INTERNATIONAL ASSOCIATION OF INSURANCE RECEIVERS
PROMOTING PROFESSIONALISM AND ETHICS

www.iair.org

2025 TECHNICAL DEVELOPMENT SERIES

COLLABORATING TO PROTECT POLICYHOLDERS

Working Together to Identify and Resolve Issues

TUESDAY, OCTOBER 21, 2025

Grand Hyatt San Antonio Riverwalk
San Antonio, Texas

Welcome

TECHNICAL DEVELOPMENT SERIES

The Technical Development Series is the International Association of Insurance Receivers specialized educational program. Focusing on a primary issue, it provides advanced, focused education on the selected issue or topic and affords more specialized training for insurance receivers, regulators, guaranty system personnel, and other insurance professionals.

The 2025 TDS ***Collaborating to Protect Policyholders – Working Together to Identify and Resolve Issues,*** this one-day educational event will focus on how Receivers, Regulators and Guaranty Associations collaborate to protect policyholders. Presentations will address the importance of identifying and resolving challenging issues together to ensure continuation of benefits for policyholders, including issues like strategies, statutory authority, asset recovery, and creative solutions. Whether you're a seasoned professional or new to the industry, this event offers valuable insights into the collaborative framework that drives successful resolutions.

We look forward to welcoming you to San Antonio, Texas!

Technical Development Series Chair,

Joel Glover

Faegre Drinker Biddle & Reath LLP

INTERNATIONAL ASSOCIATION OF INSURANCE RECEIVERS
PROMOTING PROFESSIONALISM AND ETHICS

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TECHNICAL DEVELOPMENT SERIES

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CONTINUING EDUCATION CREDITS

Course Description The Technical Development Series is the International Association of Insurance Receivers specialized educational program. Focusing on a primary issue, it provides advanced, focused education on the selected issue or topic and affords more specialized training for insurance receivers, regulators, guaranty system personnel, and other insurance professionals. The 2025 TDS topic will focus on ***Collaborating to Protect Policyholders – Working Together to Identify and Resolve Issues*** encountered by receivers, guaranty funds and their counsel.

Course Level This program is intended for all experience levels of insurance receivers, regulators, guaranty fund personnel, and other insurance insolvency professionals. There are no advance preparations or prerequisites required as this workshop will provide live delivery of materials and updates building on the knowledge and experience of each participant.

Fields of Study Offered Specialized Knowledge

Instructional Delivery Method Group-Live & Virtual

Mark your Calendar

NAIC Fall National Meeting 2025
Hollywood, FL
December 8-14

IAIR Designations This workshop is approved for continuing education credit toward IAIR's CIRD designation in accordance with IAIR's continuing education policy to maintain certification status. Total IAIR credit hours 6 (based on a 50-minute credit hour).

NASBA The International Association of Insurance Receivers (IAIR) is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE sponsors through its website: www.nabsaregistry.org. In accordance with the standards of the National Registry of CPE Sponsors, 6 CPE credit hours will be granted based on a 50-minute hour.

CLE The program will be submitted for certification to the California and Texas State Bars for general credit. Though the program and workshop may qualify for continuing legal education credit in other states, participants will need to make their own filings. Upon request, IAIR can certify attendance and content.

TECHNICAL DEVELOPMENT SERIES

2025 WORKSHOP AGENDA

One-Day Workshop

Tuesday, October 21st

Grand Hyatt San Antonio Riverwalk, San Antonio, TX

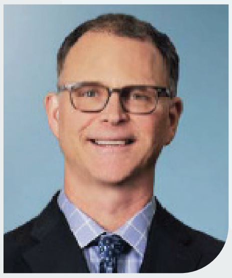
7:15-8:15 AM	Registration and Breakfast	Texas B, 4th Floor
8:25-8:30 AM	Brief Opening & Housekeeping Remarks Introduction of Texas Commissioner of Insurance	Texas A, 4th Floor
8:30-8:45 AM	Honorable Cassie Brown, Texas Commissioner of Insurance	Texas A, 4th Floor
8:50-9:45 AM	**SESSION 1** Prioritizing Policyholder Protection: A Conversation with Former Insurance Commissioners *Moderator:* Caryn Glawe, Faegre Drinker *Panelists:* Katie Wade, NOLHGA President; Former Commissioner, CT Julie McPeak, USAA; Former Commissioner, TN and KY Gerrie Marks, Prudential; Former Director, AZ	Texas A, 4th Floor
9:50-10:45 AM	**SESSION 2** Protecting Policyholders Before Rehabilitation *Moderator:* Tamara Kopp, Missouri Guaranty Associations *Panelists:* Jamie Walker, Texas Department of Insurance Donna Wilson, Oklahoma Receiver's Office Doug Slape, JD Associates & Advisory Services	Texas A, 4th Floor
10:45-11:00 AM	**NETWORKING BREAK**	
11:05 AM-12:00 PM	**SESSION 3** Creative Solutions for P&C Guaranty Associations: Getting Benefits to the Policyholders *Moderator:* Roger Schmelzer, NCIGF *Panelists:* Chad Anderson, Western Guaranty Fund Services Jodi Adolf, Norton Rose Fulbright Laura Slaymaker, Pennsylvania Department of Insurance	Texas A, 4th Floor

