

# Look at this year's Symposium AGENDA!

February 12–13, 2018

Westin South Coast Plaza, Costa Mesa, CA

**Monday & Tuesday**

**Symposium General Session Topics include:**

**We're Working on IT!**, Farzam Afshar, CEO, VeriFacts Automotive; Bruce Bares, CEO, Certified Collision Group

**Love Your Customers**, Kristen Felder, CEO, Collision Hub

**Tomorrow is Today**, Sean Carey, CEO, SCG Management Consulting

**The Real Risks of Not Getting this Right!**, Jim Will, Vice President Insurance Claims, Automobile Club of Southern California & Josiah Drew, Office of General Council of Automobile Club of Southern California

**March Taylor & ACE Awards**, VeriFacts Automotive Team: Gregory Gray, Sr. Vice President of Operations; Bill Romaniello, Director of Operations; Chris Grimm, Technical Coach & Inspector

**Insurance Panel Discussion**, Roger Wright, CEO, Vector Squared; George Avery, Industry Consultant; Chris Sestito, Claims Sr Manager, Safeco Insurance; Gerald Poirier, National Strategy Manager, Farmers Insurance

**When to use and not use USED Parts?** Scott Kaboos, Assistant Manager Collision Marketing, American Honda Motor Co.

**Rules vs Principles**, Andrew Fastow, Former Enron CFO

**The Real Rewards of Getting this Right!**, Mike Anderson, President, Collision Advice

**All For One Panel, (OEMs, Insurers, Shops)** Sean Carey, CEO, SCG Management Consulting; Joshua Fahlbush, Insurance Manager, BMW of North America, David Nordeen, President, DC Autocrafts, Harte Logan, Business Consultant, CultureSync

*and more* under the direction of our charming Emcee: George Avery!

**Don't miss Monday morning Bonus Sessions:**

- 3M
- Car-Part.com
- VeriFacts Automotive
- asTech
- Robaina Industries
- Hunter Engineering