a diverse practice where she focuses on bodily injury claims and accident benefits. 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.



## SEMINAR

H

12:00 - 1:00 PM

**ROI of Digital Documentation: Cycle Time, Loss Expense, and Customer Satisfaction**

Presented by: Nelson Higgins

**Location**

Room 104 B

**Max. Capacity**

165

This session explores how modern digital documentation can streamline claims handling from start to finish. We'll look at how faster, more consistent capture of site information reduces cycle times, lowers administrative effort and rework, and helps stabilize estimates. We'll also discuss the impact on customer satisfaction, including clearer communication, quicker service, and smoother collaboration with contractors. Attendees will gain practical insight into how a standardized, technology-supported workflow can improve efficiency, reduce costs, and deliver a better overall experience for policyholders.

**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 Symblity estimates of the damages in days not weeks.



## SEMINAR

I

12:00 - 1:00 PM

**Maximizing the Value of Professional Services Engagements When Adjusting Claims**

Presented by: Randy Henderson and Shawn Jay

**Location**

Room 104 C

**Max. Capacity**

190

This seminar provides insights to help claims professionals maximize the value of their investment when retaining third-party service providers such as engineers, lawyers and private investigators. Participants will gain an understanding of how professional services providers add value to the claims process and how properly defining & managing three key elements of the engagement will positively impact the effectiveness of the relationship.

**Shawn Jay, President of Arcon Forensic Engineers**

Shawn is an established specialist in civil & structural forensic engineering with over 30 years of experience and has been qualified as an expert to provide testimony in Ontario Superior Court. His specialization is the forensic assessment of residential, commercial and industrial building deficiencies and damages. Shawn's practice extends to the investigation of pedestrian slip and fall accidents and he is well-versed in the assessment of walkways and stairs for compliance with the Ontario Building Code. Shawn is the President of Arcon Forensic Engineers.

**Randy Henderson, Marketing Manager at Arcon Forensic Engineers**

Randy brings over 35 years of progressive business-to-business marketing and business development experience to his role of Marketing Manager at Arcon Forensic Engineers. His client-focussed approach is ideally suited to the delivery of professional engineering services to insurance, legal and property management clients.



## SEMINAR

J

1:15 - 2:15 PM

**Leading the Human Firewall: Outsmarting the Biggest Cyber Threats.**

Presented by: Mary Giardina

**Location**

Room 104 D

**Max. Capacity**

190

**Cybersecurity is not just an IT problem. It is a business risk.**

**For insurers, people are the first and last line of defense.**

**Join this interactive simulation that tests your knowledge on compromised identities, phishing attempts, and ransomware threats. We will discuss real-world attacks and share practical strategies to empower your team, ensuring every employee becomes a cyber champion!**

**Audience Takeaways**

- A practical “Human Firewall Checklist” for employees.
- Awareness of common cyber threats and red flags.
- Steps to implement culture-driven cybersecurity.
- How to combine technology and training for optimum protection.

**Mary Giardina, M.Ad.Ed - Operations Director, The Support Source**

Mary Giardina is an IT Executive with over 20+ years experience leading high-performing teams and delivering digital transformation initiatives across the private and public sectors. Working with both Fortune 100s and SMBs, Mary oversees strategic technology planning, cybersecurity posture, and operational excellence, ensuring organizations remain resilient, innovative, and future-ready. Specializing in ISO certification, Mary exceeds industry expectations, and is transforming cybersecurity, implementing enterprise-level solutions and frameworks for small businesses.

An advocate for bridging the gap between business goals and technical execution, Mary has led major modernization projects, improved organizational security maturity, and built cultures that prioritize continuous learning and collaboration. Guided by her motto, “Your technology must support your business vision, not the other way around”, Mary brings strategic insight and practical expertise to every project. Fulfilling a personal goal to be a part of a global society, Mary was appointed as an ambassador representing Canadian business leaders in New Zealand. She is a strong advocate for women in technology and frequently speaks on leadership, cybersecurity, and the evolving impact of AI on business.

