

2024 Claims Conference Agenda & Seminar Schedule



TUESDAY, APRIL 9, 2024

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

WEDNESDAY, APRIL 10, 2024

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

SEMINAR

9:00- 10:00 AM

Location

A

Top 10 AB Cases of 2023

Room 104 A

Presented by: Philippa Samworth, B.A.,LL.B., Partner, Dutton Brock LLP

Review of the Top 10 AB cases from 2023 and the impact the decisions may have on future handling.



“Philippa G. Samworth is a partner at Dutton Brock and her area of practice is in insurance defence (Accident Benefits), as well as providing Mediation and Arbitration services. Miss Samworth has a number of achievements and was retained by the Ministry of Finance of Ontario as a consultant to provide analysis and technical advice to the Ministry on its preparation and drafting of the new Automobile Insurance Legislation: Bill 59 and its regulations.

In May 1997, Philippa was appointed to the Minister’s Committee for Designated Assessment Centres and chaired that Committee in 1998, 2000 and 2001-2004.

In March of 2004 Miss Samworth was again retained by the Minister of Finance to conduct stakeholder consultations and provide advice and recommendation on proposals to replace the DAC system.

Philippa is the recipient of numerous awards including:

1. First recipient of the Lee Samis Award for Excellence (Canadian Defence Lawyers);
2. First recipient of the Ontario Bar Association Award for Excellence in Insurance Law;
3. The Medical-Legal Society Award;
4. The Advocate’s Society Medal.

In October of 2007 Philippa was inducted into the American College of Trial Lawyers and in 2020 Philippa was inducted into the Canadian Academy of Distinguished Neutrals (mediators.ca)”

Cont’d...

SEMINAR

B

10:00- 11:00 AM

Tort Update

Presented by: M. Edward (Ted) Key, Agro Zaffiro LLP

Location

Room 104 D

Review of recent cases and the impact on future handling.



"M. Edward (Ted) Key practices insurance-related litigation and has appeared as counsel before all levels of courts in Ontario, handling matters through to appeal. Ted specializes in the defence of motor vehicle tort claims, product liability, personal injury, municipal liability and first party property damage matters. As well, Ted is regularly asked by clients to provide coverage opinions in relation to automobile, homeowner, CGL, and professional liability policies. Ted also organizes ROKTOBERFEST which is a fundraiser for charitable causes that showcases the musical talents of the Hamilton bar and insurance industry. Save the date! October 11, 2024.

SEMINAR

C

11:15 AM - 12:15 PM

How to Use Structures to Help Settle AB and Tort Claims at Mediation

Location

Room 104 D

Presented by: Phil R Thorpe, McKellar Structured Settlements

Rohit Trivedi – Executive General Adjuster – Liability, Allianz Commercial

Ivan Luxenberg - Malach Fidler Sugar + Luxenberg

Brent McQuestion B.A., M.A., J.D. – The Morris Law Group

Structures continue to be the gold standard for valuing Accident Benefit claims and providing tax-free paycheques to injured clients. In tort claims, they help bridge the gap by eliminating tax gross-up due to tax-free payments and preserving other valuable income-tested benefits. Do not underestimate the power of structures in creating a total cash flow that can't be matched by other investments.



Phil R Thorpe

Phil has a high level of technical expertise in the area of Accident Benefits and has been involved with structured settlements since 1994.

Before joining McKellar in 2006, Phil spent 19 years with Co-operators General Insurance Company.

Phil's casualty background and expertise in structured settlements makes him well suited for attendance at mediations and settlement meetings. His forthright manner and ease with figures has been of benefit in helping injured plaintiffs understand the value of structured settlements.

In addition, Phil has conducted many training sessions dealing with Accident Benefits and regularly conducts structured settlement training seminars. He is also a member of McKellar's Marketing and Management Committees.

When he's not working, Phil looks forward to his family vacations around the globe with his two children, and lovely wife, Suzanne.



Rohit Trivedi

Rohit joined the Allianz Claims team as Executive General Adjuster with thirty plus years of claims experience throughout North America and internationally, managing highly complex claims for GL, Excess, Umbrella, Auto and EIL risks.

He has a proven track record in providing the vision, functional leadership, and technical expertise to establish and build valuable business networks with Brokers and MGAs. He has several professional designations, including two Fellowship Majors with the Insurance Institute of Canada.

Rohit has been awarded the prestigious Fellow of Distinction Award by the Insurance Institute of Ontario's CIP Society for demonstrating excellence in the P&C industry, including areas of strategy, leadership, financial and enterprise risk management.

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Ivan Luxenberg

Ivan Luxenberg is a partner at Malach Fidler Sugar + Luxenberg LLP. He was called to the Ontario Bar in 1983. As a litigator, his practice was primarily focused on insurance and personal injury matters on behalf of insurers and Plaintiffs. He made the decision to become a full time mediator in 2010 and enjoys helping resolve disputes involving SABS, tort, LTD, employment, medical malpractice and other personal injury matters.

Ivan has a unique style of mediating and is known for his sense of humour and extensive collection of props. He also throws some stoicism into the mix.

