

# Don't Miss WIND in Texas!



## Windstorm Insurance Network Texas Symposium

A one-day educational seminar on the current issues  
affecting windstorm claims handling



**April 2, 2009**

**Hilton Hobby  
Airport Hotel  
Houston, Texas**



## **Don't Miss the WIND Texas Symposium** **April 2, 2009 • Hilton Hobby Airport Hotel • Houston, Texas**

Join professionals from all segments of the property insurance industry as they address the impact of the past hurricane seasons and important windstorm claims issues in Texas.

The Windstorm Insurance Network Texas Symposium will provide an opportunity for professionals from many disciplines to discuss and educate themselves on a variety of subjects important to those engaged in windstorm insurance claims.

Industry-related hot topics will be offered to give you a chance to earn valuable continuing education credits for the state of Texas (adjuster and attorney) and the state of Florida (adjuster).

For the first time, WIND's Umpire Certification program will be taught in Texas. Many other educational and informative windstorm claims issues will be discussed at the general sessions and breakouts.

Don't miss keynote speaker, meteorologist Jim Cantore, as he details his coverage of the recent hurricane season and the aftermath of Hurricane Ike.

Register today for this one-day educational seminar on the current issues affecting windstorm claims handling, in addition to earning CE credits and the opportunity to network with industry professionals!

Register online today  
at [www.windnetwork.com](http://www.windnetwork.com)  
or call 813.988.0737

**WIND Texas  
Symposium**  
**April 2, 2009**  
**Hilton Hobby Airport**  
**Houston, Texas**



## WIND Texas Symposium Program Agenda

- 7:30am**                    **Registration**
- 8:30am**                    **Welcome**  
WIND President, Art Newman, Belfor USA
- 8:45am**                    **A History of WIND/Umpire Certification Program**  
Janet L. Brown, Esquire  
Boehm, Brown, Fischer, Harwood, Kelly & Scheihing, PA
- 9 - 10 am**                **General Session/Keynote Speaker**  
Meteorologist Jim Cantore
- 10 - 10:15am**           **Networking Break**
- 10:15 - 10:45am**      **General Session**  
**Overview of the 2008 Hurricane Season and Expectations for 2009**  
Lance Wood, National Weather Service  
Houston/Galveston, Texas
- 10:45 - 11:45am**      **General Session**  
**Dealing With Code Issues and Policies**  
Steve Pate, Esquire, Fulbright & Jaworski L.L.P.  
Houston, Texas
- 12 - 1:15pm**            **Networking Lunch**
- 1:15 - 3pm**              **Breakout Sessions**
- 3 - 3:15pm**              **Networking Break**
- 3:15 - 5pm**              **Breakout Sessions**
- 5pm**                        **Conclusion**



**Keynote Speaker**  
**Jim Cantore**

Jim Cantore is one of the most recognized faces in weather today. When he shows up, you know the weather is going to get interesting. Jim's passion for field reporting during extreme weather events is well known among television viewers. Whether it's "thunder snow," an ice storm, tornado chasing or a category 5 hurricane, there is no place Jim would rather be than right in the "eye of the storm." Jim will present his coverage of the recent hurricane season and the aftermath of Hurricane Ike.

# WIND Texas Symposium Break Out Sessions

CE credits have been applied for Texas adjusters and attorneys and Florida adjusters.

**Update 3/23/09:** State of Texas adjusters have been approved (7 CE (2 Ethics/CP and 5 General). TX Bar is approved for 4.5 MCLE; State of Florida adjuster credits have been approved (LAW - Up to 5 CE Credits, OPTIONAL - Up to 4 CE Credits, ETHICS - Up to 2 CE Credits...for a possible total of 7 hours)

## Appraisal Issues

This workshop includes an overview of several cases on appraisal and discussions of recent decisions and their impact on the appraisal world. Issues such as the definition of appraisal and what is a coverage question will be addressed.

