



COMPLAINT HANDLING AND REPORTING SCHOOL: **CLOSING THE FEEDBACK LOOP**

GAYLORD RESORT AND CONVENTION CENTER,
NATIONAL HARBOR, MD

July 11-12, 2024

TIME	SESSION	
JULY 11		
12:00 PM - 5:00 PM		Registration
12:55 PM		Welcome: <ul style="list-style-type: none"> Holly Blanchard, Vice President, AICP
1:00 PM - 1:45 PM		Definitions and Terminology Dave Milligan , Compliance Manager, Athene Rona Platt , Retired General Counsel and Head of Compliance, Accelerant
1:45 PM - 2:45 PM		Complaint Analytics and Reporting Holly Blanchard , President - Regulatory Insurance Advisors, LLC Terri Hitchcock , Chief Insurance Officer (CIO), Thimble
2:45 PM - 3:00 PM		Refreshment Break
3:00 PM - 4:00 PM		Regulator Roundtable - What do Regulators Need From Companies Dave Milligan , Compliance Manager, Athene Trinidad Navarro , Delaware Insurance Commissioner
4:15 PM - 5:15 PM		Who Handles Complaint Responses Nancy Campbell , Senior Examiner - Regulatory Insurance Advisors, LLC Rona Platt , Retired General Counsel and Head of Compliance, Accelerant
5:15 PM - 6:15 PM		Opening Reception
JULY 12		
8:30 AM - 9:00 AM		Breakfast
9:00 AM - 10:45 AM		Okay You Got a Complaint - What Now? Terri Hitchcock , Chief Insurance Officer (CIO), Thimble, Dave Milligan , Compliance Manager, Athene
10:45 AM - 11:00 AM		Refreshment Break
11:00 AM - 11:45 AM		Market Conduct Examinations Holly Blanchard , President - Regulatory Insurance Advisors, LLC Rona Platt , Retired General Counsel and Head of Compliance, Accelerant
11:45 AM - 12:30 PM		Complaints as Canaries and Gifts Entire Panel
12:30 PM		Meeting Adjourns



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