

**Room Reservation Information for the  
3rd Annual Torrent Client Appreciation  
and Education Seminar July 22<sup>nd</sup>- 24<sup>th</sup>.**

**Hilton Garden Inn Hotel**

1840 US Highway 93 south  
Kalispell, MT 59901

To reserve your room, visit our group site at  
[http://hiltongardeninn.hilton.com/en/gi/groups/  
personalized/FCAKSGI-TORREN-20100718/index.jhtml](http://hiltongardeninn.hilton.com/en/gi/groups/personalized/FCAKSGI-TORREN-20100718/index.jhtml)  
and reference Group/Convention Code TORTEC

Or call 877-STAYHGI or 406-756-4500 and  
reference Group/Convention Code TORTEC

Basic room Rate (not including taxes) is  
\$145.00 per night for either a king bed or  
two queen beds. There will be an additional  
\$20.00 fee if the room is shared.

Children under 18 stay free  
Rooms must be booked by June 15, 2010.

**Conference Reservation Information**

Please RSVP to Mary Kae Kaufmann at  
877-486-7736 or [marykaek@torrentcorp.com](mailto:marykaek@torrentcorp.com)  
by *June 15, 2010*.



**ATTEND THE 3RD ANNUAL  
TORRENT TECHNOLOGIES**

**CLIENT APPRECIATION  
AND EDUCATION SEMINAR  
JULY 22<sup>ND</sup> -24<sup>TH</sup>, 2010**

INTEGRITY • ACCURACY • INTUITIVE • FRIENDLY  
**the torrent** • EXPERIENCE • SERVICE • FAST  
ADVANTAGE • INNOVATION • FLEXIBLE

FIND OUT WHAT'S CHANGING  
IN THE NFIP AND HOW IT  
AFFECTS YOU

NETWORK WITH INDUSTRY  
PARTNERS

TOUR THE TORRENT OFFICE,  
MEET OUR TEAM

ENJOY SCENIC WESTERN  
MONTANA.

*Don't miss this informative event.*

#### THURSDAY EVENING

Reception and drinks at the Hilton Garden Inn  
5:30 p.m. – hosted by Colonial Claims.

#### FRIDAY EVENING

Meet at the Hilton Garden Inn to depart for a  
3 hour tour of Flathead Lake on the Far West.  
Serving Hors d'oeuvres and drinks. Bus departs  
Hilton 5:30 p.m. returning to Hilton 9:30 p.m.

#### SATURDAY

Be our guest on Whitefish Mountain. Enjoy lift rides,  
hikes, the new alpine slide, zip line tours, the walk  
in the treetops or just enjoy a quiet scenic morning.  
Bus departs from the Hilton Garden Inn at 9:30 a.m.  
and returns at 1:30 p.m.

- ▶ LEARN ABOUT ISSUES AFFECTING THE NATIONAL FLOOD INSURANCE PROGRAM INCLUDING THE MAY 1, 2010 AND OCTOBER 1, 2010 CHANGES.
- ▶ GET AN UNDERSTANDING OF FLOODSMART AND THE MARKETING ASSISTANCE THAT IS AVAILABLE TO YOU.
- ▶ GET IDEAS FOR ENHANCEMENTS TO YOUR FLOOD INSURANCE MARKETING PLAN.
- ▶ SEE WHAT'S NEW WITH THE TORRENTFLOOD SYSTEM, INCLUDING NEW UNDERWRITING ENHANCEMENTS & TOOLS FOR YOUR AGENTS.
- ▶ LEARN HOW YOUR ADJUSTING FIRM CAN INTEGRATE WITH TORRENTFLOOD.
- ▶ LEARN ABOUT REMAPPING AND HOW THAT AFFECTS THE FLOOD INSURANCE AND LENDER COMMUNITIES.
- ▶ HEAR ABOUT YOUR NFIP REPORTING AND SUBMISSION PROCESSES FOR UNDERWRITING AND CLAIMS.
- ▶ LISTEN TO AN UPDATE OF LITIGATION ISSUES AFFECTING THE NFIP.

