

Thursday, May 17, 2018 at The Adobe Conference Centre 343 Preston Street, Ottawa

# FIFTY SHADES OF FRAUD

Presented by Forget Smith and OVAA

## Agenda

**8:30 am Registration**

**9:00 am Opening Remarks**

Marc Smith (Forget Smith), Andrew Lillico (Travelers Canada), and Karen Borovay (Forget Smith).

**9:15 am Panel 1 – Investigating Fraud - Experts**

This panel of experts will speak to issues of fraud that adjusters may face in all lines, including bodily injury, accident benefits, and property. We will hear from an engineer, a forensic accountant, a neuropsychologist, and a police officer about their dealings with fraud, and how they go about their respective investigations to detect and identify fraud. Topics to be addressed will include scene investigation, identifying fraud indicators, implication and benefits of a police investigation, different types of investigations, and test measures in a clinical setting to identify fraud.

**Moderator:** *Karen Borovay* (Forget Smith)

**Panelists:** *Sgt. Dave Christie* (Ottawa Police Service)  
*Joel Turcotte* (CEP)  
*Dr. Catherine Gow*, C. Psych.  
*Kas Rehman* (KPMG)

**10:30 am Coffee Break**

**10:45 am Panel 2 – Identifying Fraud - Adjusters**

This panel of experienced adjusters will speak to the tools they employ to identify fraud across all lines of insurance. The panel will also address what to do once fraud is suspected, including the steps to be taken and best practices to be used. As adjusters, you are often the first to be alerted to the possibility of fraud, and the first to take steps to look into the suspected fraud and deal with it. This panel will be your “how to” and “what to do” in the identification and investigation into fraud.

**Moderator:** *Andrew Lillico* (Travelers Canada)

**Panelists:** *Dan Buch* (ClaimsPro)  
*Jennifer Moulton* (Grenville Mutual Insurance Company)  
*Terry Doherty* (Aviva Canada)  
*Kristi Chatterton* (The Cooperators)

**12:00 pm Lunch - Catered by Thyme & Again Creative Catering**

## 1:00 pm Panel 3 – The Legal Perspective

This panel of lawyers will review the most recent Court and Tribunal decisions and provide their insight on how these decisions may impact some of the cases currently being handled by adjusters. The cases to be reviewed include the following themes: duty to defend, coverage and exclusions, expert evidence, doctrine of emergency, jurisdiction of the Court versus the Licence Appeal Tribunal, threshold motions, mandatory mediation, subrogation and bankruptcy, foreign jurisdiction and accident benefits, summary judgment and much more.

**Moderator:** *Danielle Waechter* (Forget Smith)  
**Panelists:** *Marc Smith* (Forget Smith)  
*Karen Borovay* (Forget Smith)  
*Tara Sweeney* (Soloway Wright LLP)  
*Chelsea Gilder* (Forget Smith)

## 2:30 pm End of Seminar

**Registration is limited.**

To register for this complimentary seminar and lunch, please e-mail Karlyn Giles at [kgiles@forgetsmith.com](mailto:kgiles@forgetsmith.com) no later than May 10, 2018.

*Our complimentary seminar and lunch has been generously sponsored by:*