12:00-1:15 PM	**LUNCHEON BREAK & SPEAKER**	Texas B, 4th Floor
1:20-2:15 PM	**SESSION 4** Valuing and Recovering Assets in Receivership-Delivering Assets to Policyholders *Moderator:* Darren Ellingson, Ellingson & Associates *Panelists:* Joe Holloway, California Conservation and Liquidation Office of Insurance Mark Bennett, Cantillo & Bennett Jacob Stuckey, Illinois Office of the Special Deputy Receiver	Texas A, 4th Floor
2:20-2:35 PM	**NETWORKING BREAK**	
2:35-3:30 PM	**SESSION 5** Creative Solutions for Life and Health Guaranty Associations-Getting Benefits to Policyholders *Moderator:* Katie Wade, NOLHGA President *Panelists:* Bart Boles, Texas Life and Health Insurance Guaranty Association Pamela Epp Olsen, Administrator Life & Health Guaranty Associations in Nebraska, Minnesota & New Mexico Don Roof, Examination Resources	Texas A, 4th Floor
3:35-4:30 PM	**SESSION 6** Hot Topics in Current Rehabilitations/Liquidations and Round Table Discussion of Issues Raised in the Workshop *Moderator:* Pat Hughes, Faegre Drinker	Texas A, 4th Floor
5:30-7:00 PM	Post-Event Reception	Texas B, 4th Floor

MEET OUR SPEAKERS

TECHNICAL DEVELOPMENT SERIES

TDS Chair



Joel Glover

Partner
Faegre Drinker Biddle & Reath LLP

Joel partners with clients to solve problems in the insurance industry — including all related regulatory, transactional litigation and insolvency/receivership issues. Having worked in the insurance regulatory and insolvency field since he began practicing law in 1991, Joel has represented all types of insurance entities, life and health insurance guaranty associations, and receivers throughout the country.

Joel maintains strong relationships with guaranty associations, insurance industry regulators and guaranty associations. He has served as task force counsel for the National Organization of Life & Health Insurance Guaranty Associations (NOLHGA) on various multi-state insolvencies, represented several guaranty associations and served as counsel to the Insurance Commissioners in Colorado, Hawaii and Arizona in their capacities as liquidators of insolvent insurers.

Outside of his legal practice, Joel enjoys coaching youth basketball, hiking, biking, yoga and ba gua chang.

IAIR President

Bart Boles

Executive Director
Texas Life and Health Insurance Guaranty Association

Bart Boles is the Executive Director of the Texas Life and Health Insurance Guaranty Association ("TLHIGA"). He began his insurance career as an examiner for the Texas Department of Insurance but soon moved into receivership and guaranty association work. He has continually managed the activities of the TLHIGA since 1988, initially while a Texas Department of Insurance employee prior to the TLHIGA's privatization by the Texas Legislature. He continued his work for the TLHIGA after its 1991 privatization as an TLHIGA employee, partner with the management consulting and third party administration firm LaShelle, Coffman and Boles, and again as an TLHIGA employee.

Bart began serving as the TLHIGA's liaison to the National Organization of Life and Health Insurance Guaranty Associations ("NOLHGA") in September 1990. His NOLHGA work has included serving as one of the "core members" of the Disposition Committee which was the precursor to the Member's Participation Council, three terms on the Members' Participation Council Executive Committee, service on forty-one NOLHGA insolvency task forces (eight as Chair), the Y2K Contingency Planning Committee, Chair of the Shelf Alternative Products Committee, the Pandemic Study Group, Health Insurance Privacy Committee, the Guaranty System Modernization Task Force (including Chair of its Assessment Subgroup), the Communications Committee, Security Advisory Committee, the Coverage Claims Committee, the Business Continuity Plan Subgroup, and the Audit Committee. He also served three terms as Chair of the Members' Participation Council, which oversees all multi-state insolvency task forces, and as an ex officio member of the NOLHGA Board of Directors. He later served two three-year terms on the NOLHGA Board of Directors.

Bart is currently serving as President of the International Association of Insurance Receivers' Board of Directors. He had previously served as IAIR's President from 2013 through 2015. He also holds the Certified Insurance Resolutions Director (CIRD) designation from IAIR specializing in guaranty associations, claims and reinsurance. He chairs or serves on IAIR's Receivers and Guaranty Funds Relations, Education, Governance Ethics, and Audit Committees.

Bart is a native Texan with a BBA in Finance from Texas State University in San Marcos, Texas. He and his wife are avid windsurfers and wingfoilers with three daughters.

Cassie Brown

Insurance Commissioner

Cassie Brown was appointed to serve as Texas Insurance Commissioner by Governor Greg Abbott in September 2021. She is the chief executive of the Texas Department of Insurance (TDI), overseeing the regulation of the $290 billion Texas insurance market, the second largest in the nation and the sixth largest in the world. The agency regulates approximately 3,400 companies and more than 825,000 agents and adjusters.