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## CLIENT APPRECIATION AND EDUCATION SEMINAR

## AGENDA

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## THURSDAY, JULY 22

8:00 Registration

8:30 – 8:45 Opening Remarks – *Travis Pine, Torrent Technologies*

8:45 – 9:45 Power of Partnerships & New Torrent Features – *TJ Johnston, Torrent Technologies*

- Review of Partners and How They Strengthen the Total Solution
- HO Integration
- Excess Flood Integration
- Lender Verification
- Claims Adjusting Integration
- Elevation Certificate Integration

9:45 – 10:00 Break

10:00 – 10:45 Power of Partnerships & New Torrent Features (Continued)

10:45 – 11:30 Elevation Certificates 101 – *Ron Pratt, First American Professional Land Services*

- An interactive discussion (along with some surveying equipment) covering:
  - The Job of the Surveyor
  - Understanding EC Errors
  - Understanding EC Surveying Terms
  - LOMA and LOMR
  - How to Expedite the Process

11:30 – 12:30 Lunch Provided

12:30 – 1:30 NFDA – *Cheryl Small, National Flood Determination Association*

- Overview of the NFDA
- Remapped Communities
- How the PRP Extension will affect FZD companies

1:30 – 1:45 Break

1:45 – 2:30 Excess Flood – *Tom Becker, Wells Fargo Special Risks*

- Latest News in the Excess Flood Market

2:30 – 3:15 iService Underwriting – *Tyrone Gregory & Carlethea Greenhill, NFIP iService*

- Scope of Responsibilities of the iService Underwriting Team
- Best Ways to Communicate with iService
- How to Avoid Common Problems
- Prior Term Refunds – Rules and required documentation
- Flood Insurance Manual – How are changes decided and made

3:15 – 3:30 Break

3:30 – 5:00 FloodSmart – *Bruce Bender, FloodSmart*

- Review of the FloodSmart Website
- What resources are available to agents
- What resources are available to WYO Companies
- Tips for developing a Company's Flood Marketing Plan

6:00 – 7:00 Reception Hosted by *Colonial Claims*

## FRIDAY, JULY 23

8:30 – 9:15 Compliance – *Mel Hodges, Torrent Technologies*

- Understanding the CBRA Process
- PRP Appeals
- Understanding Your Growth Reports

9:15 – 10:00 Policy Reformation – *Mike Ewalt & TJ Johnston, Torrent Technologies*

- Sub-grade Crawlspace
- Importance of Memos to Examiners
- Identifying Foundation Discrepancies

10:00 – 10:15 Break

10:15 – 11:00 iService Claims

- Responsibilities of the iService Claims Team
- When and How to Best Communicate
- Reinspections – What to Expect & How to Prepare

11:00 – 12:00 Subrogation – *Peter G. Rossi, Cozen O'Connor*

- Claims Guidance for Adjusters: Identifying potential needs for Subrogation

12:00 – 1:00 Lunch Break Sponsored by *CNC Catastrophe and National Claims Services*

1:00 – 1:45 Dealing with Public Adjusters and Restoration Companies – Panel Discussion

- Claims Guidance for Adjusters: Best practices for dealing with Public Adjusters and Restoration Companies

1:45 – 2:00 Break

2:00 – 2:45 Claims Integration – *Mike Ewalt, Torrent Technologies*

- System Demonstration: Update on process of integrating functionality between Torrent Claims and Adjusting Company Systems

2:45 – 3:00 Break

3:00 – 4:00 Legal update – *Jerry Nielsen, Nielsen Law Firm*

- NFIP Legal Update

5:30 – 9:30 Tour of Flathead Lake on the Far West Tour Boat

## SATURDAY, JULY 24

9:30 – 1:30 Fun Day on Whitefish Mountain

6:00 – ??? Burgers and Beers at TJ's