## SEMINAR

K

1:15 - 2:15 PM

**Rebuild or Payout? Navigating Insurer Elections Under Statutory Condition 13**

Presented by: Tino Kasi

**Location**

Room 104 B

**Max. Capacity**

165

**This presentation provides a practical overview of Statutory Condition 13 and the insurer’s election to repair, replace, or rebuild instead of issuing a monetary payout, focusing on when an election should be made, how it must be communicated, and the obligations that follow. It highlights common risks such as incomplete investigations, premature elections, delays, and scope-of-work disputes, along with strategies to minimize exposure to bad faith or extra-contractual claims. The session also addresses the role of public adjusters in shaping loss scope, negotiating rebuild details, influencing policyholder expectations, and how their involvement can create tension when the insurer elects full replacement rather than paying indemnity. Finally, it comments on compensation issues that arise when public adjusters work under percentage-based fee agreements but the insured receives no cash payment.**

**Tino Kasi, founder and principal lawyer of Kasi Law**

Tino Kasi is the founder and principal lawyer of Kasi Law, a boutique litigation firm in London, Ontario, dedicated to personal injury and insurance defence. She represents insurers, self-insured organizations, businesses, and individuals, and has built a reputation for practical, strategic, and results-driven advocacy.

Born and raised in Zimbabwe, Tino began her academic journey studying law and business in England before immigrating to Canada in 2004. She completed her law degree at Western University in 2007 and was called to the Ontario Bar in 2008. Now in her eighteenth year of practice, she brings nearly two decades of experience working closely with insurers and claims professionals across Ontario.

Tino opened Kasi Law on March 9, 2020, with one assistant and a vision for a modern, responsive, relationship-driven firm. Despite launching days before the onset of the COVID pandemic, the firm has grown significantly and recently celebrated its five-year anniversary. Today, Kasi Law is well integrated into the insurance industry in Southwestern Ontario and beyond, acting for multiple insurers and self-insured entities.

Her practice spans a wide range of first-party and third-party matters, including coverage disputes, subrogation, property damage, casualty and municipal liability, motor vehicle and marine claims, and advisory work for insurers. She also brings valuable experience from working with both mutual and stock insurers, giving her a balanced and adaptable perspective on claims litigation.

Tino has extensive trial experience in judge-alone and jury matters. Whether advancing a case to trial or pursuing a timely and cost-effective resolution, she is known for tailoring her approach to the unique objectives of each client.





1:15 - 2:30 PM

**Combatting Fraud: How to Advance Your Detection for Claims Management and SIU****Moderator:** Michael Thompson, Chief Commercial Officer - ISB

**Panelists:** Michael Ganhao, National Manager of Automotive Insurance Solutions - Carfax  
 Lindsay Hubbard, Manager of Financial Crime Management Practice - Deloitte  
 Michael Cardillo, Senior Manager of National Investigations - Aviva Canada

**Location**

Room 104 C

**Max. Capacity**

190

Insurance fraud continues to evolve, placing new pressure on Claims and SIU teams to detect risk earlier and more accurately. This panel will discuss modern strategies for improving fraud detection through better data, streamlined workflows, and proactive investigative tools.

Several solutions to combat fraud will be highlighted, including CARFAX's new VIN Scan which provides instant, verified vehicle history insights to help adjusters and SIUs identify red flags such as prior damage, salvage status, and ownership anomalies..

**Michael Thompson - Chief Commercial Officer, ISB**

Michael Thompson is a visionary, performance-focused leader with more than 25 years of experience building profitable businesses. Well known in the Canadian technology and corporate marketplace, he brings a strong customer-centric approach, exceptional team-building capabilities, and a deep network of senior C-level relationships.

Prior to joining ISB Global Services, Michael led major Canadian companies specializing in screening technology, supply chain management, and innovative 1:1 marketing technology solutions. Earlier in his career, he served as Vice President of a top-tier travel and leisure company, where he drove record growth and helped create the largest wholly owned consumer travel business in North America, generating \$1B in network sales. In addition to his leadership role at ISB, Michael serves on several boards and industry committees.

**Michael Ganhao, National Manager of Automotive Insurance Solutions, CARFAX**

Michael Ganhao joined CARFAX Canada in January 2023 as the National Manager for Automotive Insurance Solutions. In this role, he leads the insurance vertical by leveraging CARFAX Canada's best-in-class vehicle history data to help insurers better price and underwrite risk, while also advancing auto fraud solutions.