Brown previously served as the commissioner of Workers' Compensation, having been appointed to the role by

Governor Abbott in 2018. Under her leadership, the Division of Workers' Compensation cut customer service hotline hold times to less than 30 seconds, made it easier for system participants to share documents electronically and more securely, and continued to reduce medical costs and increase the number of injured employees returning to work.

Brown has more than 20 years of public service experience. She was TDI's deputy commissioner for Regulatory Policy where she led the regulation of the forms, rates, and products sold in the Texas insurance market; oversaw the residual markets; assured the adequacy of insurers' loss control programs; and provided inspections and compliance activities related to the state's windstorm market.

Earlier in her career, Brown served as a key advisor to Governor Rick Perry on policy and budget issues including insurance, health regulatory, and workers' compensation. She also served in the administration of Governor George W. Bush.

Brown received a Bachelor of Arts in political science from St. Edward's University and attended the Governor's Executive Development Program at The University of Texas LBJ School of Public Affairs.

Session 1
Moderator

Caryn Glawe
Partner
Faegre Drinker Biddle & Reath LLP

Caryn Glawe, a partner at Faegre Drinker Biddle & Reath LLP, is a trusted advisor to the insurance industry, providing counsel to insurers, HMOs, and related entities nationwide on a broad spectrum of state and federal regulatory and transactional matters. She has particular expertise in insurance company insolvency and receivership proceedings, and regularly handles complex and contested life, health, annuity, and long-term care receiverships.

Caryn is deeply engaged in helping insurance industry clients navigate compliance with state insurance statutes and regulations. Her transactional experience includes acquisitions, holding company structure development, reinsurance and service agreements, and the formation and licensing of insurance companies, HMOs, agencies, and premium finance companies. She is well-versed in compliance matters, including negotiating resolutions to insurance department examinations and investigations.

Caryn serves on Faegre Drinker's management board, where she helps set the firm's strategic direction and policy. She also serves on the Boards of Directors for the Center for Leadership Development and Indiana Legal Help.

Session 1
Panelists

Katie Wade
NOLHGA President
Former Commissioner, CT

Katharine Wade became President of the National Organization of Life & Health Insurance Guaranty Associations (NOLHGA) in August 2023. She is responsible for leading NOLHGA to fulfill its mission to support state guaranty associations in protecting policyholders in multi-state insolvencies and promoting the values and interests of the guaranty association system.

Wade is an insurance executive with more than 30 years of experience in insurance operations, compliance, public policy, and regulation. In her more than 20-year career with Cigna, a Fortune 100 global insurer, she oversaw federal and state government affairs, public policy, and compliance for the health and group life and disability businesses.

After Cigna, she served nearly four years as Connecticut's 32nd Insurance Commissioner, responsible for consumer protection and the regulation of an industry that generated $170 billion in written direct premium in one of the nation's top insurance markets. As Commissioner, she chaired the Health and Managed Care (B) and International Insurance Relations (G) Committees and served on the Executive Committee of the NAIC. She represented the state insurance regulatory system in testimony before Congress. In addition, she served as a member of the Executive and Policy Development Committees of the International Association of Insurance Supervisors (IAIS) and on the U.S. Treasury Federal Advisory Committee on Insurance.

Prior to joining NOLHGA, as a Principal at Dunraven Strategies, Wade worked with large global insurers and start-ups to navigate regulatory complexity and understand how insurance markets work. Her work included launching companies and products, managing the risk of various regulatory issues, and providing strategic counsel on emerging business or regulatory issues.

Julie McPeak

Senior Vice President, General Counsel
USAA

Julie McPeak is a proud 22-year USAA member and serves as Senior Vice President, General Counsel—Insurance, overseeing the legal teams that support P&C and Life for USAA. Julie currently serves as a member of the Board of Directors of the National Organization of Life & Health Insurance Guaranty Association (NOLHGA) and for the Hawaii Life and Disability Insurance Guaranty Association (HLDIGA) and as the Chairperson of the Insurance Policy Advisory Committee (IPAC) of the Board of Governors of the Federal Reserve System.

Julie is the former Commissioner of the Tennessee Department of Commerce and Insurance and served as the President of the National Association of Insurance Commissioners in 2018. She has nearly 30 years of legal and regulatory experience and was the first woman to serve as chief insurance regulator in more than one state, having risen through the ranks to serve as the Executive Director of the Kentucky Office of Insurance. Julie has also been active in the International Association of Insurance Supervisors, serving as Vice-Chair of the Executive Committee.

Following her public service, Julie was a shareholder and founding member of the Nashville office of Greenberg Traurig, LLP, of counsel for Burr & Forman LLP, and Senior Deputy General Counsel of Regulatory Affairs for Root, Inc., a technology-based auto insurer in Columbus, OH.

Gerrie Marks

Vice President, Government Affairs
Prudential Financial, Inc.

