

2022 NEIASIU TRAINING SEMINAR & FRAUD EXPO

COURSE DESCRIPTIONS - DAY TWO 5/4/22

PRESENTATION: *Interviewing, Effective & Meaningful Techniques*

PRESENTER: STEVE QUARTINO - CLAIMS ADVANTAGE

SUMMARY:

Interviewing is the most critical stage in any investigative process. This block of instruction will provide useful techniques allowing the investigator to maximize the interviewing process. These techniques have been tested and employed by law enforcement agencies for decades. Whether you are conducting a third-party witness interview or a hostile subject interview, preparing for the process is key to your success.

PRESENTATION: *It's About the Process*

PRESENTER: PAUL MAHONEY, INVESTIGATOR- MAHONEY & ASSOCIATES

SUMMARY:

When determining the origin and cause of a fire, learning the facts and circumstances surrounding the fire, and identifying responsible parties, *it's about the process*. From the initial inspection of the loss site through the investigation, we will discuss the systematic approach to fire investigations in general and arson investigations in particular. We will review the available forensic experts that can assist with the investigation. We will also talk about the classifications or motives for fire setting. Throughout the presentation we will also discuss the investigation as part of the claims process.

PRESENTATION: *Naughty By Nature: How to Recognize and Avoid the "Seven Deadly Ethical Sins"*

PRESENTER: DAVID C. STADOLNIK, ESQ.- LAW OFFICES OF DAVID C. STADOLNIK, LLC

SUMMARY:

Life is full of daily pitfalls, challenges, and temptations. That is true of our professional lives as well. "The Devil made me do it" is no excuse to fall short of our ethical obligations. In this presentation, participants will learn to recognize and avoid the "Seven Deadly Ethical Sins" by

understanding and practicing the Seven Virtues enshrined in the IASIU Rules of Ethics. Practical examples of “Ethical Fails” and “Virtuous Victories” will be drawn from popular films, literature, and media.

PRESENTATION: *Rental and Used Car Scams: Your Policies At Risk*

PRESENTER: TIMOTHY TAPPLY, ESQ.- BRAND & TAPPLY, LLC

SUMMARY:

Recently a rash of claims have been presented for damage to rental vehicles and used vehicles for sale. Claims are also being presented by rental car companies for damage to their vehicles months after an insured rented a vehicle. Detailed investigation has found the cars were never in the claimed accidents, the claimed accidents never occurred, and these companies are using persons with personal auto policies to stage the collisions and then present the claims. This training will review case examples and the investigation strategies used to identify these growing trends.

PRESENTATION: *Understanding Remote Surveillance*

PRESENTER: DANIEL READING, PMP, VICE PRESIDENT-COVENTBRIDGE GROUP

SUMMARY:

Overview on legality, benefits of remote and conventional surveillance, Approaches to remote surveillance (e.g., mounting a camera vs. camera hidden within a parked vehicle). When should you attempt remote surveillance (when should it be avoided). Step by step breakdown of remote surveillance process including deployment, monitoring, etc.

PRESENTATION: *Vehicle Reconstruction Technology*

PRESENTER: BRENDAN MCLAUGHLIN, ACCIDENT RECONSTRUCTIONIST, ACTAR -RIMKUS CONSULTING GROUP, INC.

SUMMARY:

Vehicle Accident Reconstruction Technology is one-hour course designed to inform attendees of new accident investigation and reconstruction technology and techniques. The presentation examines vehicle “black boxes,” exterior hood airbag systems, infotainment software, key fob downloads, drones, and photogrammetry.

PRESENTATION: *Prescription Drugs, Surgical Clearance and UDT: What You Need to Know*

PRESENTERS: ATTORNEY SHAUNA SULLIVAN KING and ATTORNEY HUGH C.M. BRADY of KTM: KING, TILDEN, MCETTRICK & BRINK, P.C.

SUMMARY:

The presentation will focus on emerging trends in the submission of prescription drugs, surgical clearance, and associated urine drug testing (“UTD”). Topics to be covered include letters of medical necessity, pricing, reimbursement rates, confirmatory testing, conservative treatment and alternatives. The presentation will provide a high-level explanation regarding considerations in claim review involving prescription drugs and UDT.

