



# COMPLAINT HANDLING AND REPORTING SCHOOL: CLOSING THE FEEDBACK LOOP

GAYLORD RESORT AND CONVENTION CENTER,  
NATIONAL HARBOR, MD

July 11-12, 2024

TIME	SESSION	
<b>JULY 11</b>		
12:00 PM - 5:00 PM	<i>Baltimore Pre-Function</i>	<b>Registration</b>
12:55 PM	<i>Baltimore 5</i>	<b>Welcome: Holly Blanchard</b> , Vice President, AICP
1:00 PM - 1:45 PM	<i>Baltimore 5</i>	<b>Definitions and Terminology</b> <b>Dave Milligan</b> , Compliance Manager, Athene <b>Rona Platt</b> , Retired General Counsel and Head of Compliance, Accelerant
1:45 PM - 2:45 PM	<i>Baltimore 5</i>	<b>Complaint Analytics and Reporting</b> <b>Holly Blanchard</b> , President - Regulatory Insurance Advisors, LLC <b>Terri Hitchcock</b> , Chief Insurance Officer (CIO), Thimble
2:45 PM - 3:00 PM		<b>Break</b>
3:00 PM - 4:00 PM	<i>Baltimore 5</i>	<b>Regulator Roundtable - What do Regulators Need From Companies</b> <b>Dave Milligan</b> , Compliance Manager, Athene <b>Trinidad Navarro</b> , Delaware Insurance Commissioner <b>Terri Smith</b> , Director of Life and Health Complaints, Maryland Insurance Administration
4:15 PM - 5:15 PM	<i>Baltimore 5</i>	<b>Who Handles Complaint Responses</b> <b>Nancy Campbell</b> , Senior Examiner - Regulatory Insurance Advisors, LLC <b>Rona Platt</b> , Retired General Counsel and Head of Compliance, Accelerant
5:15 PM - 6:15 PM	<i>Baltimore Pre-Function</i>	<b>Opening Reception</b>
<b>JULY 12</b>		
8:30 AM - 9:00 AM		<b>Breakfast</b>
9:00 AM - 10:45 AM	<i>Baltimore 5</i>	<b>Okay You Got a Complaint - What Now?</b> <b>Terri Hitchcock</b> , Chief Insurance Officer (CIO), Thimble, <b>Dave Milligan</b> , Compliance Manager, Athene
10:45 AM - 11:00 AM		<b>Break</b>
11:00 AM - 11:45 AM	<i>Baltimore 5</i>	<b>Market Conduct Examinations</b> <b>Holly Blanchard</b> , President - Regulatory Insurance Advisors, LLC <b>Rona Platt</b> , Retired General Counsel and Head of Compliance, Accelerant
11:45 AM - 12:30 PM	<i>Baltimore 5</i>	<b>Complaints as Canaries and Gifts: All</b>
12:30 PM		<b>Meeting Adjourns</b>



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