Michael brings over 20 years of experience in the insurance industry, with progressive roles spanning sales, underwriting, product management, and innovation. Prior to joining CARFAX Canada, he spent two years with the Ontario insurance regulator (FSRA) as a product specialist, where he supported the Ministry of Finance on auto insurance reform and served as a subject matter expert on emerging insurance products such as telematics and subscription models.

He has held several people-leadership roles and has worked with multiple top-ten P&C insurers in Canada.

**Lindsay Hubbard, Manager of Financial Crime Management Practice (Deloitte)**

Lindsay Hubbard is a Manager in Deloitte's Financial Crime practice. She has over 15 years of experience and is a recognized insurance leader. Lindsay brings extensive experience in small business and personal lines insurance fraud, risk management, and operational improvement.

She has spearheaded fraud awareness and prevention initiatives, designed strategies that improve accuracy and streamline investigations, and consistently turns complex fraud patterns into actionable insights that drive measurable results. She serves as a board member for the Canadian Association of Special Investigation Units (CASIU) where she helps shape industry standards and best practices.

**Michael Cardillo, Senior Manager of National Investigations (Aviva Canada)**

Mike is a seasoned leader in fraud management and investigative services with over 15 years of experience at Aviva Canada. As Senior Manager, National Investigations, he oversees complex fraud investigations and drives strategies to protect customers and the organization from financial crime, working closely with law enforcement.

He has been instrumental in shaping Aviva's investigation strategy to combat re-VIN activity and organized theft, positioning the company as a market leader in detection and prevention. Mike and his team were recognized with a global Aviva award for their pioneering efforts in this area.

**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 - President & CEO, IRMI**

Brian Sartorelli has over 40 years of experience in providing consultative and advisory services to Fortune 500 companies nationally and internationally. Brian was given the designation of Master Investigator by the Council of Professional Investigators in 2022. He is the founder of Investigative Risk Management Inc., one of Ontario's leading and highly respected investigative firms. His expertise includes insurance claims, corporate intelligence, corporate risk management, human resource strategies, WSIB claims, criminal and civil litigation, environmental investigations, undercover operations, counter-measures and investigative services designed to protect the corporate environment. Brian developed his expertise through his career in law enforcement with the Department of National Defense, where he specialized in drug enforcement, undercover operations, and criminal investigations. His career involved major crime and joint force operations with municipal, provincial, federal, and international law enforcement agencies.

Brian's investigative and risk management experience is vast. In fact, he is recognized as a Subject Matter Expert by the Ontario Ministry of Community Safety & Correctional Service and has been called upon for advice. He has managed major investigations involving billions of dollars in both the legal and insurance industries. Brian's analytical expertise ensures the best investigative outcome and utilizes major case management principles during complex investigations.

Brian's involvement and standing in the investigative and risk management community is prestigious. Brian is a past Director and President of the Council of Private Investigators of Ontario (CPIO), Former Director of Membership of the Canadian Association of Special Investigation Units (CASIU), Chair of the Vendors Committee CASIU, former Chair of the Bachelor of Human Services – Police Studies Degree program at Georgian College, former Chair of the Insurance Institute of Ontario, Georgian Bay Chapter, former Director of the Ontario Insurance Adjusters Association (OIAA) – Georgian Bay Chapter, former Director of the London Claims Association and is also a supporting member of the Canadian Defence Lawyers Association. Brian is a recognized and prolific public speaking professional and has been the keynote presenter at many national and international industry events. He designs and delivers seminars to a wide range of industry sectors providing tactical and strategic advice to businesses within his area of investigative expertise. Brian is a well-published author of many white papers, articles and publications related to corporate risk management and investigative services.



**Sarah Bunder - OSINT Supervisor & Analyst, IRMI**

Sarah Bunder is an experienced OSINT Analyst with over a decade in the investigative field, focusing on insurance claims, workplace investigation, and risk management. She leads a team of investigators at Investigative Risk Management, producing court-ready intelligence reports using ever-changing tools to ensure the best and most comprehensive investigations possible.

Sarah has been a public speaker for nearly 10 years, presenting on topics including social media investigations, geospatial OSINT, and data analysis to professional audiences across North America. She holds multiple certifications in Open Source intelligence and investigations from McAfee Institute, IntelTechniques, and Toddington International, and is currently completing a Certificate in Cyber Security through Seneca College.