In addition to mediating, Ivan also speaks at various conferences and provides guest lectures at Osgoode Hall.

When he's not mediating, Ivan enjoys drumming and performing at various gigs with his bands, as well as spending time with his wife and four kids (2 human, 2 canine).



Brent McQuestion

Brent McQuestion articulated with The Morris Law Group and joined the firm as an associate following his call to the Ontario Bar in 2014. Brent practices exclusively in plaintiff civil litigation, with a strong focus on accident benefits, as well as claims resulting from auto accidents, slip and falls, and disability insurance claims.

Brent received an Honours Bachelor of Sociology degree from McMaster University, a Master of Arts degree from the University of Guelph, and his Juris Doctor degree from the University of Western Ontario. Brent is a member of the Ontario Trial Lawyers Association, Hamilton Law Association and Hamilton Medical-Legal Society.

SEMINAR

11:15 AM - 12:15 PM

Location

D

Room 104 A

Arson

Presented by: Mazen Habash P.Eng, Origin and Cause
Clive Hubbard, Fire Investigator for the Office of the Fire Marshal
Mike Bottan, CIP, CFEI Crawford & Company (Canada) Inc.

A panel discussion with a Fire Investigator for the Office of the Fire Marshal and Private Fire Investigator where they will discuss the key differences in their roles and responsibilities then they will answer all of your burning questions.

Mazen Habash



Mazen is the president of Origin and Cause and specializes in fire investigation, electrical and electronic failures, product liability and alarm system analysis. With over 38 years of experience in the industry, he has performed over 3,600 fire, product liability and alarm system investigations. Mazen is a licensed professional engineer and designated consulting engineer, and has qualified as an expert witness in both civil and criminal courts in four Canadian provinces and in the Commonwealth of Massachusetts, USA. He is also certified at two levels by the Canadian Alarm and Security Association as an alarm technician.

Clive Hubbard



Clive Hubbard has been employed as a certified fire and explosion investigator (CFEI) by the Office of the Fire Marshal (OFM) in Ontario since December of 2013. During his time with the OFM he has investigated over 350 fires and explosions. Clive has been qualified as an expert in the origin, cause and circumstance of fires and explosions in both the Ontario and Superior Court of Justice in Ontario. Prior to joining the OFM Clive enjoyed a full career with the Halton Regional Police Service spending time in uniform, criminal investigations, and intelligence.

Michael A. Bottan



Michael A. Bottan CIP, CFEI Currently manages the GTA North and Northern Hub of offices with Crawford and Company. Starting his independent Adjusting Career, with Adjusters Canada Inc, in 1990. Mike is a graduate of the ATF fire investigation program in Brunswick Georgia, along with the Crawford emerging leaders' program. Mike practices large loss adjusting, specializing in fire loss investigations. He has provided evidence at trial and led investigative teams through all lines of claims.

SEMINAR

E

1:30 - 2:30 PM

Finding Wellness Through Compassion In partnership with FIHT

Presented by: Tammie Kip

Location

Room 104 A

Welcome to “Finding Wellness Through Compassion”, a transformative seminar designed to guide you on a journey to personal well-being by embracing the powerful force of compassion. During this seminar, we will embark on a holistic exploration of wellness, delving into the profound connection between self-compassion and the impact of compassion on your overall well-being - mentally, emotionally and socially. During our time together, we will explore:

- **The difference between sympathy, empathy and compassion.**
- **Why self-compassion is so important to our mental well-being.**
- **The three pillars of compassion and the things that get in our way.**
- **What compassion looks, sounds and feels like.**
- **The benefits of infusing more compassion into our lives.**



Tammie Kip, is a distinguished Insurance leader, published author and a passionate mental health advocate with 28+ years in the insurance, education, and not-for-profit sectors. Tammie has proven success in the realms of claims, digital transformation, strategic and innovative leadership, as well as mentoring and training. As the 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.

Past recipient of the CIP Society Emerging Leader Award and noted one of the Top 35 Most Influential Women in Insurance by Insurance Business Canada, Tammie is renowned for her leadership excellence and contributions to industry growth.

Tammie currently serves as Chair of the Ethics Committee for the IIC and recently co-Founded a not-for-profit mental health organization, aiming to bridge the gap between people and mental health services while fostering a sense of community. Tammie’s legacy includes past roles as Past President and Board Member of the Jennifer Ashleigh Childrens Charity and the Ontario Insurance Adjusters Association, underscoring her enduring commitment to influential leadership and community service.

SEMINAR

F

1:30 - 2:30 PM

Panel discussion in partnership with CABIP and LINK.

Location

Room 104 D

Adjusting for Cultural and Lifestyle Needs of Underserved Communities.

A panel of speakers from CABIP and LINK will explore the following; Are we pivoting our claims adjusting practices to address the cultural and lifestyle needs of underserved / underrepresented communities?



Khadisha Thornhill, CIP, TD Insurance

With a career spanning over 27 years in the insurance industry, Khadisha Thornhill embarked on this journey in May 1997 as a personal lines insurance broker. However, in the year 2000, a pivotal moment led to her recruitment into a national claims call center, marking the beginning of an eventual transition into the dynamic role of a claims specialist.