PRESENTATION: *Legal Update-Emerging Legal Issues in Fraud Fighting*

PANEL: FRANK SZTUK - DELTA GROUP; ADAM BRAND, ESQ.- BRAND & TAPPLY, LLC; JACK PARENTEAU ESQ., - PARENTEAU & O’HARA, P.C.; JEFFREY RAPATTONI, ESQ.- MARSHALL DENNEHEY; GLENDA H. GANEM, ESQ. - MCGOVERN, HOUSTON & GANEM, P.C.

SUMMARY:

This program will present a panel discussion with three notable fraud defense attorneys surrounding the current legal and legislative landscape in the fight against insurance fraud. The panel will explore the current and emerging case law, regulations and statutes that the SIU community will be seeing as the fight against fraud continues.

PRESENTATION: *Body Shop & Odometer Fraud*

PRESENTER: JASON KELLER, SPECIAL INVESTIGATOR- FARM BUREAU INSURANCE OF MICHIGAN

SUMMARY:

During this presentation, we will be looking at how unscrupulous body shop manipulate claims in order to line their pockets with insurance money by enhancing damage, shoddy repairs and falsifying documents. We will also show the tools that can be used to combat this fraud, including

State Law. In addition, we will be reviewing what a “lease return specialist” shop does, including odometer rollbacks and presenting false collisions in order to submit a claim for repairs prior to lease turn in.

PRESENTATION: *COVID – Not Just a Medical Issue*

PRESENTER: MARK HUARD, FCLS, CIFI, SPECIAL AGENT-NICB

SUMMARY:

The focus of this class will discuss how the COVID pandemic has affected the insurance industry with an increase in vehicle related crimes; thefts, wheels and tires, and catalytic converters, as well as what the CHIP shortage has done to the auto sales industry. We will discuss the importance of documenting these claims for intelligence purposes in order to track the activity and the regions that it affects. This intelligence will be used to assist with resource requests for both the insurance industry and law enforcement in battling these types of crimes.

PRESENTATION: *Mobile Phones & Apps: Evidence Hiding Behind Every Swipe*

**PRESENTER: JOE STEPHENSON, DIRECTOR OF DIGITAL INTELLIGENCE- -
INTERTEL, INC.**

SUMMARY:

How many of you spend an entire day away from your phone? Do you panic when you can't find it? It's likely one of the top things you make sure you have before you leave the house, right? So why is it that we don't ask people to see their phones during investigations? Much like your own insurance policy, I bet you've never taken the time to look through it to understand what's there. But don't worry, you are about to. A mobile phone is a plethora of information, containing all kinds of data on where you've been, what you've purchased, and how you communicate. This presentation will show you how to find important data on a mobile device, from location information to search histories, to receipts. How you can use it to recreate a contents list for a fire, or verify the condition of a vehicle. We will also discuss privacy issues, records requests, and why just looking at someone's apps alone could redefine the questions you ask in an interview or EUO.

PRESENTATION: *Informant Work in Medical Fraud*

**PRESENTERS: Bonnie Parenteau, RN and Brendhan Harris, Chief Fraud Investigator
New Hampshire Insurance Department; Tammy Noves Renkowitz, attorney/SIU Medical
Specialist hanover insurance GROUP.**

SUMMARY:

How many times have you heard people say they'd be good as undercover agents? On medical fraud cases it's complicated. This presentation will show how to find details, facts and missing information for successful undercover operations.

PRESENTATION: *The Strike of Lightning: Fact V.. Fiction*

PRESENTER: PAUL MULLIN, PE CEFI- ENVISTA FORENSICS

SUMMARY:

Summer storms can cause lightning strikes and lightning strikes can cause damages to electrical systems. Contrary to what people typically think, lightning is much more complex and may not directly harm electrical systems and, in many cases, is not the cause of damages. During this fact vs. fiction discussion, attendees will learn what to look for and the differences between lightning damage from the surrounding area, typical wear and tear, and a direct strike. The presenter will discuss common systems affected such as HVAC, telecom, computers, smart home systems, security systems, and more. Following the discussion, attendees will be able to use this information to help understand the likely cause of the damage.