Gerrie Marks joined Prudential Financial, Inc., in September 2015 as Vice President, Government Affairs, covering regulatory and legislative activity in the Western states. She is also the External Affairs relationship manager for Prudential's group and long-term care insurance business. Ms. Marks is the Immediate Past Chair of the NOLHGA Board of Directors and is a member of five state guaranty association Boards. including serving as Chair of the Arizona Life & Disability Insurance Guaranty Fund. She is also the Vice-Chair of the Association of California Life & Health Insurance Companies.

Ms. Marks was with the Arizona Department of Insurance from 1997–2015; in 2012 she was appointed Director of Insurance by Governor Jan Brewer. Prior to that, she served as Deputy Director and as the Executive Director of Regulatory Affairs. As Director, she oversaw the Department's financial and market regulation of over 2,000 insurers and 200,000 licensed insurance professionals.

Ms. Marks received a B.A. in Political Science from the University of Nebraska-Lincoln and a J.D. from the Arizona State University Sandra Day O'Connor College of Law.

Session 2

Moderator

Tamara Kopp

Executive Director
Missouri Insurance Guaranty Associations

Tamara W. Kopp is the Executive Director for the Missouri Insurance Guaranty Associations where she manages the Missouri Property & Casualty Insurance Guaranty Association and the Missouri Life & Health Insurance Guaranty Association. Previously, she served as receivership counsel for the Missouri Department of Commerce and Insurance supervising receiverships of Missouri-domiciled companies. Kopp serves on the boards of directors for the National Conference of Insurance Guaranty Funds (NCIGF), Guaranty Support, Inc. (GSI), the International Association of Insurance Receivers (IAIR), and Boy Scouts of America – Great Rivers Council. Kopp earned her JD from the University of Missouri – Columbia School of Law and BS from Northwest Missouri State University.

MEET OUR SPEAKERS

Session 2
Panelists

Jamie Walker
Deputy Commissioner,
Financial Regulation Division
Texas Department of Insurance

Jamie Walker is the deputy commissioner of the Financial Regulation Division. Jamie is responsible for all aspects of the division's operations, particularly focusing upon oversight of insurer solvency and related consumer protections. The division fulfills its mission through licensing companies, conducting financial analysis, performing on-site examinations, and leading regulatory interventions including receivership for rehabilitation and/or liquidation.

Jamie began her career with TDI in March 2000 as an Examiner Trainee in the Examinations Section. After 12 years of holding various positions in the Examinations Section, including five years as an assistant chief examiner, she assumed the role of associate commissioner of the Licensing Services Section from 2012 to 2015. As associate commissioner, Jamie managed a staff responsible for the incorporation and licensing of insurers and preservation of insurer records; the licensing and regulation of insurance agents, agencies, adjusters, title agents, escrow officers, navigators, and others, as well as appointments, renewals and continuing education; and the licensing and registration of independent review organizations, workers comp networks and utilization review agents. In 2015, Jamie was named the assistant deputy commissioner of the Financial Regulation Division. The role's responsibilities included developing and implementing administrative procedures, being familiar with all operations of the division, and functioning as a resource regarding the division's functions to other areas of TDI. Jamie has served as the deputy commissioner of the Financial Regulation Division since May 2018.

Jamie has been actively involved in various National Association of Insurance Commissioners (NAIC) committees and working groups, including the Accounting Practices and Procedures Task Force, Statutory Accounting Principles Working Group, Valuation of Securities Task Force, Capital Adequacy Task Force, Surplus Lines Task Force and Reinsurance Task Force.

Jamie holds a Bachelor of Arts – Economics from Lyon College, Batesville, AR. She has a Certified Financial Examiner's designation from the Society of Financial Examiners (SOFE) and has been an active member since 2000.

Donna Wilson, CIR-ML
Second Vice-President
International Association of Insurance Receivers

Donna Wilson has worked in the insurance industry since 1980 upon graduating from Oklahoma State University. In 1985, she started her receivership experience with the liquidation of Southwestern Insurance Company. Since then, her experience has included rehabilitation and liquidation of estates writing property and casualty, life and health, prepaid dental, MEWA, captive, and prepaid funeral trusts.

Ms. Wilson is appointed by the Oklahoma County District Court as Assistant Receiver for several Oklahoma insurance receivership estates and is the Estate Manager for the Oklahoma Receivership Office, Inc.
Ms. Wilson is a Certified Insurance Resolution Director for Multiple Lines. She currently serves as the Second Vice-President of the International Association of Insurance Receivers and was President in 2016-2017. Ms. Wilson represents Commissioner Glen Mulready (Vice Chair) on the Receivership and Insolvency Task Force and co-chairs the Receivership Financial Analysis Working Group of the National Association of Insurance Commissioners. Ms. Wilson is also a member of the Association of Certified Fraud Examiners.

Doug Slape, CFE
Owner
JD & Associates Advisory Services, LLC

As owner of JD & Associates Advisory Services, Doug provides regulatory advisory services to clients in the insurance industry.

Mr. Slape is retired from the Texas Department of Insurance, where he served as the Chief Deputy Commissioner from 2018 to 2022, and Acting Commissioner from 2020 to 2021.