*Faculty: Bill Berk, Berk, Merchant, & Sims, PLC; Shawn Hall, Calibrated Insurance Services, LLC*

Offering(s): 1:15-3pm and 3:15-5pm

## Words Matter: Effective Communication Strategies to Avoid Costly Mistakes

This workshop will focus on successful communication skills and strategies in the age of electronic discovery. A review of the law that you need to know in order to communicate effectively and maximize your productivity and profitability.

*Faculty: Donna DeVaney, Merlin Law Group, P.A.; Jon Held, J.S. Held, Inc.; Guy "Sandy" Burnette, Guy E. Burnette, Jr. P. A.; Charles R. "Dick" Tutwiler, Charles R. Tutwiler & Associates, Inc.*

Offering(s): 3:15-5pm

## The Texas Insurance Statutes: Bad Faith and Other Issues

This workshop explores the impact of the Texas consumer protection statutes on insurance cases. Specific topics will include unfair settlement practices, the Deceptive Trade Practices Act, and the current status of bad faith law.

*Faculty: Tina Nicholson, Merlin Law Group, P.A.; David Winter, Zelle Hoffmann Voelbel & Mason; Shannon O'Malley, Zelle Hoffmann Voelbel & Mason; Charles Dale, Jansen International, LLC.*

Offering(s): 3:15-5pm

## Wind vs. Wave

This workshop will focus on the basics of how wind and water affect a building in a hurricane. Topics will include storm surge and how hurricane winds and water are generated from a meteorologist point of view. Examples will be presented on what wind damage and water damage would look like to a building from an engineering point of view. A discussion of proof issues at trial will be included.

*Faculty: Tim Marshall, Haag Engineering; Susan B. Harwood, Boehm, Brown, Fischer, Harwood, Kelly & Scheihing, P.A.; John Minor, Complete General Contractors, Inc.*

Offering(s): 1:15-3pm and 3:15-5pm

## WIND Umpire Certification

This workshop will provide the necessary certification to anyone who wishes to be included in the Windstorm Insurance Network Umpire Directory. The first segment will focus on ethics and professionalism as an umpire in the appraisal process. Case law will be the subject of the second segment. The final segment will address forms and awards.

*Faculty: Janet L. Brown, Boehm, Brown, Fischer, Harwood, Kelly & Scheihing, P.A.; John Voelpel, Voelpel Claim Service; Jon Doan, Claims Consulting Group; Dick Tutwiler, Charles R. Tutwiler and Associates; Javier Delgado, Merlin Law Group*

REQUIREMENTS: Space is limited to the first 50 registrants.

There is a mandatory \$100 fee for inclusion in the 2009 WIND Umpire Directory.

Offering(s): 1:15-5pm (Double-Session: Part 1 and Part 2 MUST be taken together)

CE credits have been applied  
for Texas adjusters and  
attorneys and Florida adjusters.

# WIND Texas Symposium Registration Information

April 2, 2009 • Hilton Hobby Airport Hotel • Houston, Texas

Register online at [www.windnetwork.com](http://www.windnetwork.com)

## 1. REGISTRANT INFORMATION (one form per registrant)

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

Badge Name \_\_\_\_\_

Company \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

Email address required; registration confirmations will be sent via email.

## 2. PROFESSIONAL DESIGNATION (please check)

- |   |   |
|---|---|
| <input type="checkbox"/> Insurance Company      | <input type="checkbox"/> Agent                |
| <input type="checkbox"/> Appraiser/Umpire       | <input type="checkbox"/> Consultant           |
| <input type="checkbox"/> Attorney               | <input type="checkbox"/> Accountant           |
| <input type="checkbox"/> Contractor/Restoration | <input type="checkbox"/> Underwriter          |
| <input type="checkbox"/> Government             | <input type="checkbox"/> Independent Adjuster |
| <input type="checkbox"/> Staff Adjuster         | <input type="checkbox"/> Public Adjuster      |
| <input type="checkbox"/> Engineer               | <input type="checkbox"/> Vendor               |
| <input type="checkbox"/> Other Occupation _____ |   |

