

AB ... A to Z

Accident Benefits ... From Start to Finish

November 24, 2011 - 8:00am - 3:30pm

This is your invitation to attend an ISB-U Education Series Event. This is a series of regularly scheduled training sessions designed to provide professionals with the knowledge and tools they need in conducting claim investigations.

ISB Canada is Canada's largest supplier of source documents and retrieval services to the insurance industry. ISB specializes in providing a single source for the information and documentation required during the claim handling process. ISB is recognized for having extensive in-house experience and expertise in claim handling practices, claim workflow processes, and claim information. ISB is recognized for having extensive in-house experience and expertise in claim handling practices, claim workflow processes, and claim information.

Location: Glencairn Golf Club • 9807 Regional Road 25 • Milton, ON

Cost: \$97

Itinerary

- 8:00 - 9:00** Full Breakfast Buffet
- 9:00 - 10:15** **Andrew Grayson, An Associate of Regan Desjardins LLP**
Discuss EUO Processes and File Preparation.
- 10:15 - 10:30** Break
- 10:30 - 11:45** **Elizabeth Chapman, B.Sc.Kin.CK-Business Development Manager for BTE Technologies**
Functional Ability Testing and Its Roll in AB Injuries.
- 11:45 - 12:15** **Natasha Annett-Lawrence, B.Sc. (hons), MSc.(OT) Reg. (ont) - Director of Operations, Clinical Services at ACCLAIM Ability Management Inc.**
Separating Fact from Fiction: Occupational Therapy Assessments in the Home.
- 12:15 - 1:15** Lunch
- 1:15 - 2:30** **Kadey B.J. Schultz, Partner at Hughes Amys LLP**
The impact of Auto Reform and Everything from Adjusting to Litigation.
- 2:30 - 2:45** Break
- 2:45 - 3:15** **Gino Fiorucci, Chief Executive Officer at ISB Canada**
AB Red Flags and Uncovering the Truth in Documents.
- 3:30** Close

Who Should Attend

- Insurance Adjusters
- Independent Adjusters
- Claim Management
- Insurance Executives
- Special Investigation Unit Personnel
- Insurance Council
- Risk Managers



3 easy ways to register

Online: <http://www.isbc.ca/events/>
Call: Wendy Patton at 905-875-2921
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