MEET OUR SPEAKERS

TECHNICAL DEVELOPMENT SERIES

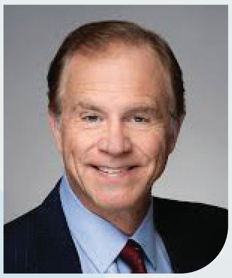
Doug previously served as Deputy Commissioner of the Financial Regulation Division; Chief Analyst; Assistant Chief Examiner; and, Financial Examiner.

Doug has been an active leader in numerous committees of the National Association of Insurance Commissioners (NAIC) and International Association of Insurance Supervisors (IAIS).

Doug is a recipient of the NAIC's Dineen Award and the Society of Financial Examiner's Founders Award.

He is a Certified Financial Examiner and a graduate of Texas A&M University.

Session 3
Moderator



Roger Schmelzer
President and CEO
NCIGF

Roger Schmelzer has led NCIGF since 2006 As chief executive officer, he is responsible for the organization's day-to-day operations, member services, and managing external relationships. Roger served as chairman of the International Forum of Insurance Guarantee Schemes in 2019.

Before joining NCIGF, Roger was Senior Vice President of State and Regulatory Affairs at the National Association of Mutual Insurance Companies (NAMIC). He is a graduate of Indiana State University and the Indiana University School of Law, with an extensive background in Indiana politics, including service as Executive Assistant to former United States Senator Richard G. Lugar.

Session 3
Panelists

Chad Anderson
President
Western Guaranty Fund Services

Chad currently serves as President of Western Guaranty Fund Services (WGFS), a position he has held since February of 2016. WGFS provides management services for seven state Property and Casualty Insurance Guaranty Associations, including Colorado, Idaho, Kansas, Nebraska, Montana, Washington, and Wyoming. Chad serves on the board of directors of the National Conference of Insurance Guaranty Funds (NCIGF) and is a past Chair. He earned a Bachelor's Degree in English, Secondary Education from the University of Northern Colorado in Greeley, Colorado. After graduating, he was an English and Social studies teacher at Colorado High School of Greeley, a newly formed charter school for at-risk students 8th grade through 12th grade. Prior to serving in his current role at WGFS, Chad managed IT and operations. He lives in Denver, Colorado with his wife, Sonia and two daughters, Cassidy and Bridget.

Jodi Adolf
Partner
Special Deputy Receiver of MutualAid eXchange and Key Insurance Company

Jodi Adolf is an experienced insurance lawyer with a focus on regulatory and compliance matters for life, accident and health and property and casualty insurance clients. Her practice includes advising on the formation and licensing of insurance companies, producer entities and third-party administrators. She advises clients on licensing and compliance and also works on insurance insolvencies, acting as general counsel in insurer receiverships. Jodi is a Special Deputy Receiver of MutualAid eXchange and Key Insurance Company, both property and casualty insurers domiciled in the State of Kansas.

Leveraging more than 20 years of experience, Jodi advises on licensing, state mandates, contracting issues, claims compliance and advertising compliance. She advises business entity producers on compliance issues, including laws regarding commissions, referral fees and rebates. She assists clients in responding to complaints and inquiries from state departments of insurance, as well as in developing advertising compliance training materials and conducting in-house training programs.

Laura Slaymaker

Deputy Insurance Commissioner
Pennsylvania Department of Insurance

Laura serves as Pennsylvania's Deputy Insurance Commissioner for the Office of Liquidations, Rehabilitations and Special Funds, a position she has held since 2016. She has been a licensed attorney for over 30 years. In addition to receiverships, like Penn Treaty, SHIP, and Bedivere, Laura's position includes oversight of the PA Workers' Compensation Security Fund (a PA guaranty fund) and the Underground Storage Tank Indemnification Fund ("USTIF") as well as the Medical Care Availability and Reduction of Error Fund ("Mcare"). Prior to joining the PID, Laura worked in private practice at a Lancaster, Pennsylvania law firm, and as a Trial Attorney for the Office of United States Trustee, handling bankruptcy matters. An honors graduate of The Dickinson School of Law and the University of Delaware, Laura makes her home in Lancaster with her husband, Sam, and has two grown sons. In her spare time, she enjoys traveling the world and supporting local theater. Currently serving on the IAIR Board, she has previously served on the boards of the University of Delaware Alumni Association, the Lancaster YWCA, the Lancaster Housing and Redevelopment Authorities, the Manheim Township Public Library Foundation, and as a Girl Scout Leader and YMCA Youth Soccer Coach.

Session 4

Moderator

Darren Ellingson

Manager
Ellingson & Associates

Darren Ellingson has been managing member of Ellingson & Associates, LLC since February of 2016. Mr. Ellingson currently serves as Special Deputy Receiver for PMI Mortgage Insurance Co., Compass Cooperative Health Plan, Inc., and Compass Cooperative Mutual Health Network, Inc. on behalf of the Director of the Arizona Department of Insurance and Financial Institutions, and Special Deputy Receiver of Friday Health Plans of Nevada, Inc., for the Nevada Insurance Commissioner. Mr. Ellingson also serves as counsel for the Oklahoma Insurance Commissioner in his capacity as Receiver.

