

Conference Comes Full Circle

BY ANN VAN, CONFERENCE SITE DIRECTOR

7TH ANNUAL CLAIMS EDUCATION CONFERENCE

Well, we've come full circle. The first Claims Education Conference took place in Sonoma Valley, and now we return to California Wine Country again for the seventh annual conference. Only this time, we'll be in the Heart of Wine Country - Napa Valley! We had such a great experience at our first conference that we thought it was time to try this area of California again.

Join us at the Meritage Resort and Spa May 8 - 11th, 2012 for a variety of interesting breakout sessions including the special treat of a session within one of the wine caves on the resort property. The Meritage actually has its' own winery and tasting room on the

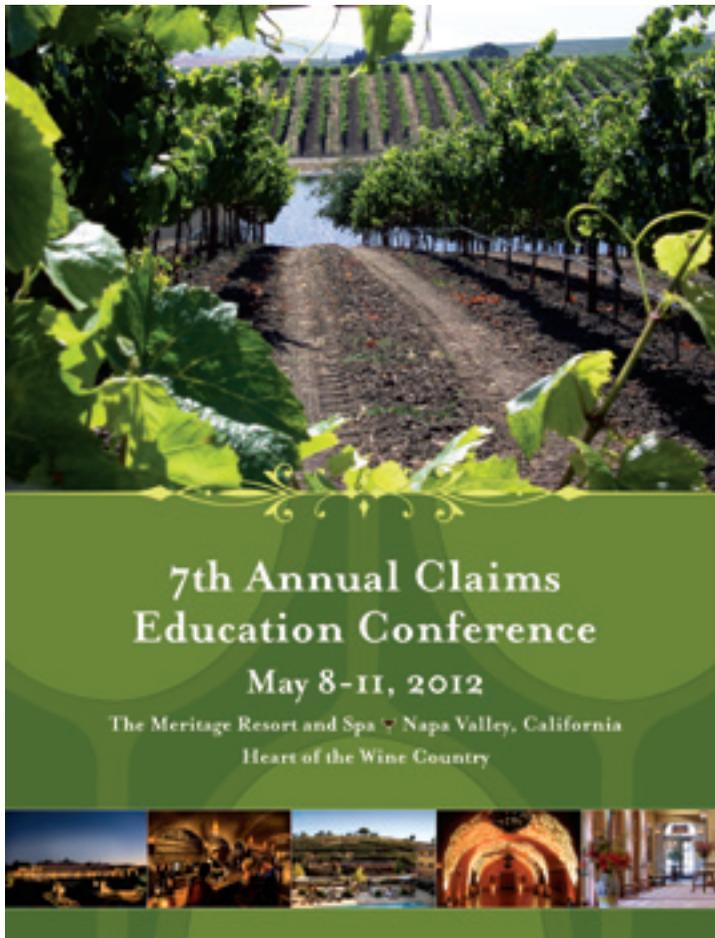
property, so you can be sure we'll have an opportunity to take advantage of the gorgeous setting there, along with other unique trips planned to local wineries, tasting rooms, and top notch restaurants in the region.

ACTIVITIES INCLUDE:

* **NAPA VALLEY WINE TRAIN.** Enjoy wonderful food and exquisite wine while riding in these expertly refurbished 1915 Pullman Cars through the most beautiful parts of Napa Valley.

* **GOLF TOURNAMENT.** Rated by Golf Digest as one of the Best Places to Play, the Chardonnay Golf Course meanders through over 150 acres of Chardonnay and Merlot vineyards and features numerous lakes and creek crossings.

* **NAPA VALLEY BIKE TOUR & LUNCH.** Explore the world of wine beyond the tasting with a guided bike tour taking you along the country roads and into the private vineyards of the famous Oak Knoll and Stags Leap District.



* TASTING & TOURS OF DEL DOTTO CAVE.

Del Dotto Vineyards is a small, family owned winery located in Napa Valley and have opened up their winery to us for barrel tasting and tours.

* HOT AIR BALLOON

RIDES. Let your spirit soar on this one-of-a-kind wine country tour that you'll never forget. Each ride includes pre-flight café and pastry, and a post-landing champagne brunch.

All of this is combined with an array of new sessions designed around requests made by previous conference participants to meet the needs of current claims professionals. The line up for the conference will be innovative and creative, as usual, with breakout sessions including:

- *Social Styles Inventory
- *The 5 Standards of Great Claims Organizations
- *Retention of Customers in a Highly Competitive Environment
- *Risk Management/Claims Review - Product Testing
- *Customer Service and Branding
- *Organizational Assessment
- *StrengthsFinder 2.0
- *Gaining Cooperation
- *Negotiating with Body Shops
- *Lab: Introduction to On-Line Claims Training Programs

All of these new sessions, along with a couple of tried-and-true favorites in the absolutely stunning setting of beautiful Napa Valley, will make this a "can't miss" experience. Come join us. How could you go wrong?

To register or download a free brochure, visit www.ClaimsEducationConference.com. ■