## 3. WORKSHOP SELECTIONS Please check your break out session selections:

- |  |                                   |
|--|-----------------------------------|
| <input type="checkbox"/> WIND Umpire Certification | 1:15 - 5pm (Double Session Class) |
| <input type="checkbox"/> Appraisal Issues          | 1:15 - 3pm                        |
| <input type="checkbox"/> Wind vs. Wave             | 1:15 - 3pm                        |
| <input type="checkbox"/> Appraisal Issues          | 3:15 - 5pm                        |
| <input type="checkbox"/> Texas Statutes/Bad Faith  | 3:15 - 5pm                        |
| <input type="checkbox"/> Wind vs. Wave             | 3:15 - 5pm                        |
| <input type="checkbox"/> Words Matter              | 3:15 - 5pm                        |

## 4. REGISTRATION FEES

- Early: \$125 (by March 20, 2009)
- Regular: \$150
- Walk-In: \$175

## 5. HOTEL INFORMATION

**Hilton Houston Hobby Airport**  
**8181 Airport Boulevard • Houston, TX 77061**  
**Phone: 713.645.3000 • Fax: 713.645.2251**

Room rates start at \$129. Be sure to say that you are with the Windstorm Insurance Network to receive the discounted room rate. Book your room today; the room block may sell out weeks in advance. This room rate is good through March 18, 2009 or until the room block is filled

## 6. PAYMENT AND MAILING INFORMATION

- Total Payment \_\_\_\_\_
- Check (payable to Windstorm Insurance Network, Inc., Tax ID #59-3604274)

Check payments must be received by March 20, 2009.

- Mastercard
- Visa
- AMEX

Card \_\_\_\_\_  
(last 3 digits on back of MC and VISA, front 4 digits on AMEX)

Exp. Date \_\_\_\_\_ Auth. Code \_\_\_\_\_

Billing Address \_\_\_\_\_

Name \_\_\_\_\_

Signature \_\_\_\_\_

### Fax/mail forms and payment to:

**2009 WIND Texas Symposium**  
**c/o Meeting Management Group**  
**11812 N 56th Street**  
**Tampa, FL 33617**  
**Fax: 813.988.5837**

## 7. FOR MORE INFORMATION

Contact WIND's meeting planner, MMG, at 813.988.0737 or [meetingplanner@windnetwork.com](mailto:meetingplanner@windnetwork.com). Visit us online at [www.windnetwork.com](http://www.windnetwork.com) or [www.windconference.com](http://www.windconference.com)

Register online at  
[www.windnetwork.com](http://www.windnetwork.com)



# WIND Texas Symposium Sponsorship Opportunities

Company Name \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Company Website \_\_\_\_\_ Co. Email \_\_\_\_\_

Contact Name \_\_\_\_\_ Email \_\_\_\_\_

### \$250 Sponsor Category Benefits:

- Company name and logo in conference materials
- Attendee Roster

### Event Sponsorship Benefits:

- Company name and website link on WIND website
- Company name and logo in conference materials
- Company signage at sponsored event
- Attendee Roster

### Select A Sponsorship:

- \$250 Sponsorship
- Morning Break, \$500
- Networking Lunch, \$1,500
- Afternoon Break, \$500

Please note: Sponsorships are not exclusive per event. Multiple companies may sponsor each conference event. For additional information, please contact our meeting planner, MMG, at 813.988.0737 or [meetingplanner@windnetwork.com](mailto:meetingplanner@windnetwork.com).