Mr. Ellingson has previously served as Director of Insurance for the Arizona Department of Insurance and Financial Institutions and as the Deputy Insurance Commissioner for the Oklahoma Insurance Department.

After serving in the United States Navy, Mr. Ellingson attended the University of Mary in Bismarck, North Dakota, where he double majored earning a Bachelor of Science in Accounting and Business Administration. He received his Juris Doctor from Oklahoma City University School of Law. Mr. Ellingson is licensed to practice law in the state of Oklahoma.

Session 4

Panelists

Joe Holloway

Chief Executive Officer
California Conservation and Liquidation Office

Joe Holloway is the Chief Executive Officer of the Conservation & Liquidation Office (CLO) and its Regulatory Services Group (RSG). For the past 20 years (as a consultant and CLO employee) his responsibilities have included both the direct management of statutorily impaired and insolvent insurance entities under the fiduciary control of the CLO as well as the on-site supervision of financially troubled insurers during special financial examinations. In addition, Mr. Holloway is responsible for executing the annual business plan and distribution goals of the CLO and managing their 20 employees.

Prior to joining the CLO, Joe worked 20 years for the North Carolina Department of Insurance providing examination, supervision and receivership management services.

Joe has vast experience in receivership management and complex transactions that has required him to plan and execute business plans specific to each estate under Court supervision. He recently oversaw the merger and subsequent liquidation of the ten Tower Insurance Group insurance companies.

Mr. Holloway holds a BA degree in Accounting from North Carolina State University and is a Certified Financial Examiner. Joe also served on the Board of Governors for the Society of Financial Examiners for 20 years and is a member and Board member of the International Association of Insurance Receivers.

Notable Assignments: Crusader Insurance Company, Western General Insurance Company, CastlePoint/Tower Insurance Group of 10 property and casualty companies, SeeChange Health Insurance Company, Colorado HealthOp, National Guaranty Insurance Company, Majestic Insurance Company, Golden State Mutual Life Insurance Company and Twentieth Century Life Insurance Company.

Mark Bennett

Partner

Cantilo & Bennett, L.L.P.

Having completed his education receiving a Political Science degree with honors from Iona College in New Rochelle, New York, and his Juris Doctorate degree from Pace University School of Law in White Plains, New York, Mark Bennett was admitted to practice law in the state of Texas in November 1984. He is a member of the State Bar of Texas, the American Bar Association (Tort Trial and Insurance Practice Section), the Austin Bar Association, and the International Association of Insurance Receivers. He is also admitted to practice before the U.S. District Court for the Northern District of Texas. Mr. Bennett is a named and founding partner of the law firm Cantilo & Bennett, L.L.P.

Mr. Bennett has extensive experience in the area of insurance receiverships and rehabilitations, and is also extensively well versed in other insurance business, regulatory, and complex litigation matters concerning insurance companies. Such experience includes the following for litigation matters: complex commercial litigation, arbitration, and recoveries against former insurance management, holding companies, reinsurers, brokers, and other third parties; oversight and handling of all other insurance policy claim litigation and defense matters for insurance company receiverships; reinsurance recoveries and disputes; federal claims; and alternative dispute resolution for contested matters.

Additional experience includes the following for non-litigation administration or insurance business matters: takeover and administration of insurance companies in receivership; insurance mergers and acquisitions; outsourcing of liabilities to third parties; assumption of liability transactions; third-party claims administration; conversion of insurance company businesses and affairs to virtual companies with no employees; records management for insurance companies for litigation management, streamline of database searches, and cyber security protection; investment oversight and fixed income security investment strategies; real estate and mortgage loan management and alternative investment transactions; tax matters; insurance regulatory matters; coordination and agreements with state insurance guaranty associations; court status reports for insurance receiverships; and development and implementation of rehabilitation, liquidation, early access, insurance policy and claim workouts, and receivership claim distribution plans.

Mr. Bennett has been an advisor for state insurance regulators in their role as receivers/rehabilitators for dozens of insurance companies covering the areas of property and casualty, life, title, long-term care, and managed healthcare insurance. His practice includes other areas involving insurance company administration and wind down, including third-party claim administrators, investment asset management, premium finance companies, managing general agencies, and information technology companies for storage and administration of insurance company data. Such representations have included the wind down or restructuring of the following insurance company types: stock insurers, mutual insurers, captives, risk retention groups, reciprocals, Lloyds, life insurers, managed care insurers, and title insurers. He has also served as the primary responsible Receiver and Special Deputy Receiver representative in multiple receiverships covering workers' compensation, construction defects, medical malpractice, commercial auto trucking, managed care health insurance, and life and annuity insurers. And he has served numerous times as a lead investment committee member for insurance receivers for the oversight, management, investment guidelines, and turnaround of fixed income, private credit, mortgages, real estate, and alternative insurance company investments.