Over the course of her career, she’s navigated diverse casualty claims environments, starting with a prominent independent adjusting firm. This journey led to a role at a niche specialty risk insurer where she honed her skills, evolving into a senior litigation specialist while simultaneously earning recognition as an award-winning instructor for the Insurance Institute’s GTA Chapter in 2009.

In 2011, she seized an opportunity to contribute her expertise at TD Insurance/Meloche Monnex, initially as a senior bodily injury advisor. After two years, she was handpicked to join the Major Claims Technical Team as a Specialist, a role that has captivated and fueled her professional passion ever since.

Embracing the wisdom gained from a career in risk management she understands that perfection is elusive in this field. She's found satisfaction in the variety of roles undertaken, cherishing the privilege of continuous growth and anticipating the exciting prospects that lie ahead.

Before attaining her Chartered Insurance Professional Designation, she held RIBO and adjuster's licenses across various provinces. During her downtime, she's pursued diverse interests, obtaining certification as a spin instructor and dedicating time to coach her son's flag football team for several rewarding years. Currently, she channels her trainer expertise into the adult-use and medical cannabis space, serving as an educator.

Her multifaceted journey reflects a commitment to excellence, a passion for continuous learning, and an eagerness for the future chapters yet to be written.



Dave Dhillon, Clyde & Co Canada LLP

Dave is an experienced cybersecurity and insurance lawyer and advises insurers, commercial clients and healthcare units on their privacy and regulatory obligations following a cyber incident.

As part of his cybersecurity practice, Dave acts as breach counsel to provide immediate incident response advice while moving quickly to mitigate any potential business income losses. He works closely with commercial clients and insurers to achieve best outcomes for both.

Dave also provides coverage advice and defence to insurer clients in the financial and professional lines. He regularly works on matters involving liability of directors and officers, insurance brokers, architects and engineers, lawyers and accountants. He is also asked to provide advice on insurance policy wordings in these areas.

Called to the Bar in 2015, Dave has a B.A. from Simon Fraser University (Honours Degree. 2010), and a J.D. from the Schulich School of Law at Dalhousie University (2014).

He is proudly a founding Co-Chair of Link Canada (the 2SLGBTQ+ Insurance Networking Group).



Christopher Aloussis

Christopher Aloussis (He/Him) is an insurance professional specializing in Cyber Liability and Professional Liability. Having worked for insurance companies, MGA's, brokerages both national and independent. Christopher brings with him a deep respect towards the role the claims handling process. Being a broker, Christopher understands the broker's role in helping to create a smooth claims process and the importance of advocating for the client. This past year along with other members, Christopher participated in founding the Canadian chapter of Link: 2SLGBTQ+ Insurance Network. Link Canada is dedicated to helping bring DEI education, hiring practices and inclusive networking events to the Canadian Insurance Industry. Christopher is dedicated to bringing the message that understanding the challenges and complexities which different communities have will help create a greater impact in the claims handling process.



Moderator: Joel Bobb, HDI Global Specialty SE - Canada

Joel's background is in compensation analytics, however he migrated to Canada and was fortunate enough to get his first exposure to insurance in 2017 working at Desjardins in the operations department. In 2018 he moved to Intact Insurance where he continued in operations before becoming an Accident Benefits Adjuster. During this time, he completed his CIP designation while also participating in multiple projects geared towards making the claims process more efficient for customers and employees alike. In 2021 Joel became a liability adjuster, handling a combination of Auto and Commercial General Liability claims. In December 2022 he joined HDI Global Specialty SE's claims department and has quickly established himself as a reliable resource to his peers and colleagues within the industry. This is evident by his involvement as an ambassador for the Young Insurance Professionals of Toronto, a volunteer for Canadian Association for Black Insurance Professionals and most recently being elected as a Toronto Delegate for the Ontario Insurance Adjusters Association.



Darcie Daines, SVP, Claims - HUB International

In the insurance industry for over 20 years, Darcie has spent most of that with HUB International. Her areas of practice have encompassed Underwriting, Service Management, Quality Assurance, and Claims. Darcie started as an auto claims adjuster with The Personal/CIBC Insurance in 1999. She was promoted to After Hours Call Centre Team Leader for the National Claims Centre and then recruited by HUB International Ontario Limited to work with their in-house claims team. Upon joining HUB, she also handled property claims adjustment. Darcie obtained her Registered Insurance Broker of Ontario license in 2005 and Chartered Insurance Professional designation in 2016. She continued to be promoted within HUB to Underwriting Team Leader, Service Supervisor and Service Manager. Darcie now oversees the Ontario Claims team, primarily based in the Toronto office. Acting as a client advocate in claims scenarios, Darcie is able to assist clients in their greatest time of need. She has received accolades from Personal and Commercial clients alike for the service she has provided them. Darcie is past chair and committee participant for the United Way campaign with HUB, a past President of Business Network International, as well as a volunteer with Ancaster Community Services.