

## 'Coffee & Conversation' Seminars

The Insurance Institute of Nova Scotia and the Insurance Brokers Association of Nova Scotia are pleased to offer you the following seminar as part of our 'Coffee & Conversation' series.

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### Role Play: Restoration versus Adjusters

**Date:** Friday, May 27, 2016

**Fee:** \$30.00 & HST

**In Person:**

Insurance Institute of Nova Scotia  
Suite 220 – 250 Baker Drive, Dartmouth

**Time:** Registration/Login – 8:45 am

Presentation – 9:00 to 10:30 am AST

**Via Webinar:**

At your computer, login details will be emailed to you

**Note: Webinar registrations are 'per person'**

During this seminar our speakers will walk you through a typical claim; from when it is first reported to when it closes. Roles and accountabilities of both the adjuster and restoration expert will be discussed along with the use of experts and technology in the claims process. They will also review various types of losses and how the claims process varies based on the type of loss. Learning outcomes include:

- Define responsibilities of both the adjuster and restoration expert
- Understand the claims process from each point of view
- Better understand how key the adjuster's role is to the seamless outcome of the restoration project
- Real life examples and scenarios

**Who should attend?**

Brokers, underwriters and adjusters, and anyone else looking for a better understanding of these roles.

**Speakers:**

*Tina Doane, SystemCare Cleaning & Restoration*

Tina started in the industry at a brokerage, but very quickly moved into claims where she found her passion to be in the field. She spent 20 years as a property Field Adjuster before changing careers in 2012 and becoming Business Development Manager for SystemCare Cleaning & Restoration.

*Ken Connors, FCIP, Economical Insurance*

Ken has worked for both independent adjusters and insurers as a field adjuster for the past 31 years. He briefly came off the road and worked as a claims supervisor for a few years but soon realized that field adjusting was best for him. Except for a four-year stint in Saint John, NB, he has remained in Halifax his entire career.

Coffee & Conversation seminars include breakfast snacks and refreshments.

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**Insurance Brokers Association of Nova Scotia**

380 Bedford Highway  
Halifax, NS B3M 2L4  
E-mail: [keri@ibans.com](mailto:keri@ibans.com)  
Phone: 902-876-0526, Fax: 902-876-0527  
Website: [www.ibans.com](http://www.ibans.com)

**Insurance Institute of Nova Scotia**

250 Baker Drive, Suite 220  
Dartmouth, NS B2W 6L4  
E-mail: [IINSmail@insuranceinstitute.ca](mailto:IINSmail@insuranceinstitute.ca)  
Phone: 902-433-0070, Fax: 902-433-0072  
Website: [www.insuranceinstitute.ca/NovaScotia](http://www.insuranceinstitute.ca/NovaScotia)

# Role Play: Restoration versus Adjusters

Friday, May 27, 2016 | 9:00 - 10:30 am

Register Online at

[www.insuranceinstitute.ca/institutes-and-chapters/Nova-Scotia/Seminars.aspx](http://www.insuranceinstitute.ca/institutes-and-chapters/Nova-Scotia/Seminars.aspx)  
or submit the form below.

Format:

In Person

Virtual

Name: \_\_\_\_\_

Company: \_\_\_\_\_ Telephone: \_\_\_\_\_

Address: \_\_\_\_\_

E-mail (for confirmation of registration): \_\_\_\_\_

Fee: \$ 30.00 + HST

Return this form and payment by **May 20, 2016** to:

**Insurance Institute of Nova Scotia**  
220 – 250 Baker Drive, Dartmouth, NS B2W 6L4  
Email to: [IINSmal@insuranceinstitute.ca](mailto:IINSmal@insuranceinstitute.ca)

Make cheques payable to **Insurance Institute of Nova Scotia**

***No cancellations. Substitutions welcome.***

Amount Enclosed: \$ \_\_\_\_\_ Payment: Cheque      VISA      MasterCard      AMEX

Credit Card #: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_

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Website: [www.insuranceinstitute.ca/NovaScotia](http://www.insuranceinstitute.ca/NovaScotia)