He has played a significant role in the development and implementation of numerous insurance company rehabilitations, reorganizations, and liquidations, including matters that have required extensive workout of litigation, claims, liabilities, contracts, assets, and reformation of insurance company operations. Some of the innovative transactions and accomplishments include work on the following troubled insurance companies: rehabilitation and restructuring of an insolvent life insurer that resulted in its release from receivership and return to the private sector; substantial recovery of assets for a property and casualty insurer that resulted in the full repayment of state insurance guaranty association claim liabilities and assumption of all liabilities by a third-party insurer; third-party assumption of all future liabilities of an insurance receivership for the un-triggering of all state insurance guaranty association payments; litigation and strategic work on complex asset litigation for substantial recovery companies in multiple receiverships, turning them from insolvent to solvent companies; implementation of tax strategies and recovery of assets for a home warranty corporation that changed the company's fortunes from a substantial insolvency to solvency with full claim and equity distributions made to mutual members; investment strategies and investment restructurings of several insurance receivership investment portfolios that ultimately changed the companies' financials from insolvency to solvency.

Jacob Stuckey

Chief Executive Officer
Illinois Office of the Special Deputy Receiver

Jacob Stuckey is the Special Deputy Receiver, assisting the Director of the Illinois Department of Insurance in her statuary role as conservator, rehabilitator, and liquidator of financially impaired and insolvent insurance companies. He is currently appointed to manage the administration of 17 estates covering many different types of insurers. He is also the Co-Chair of the NAIC's Receivership Financial Analysis Working Group.

Prior to the OSD, Mr. Stuckey served in various senior positions within and adjacent to the Illinois state government, including senior roles with the Department of Central Management Services, Office of Management and Budget, the Office of the State Treasurer, and the Illinois Finance Authority. He is also a veteran of the United States Army with combat tours with the 82nd Airborne Division in both Afghanistan and Iraq.

Mr. Stuckey received his Bachelor's Degree in Politics and Government from Illinois State University and his MBA from the University of Illinois at Chicago.

Session 5
Moderator

Katie Wade

NOLHGA President

See bio on page 9.

Session 5
Panelists

Bart Boles

Executive Director
Texas Life and Health Insurance Guaranty Association

See bio on page 9.

Pamela Epp Olsen, ESQ.

Administrator
Life & Health Guaranty Associations in Nebraska, Minnesota & New Mexico

Ms. Olsen is general counsel and administrator for the Nebraska Life & Health Insurance Guaranty Association, having served in these capacities since 2003 and has served as the Executive Director of the Minnesota Life & Health Insurance Guaranty Association since 2019 and of the New Mexico Life Insurance Guaranty Association since 2024. Ms. Olsen is also the managing partner of Pamela Epp Olsen Law, PC, LLO, where her practice focuses on insurance, estate and business transition planning, and elder law related and long-term care benefits matters.

Ms. Olsen's work with the National Organization of Life & Health Insurance Guaranty Association ("NOLHGA") includes current service as chair of the Senior Health Insurance of Pennsylvania Task Force, chair of the CoOportunity Health Task Force, Treasurer of the GABC Board, and membership on the PHL Variable Task Force, the AF&L/SAIC Task Force, the NOLHGA Legal Committee, and various other task forces and systemic committees. Ms. Olsen is a past Members Participation Counsel Chair (2015-18), past chair of the Medical Savings Task Force, and past member of the MPC Executive Committee. Ms. Olsen currently serves as a member of the NOLHGA Board of Directors.

Ms. Olsen received her Bachelor of Journalism degree from the University of Nebraska-Lincoln, graduating with highest distinction in 1993; earned her Juris Doctor degree magna cum laude from Creighton University School of Law in 1996; and served as judicial clerk for both the Chief Justice of the Nebraska Supreme Court (1996-1997) as well as for the Honorable George Fagg of the United States Court of Appeals for the Eighth Circuit (1998-2000). Ms. Olsen practiced as an associate and then partner with the law firm of Cline Williams Wright Johnson & Oldfather, LLP for twenty-two years before opening her own firm in 2021.

Donald Roof

Examination Resources

Don has been in the field of insurance regulation for 30+ years. Prior to joining ER in 2013, Don held the position of Director of Insurance & Financial Oversight with the Georgia Department of Insurance. As Division Director, Don was responsible for financial and market conduct examinations, financial and market analysis, troubled company administration, mergers and acquisitions, holding company transactions and company licensing. Prior to assuming the position of Division Director, Don served as Georgia's Chief Financial and Market Conduct Examiner.

Don has been involved in numerous receiverships over the years and brings specialized experience and knowledge with the Captive market. During his tenure with the Georgia Department, Don appeared before the Georgia Legislature providing testimony on various bills including Georgia's Credit for Reinsurance law. As Managing Director for ER, Don's main role is to continue to develop ER's Receivership consulting services and assist with the continued growth in insurance regulatory consulting services. Don oversees the management of large engagements, specialized projects and provides assistance with marketing initiatives. Don received his B.B.A. in Risk Management and Insurance from the University of Georgia. He resides and works in Atlanta, GA.