### Payment Information

Check (payable to Windstorm Insurance Network, Inc., Tax ID #59-3604274)     Mastercard     Visa     AMEX  
Card \_\_\_\_\_ Exp. Date \_\_\_\_\_ Auth. Code \_\_\_\_\_ (last 3 digits on back of MC and VISA, front 4 digits on AMEX)

Billing Address \_\_\_\_\_

Name \_\_\_\_\_ Signature \_\_\_\_\_

Fax your completed form to 813.988.5837 or email to [meetingplanner@windnetwork.com](mailto:meetingplanner@windnetwork.com).  
*Check payments must be received by March 20, 2009.*

Send payment to  
**2009 WIND Texas Symposium**  
**c/o Meeting Management Group**  
**11812 N 56th Street**  
**Tampa, FL 33617**

Questions? Please contact WIND's meeting planner, MMG, at 813.988.0737 or at [meetingplanner@windnetwork.com](mailto:meetingplanner@windnetwork.com).



## Thanks to Our Current Sponsors



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Opportunities Available.

Questions? Please contact WIND's  
meeting planner, MMG,  
at 813.988.0737 or at  
meetingplanner@windnetwork.com.

# Windstorm Insurance Network, Inc.

## Celebrating 10 Years of Educating the Windstorm Claims Industry

### A Look Back: 1999 to Present

Windstorm Insurance Network, Inc. (WIND) is the only professional organization exclusively dedicated to educating its members on issues of significance to the insurance industry and related professional fields, arising from windstorms and wind related natural disasters. WIND's mission is to offer insight and education to individuals and groups employed or otherwise involved in all aspects of property insurance claims.

Created in September 1999, WIND is an effective vehicle for professionals to familiarize themselves with critical issues related to wind insurance claims and to remain current and knowledgeable on developments and trends in this ever-changing industry.

### Educating and Informing the Industry

WIND originated from the perceived need for education and training in dealing with insurance issues arising from Florida's hurricanes. From that initial concern, the idea grew to create an educational organization to address similar interests shared by other industry practitioners. The targeted group includes those responsible for adjusting, sales, marketing, and underwriting of windstorm coverages, as well those persons whose employment and professional responsibilities are directed toward windstorm insurance issues.

In its inaugural year, WIND's Board of Directors consisted of 14 officers and board members from a diverse list of professional backgrounds in the insurance company, accounting, adjusting, agency, engineering, legal, reinsurance, residual market, and scientific communities. WIND's membership consisted of more than 200 professionals. As WIND developed, the idea grew and evolved into offering a first-class conference to educate insurance professionals from all professional representations.

### Bringing Windstorm Claims Professionals Together

The inaugural Windstorm Insurance Conference was held in February 2000 in Orlando. Offering a line-up of keynote speakers, professional development workshops, continuing education credits, evening receptions, a vendor trade show, and golf tournament, the conference drew nearly 400 professionals. From the outcome of the first WIND conference, it was evident that there was a clear demand for a discussion forum to address windstorm insurance issues from a variety of industry perspectives.

In 2003, the WIND Umpire Directory and WIND Umpire Certification Program were launched. Recognizing an industry need for a compilation of competent umpires in insurance appraisal matters, the umpire directory was introduced at the 2004 annual conference. The certification program, which is mandatory for WIND umpire directory applicants, has been taught to hundreds of professionals since the first class in 2003. As all umpires must adhere to important guidelines, a code of ethics written and adopted by WIND, and frequent certification renewal, the WIND Umpire Directory and Umpire Certification Program have quickly become an invaluable tool for professionals.

### Advancing Members' Knowledge Through Education, Networking, and Professionalism

Today, WIND boasts a sizeable membership with more than 1,000 professionals from across the nation and an impressive group of officers and board members. The annual Windstorm Insurance Conference attracts more than 1,000 attendees from across the United States, Canada, and Great Britain for three days of professional development and networking opportunities.

As it begins its second decade, long-range planning goals have been put into place to continue to grow and foster WIND as a premier educational association for windstorm insurance professionals.

### Windstorm Insurance Network, Inc.

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Email: [info@windnetwork.com](mailto:info@windnetwork.com)

Visit us online

[www.windnetwork.com](http://www.windnetwork.com)

[www.windconference.com](http://www.windconference.com)