Session 6

Moderator

Pat Hughes

Faegre Drinker

Pat Hughes is a strategic advisor, public policy advocate and regulatory attorney for insurance industry clients across all product lines and services. Clients turn to Pat when important regulatory and public policy matters in various arenas — including state and federal agencies, the NAIC, legislatures and international regulatory bodies — create challenges or opportunities for their businesses. Leading the insurance team's regulatory and government affairs practice, he leverages a dynamic, multijurisdictional Faegre Drinker team that deploys proactive national and local regulatory and public policy strategies. Pat is a former senior insurance regulator and state government attorney. As chief legal counsel to the Office of the Governor in Illinois, he oversaw regulatory affairs and directed legal representation for 45 executive branch agencies and several hundred attorneys and outside counsel. He also served as general counsel to the Department of Financial and Professional Regulation, which then included the Division of Insurance; and as special deputy receiver and CEO with the Office of the Special Deputy, administering the receiverships of 47 companies. While with the state, Pat chaired NAIC working groups on critical issues, including Dodd-Frank implementation and complex receivership oversight

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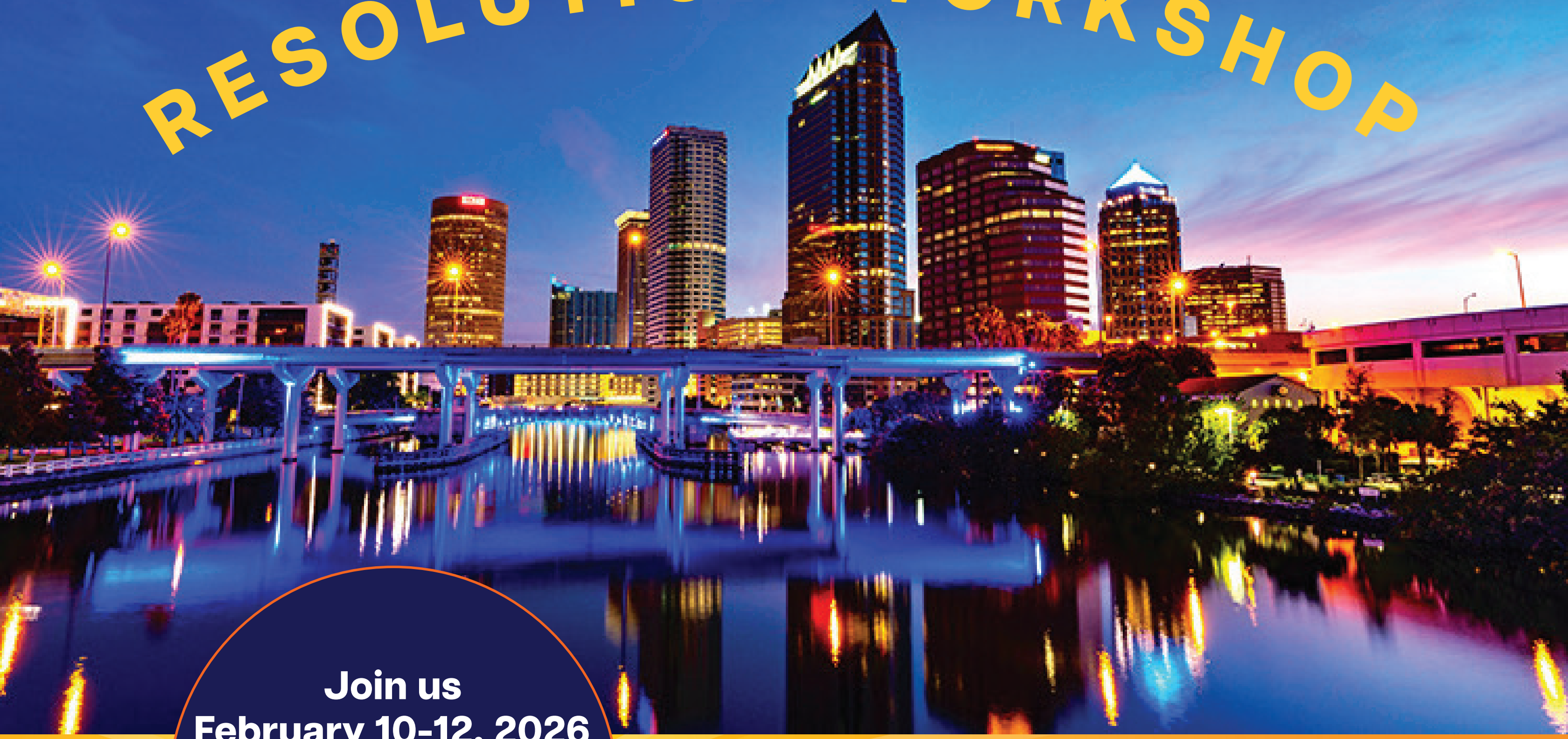

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Yamile Benitez-Torviso, Florida Department of Financial Services, Division of Rehabilitation and Liquidation

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