

# GA IASIU 2023 Annual Insurance Fraud Seminar



**March 8th, 2023**  
**7:30 AM to 3:30 PM**  
Buford Community Center  
2200 Buford Hwy, NE  
Buford, GA

\$40 if registered before 3/3/2023  
\$20 for law enforcement  
\$55 at the door (*not guaranteed a lunch*)

Register online at:  
<http://rb.gy/nwxwwn>

**IASIU is a non-profit organization of Insurance Professionals, Law Enforcement, Fire Investigators and other individuals dedicated to:**

Promoting a coordinated effort within the industry to combat insurance fraud.

Providing education and training for insurance employees and law enforcement officers.

Developing a greater awareness of the insurance fraud program and encouraging high professional standards of conduct among insurance investigators.

Supporting legislation that acts as a deterrent to the crime of insurance fraud and prosecution of insurance fraud crimes.

Encouraging members in the development and implementation of programs designed to facilitate the coordination and cooperation with law enforcement and criminal justice agencies in the investigation and prosecution of insurance fraud crimes.

## 2023 Topics

- Carfax for Investigations
- Car Rental Security and Investigations
- Discovering Fraud by Public Adjusters and Roofers
- Legal Implications : AI in Detection/Balancing/Efficiency and compliance
- Georgia OCI Updates
- Networking and Collaboration

### SPONSORS

The Robison Group

NEFCO

Georgia Arson Control

Copart, Inc.

Chartwell Law

Carfax

ARCCA

Injury Claims Solution

### CHAPTER OFFICERS

Andre Sullivan—President

Claudia Janka—Vice President

Audrey Ross—Secretary

Teresa Webb—Treasurer

### BOARD MEMBERS

Eric Lewis

Mark Charriez

Rick Redd

Corey Smith

# GA IASIU 2023 Annual Insurance Fraud Seminar

**March 8, 2023**

7:30 AM – 3:30 PM

**Buford Community Center**

**2200 Buford Hwy  
Buford, GA**

## **Registration**

\$40 before 3/3/23

\$55 at door (*lunch not guaranteed*)

\$20 Law Enforcement

For more information and registration, please visit us on the Web at:

[www.gaiasiu.org](http://www.gaiasiu.org)

<b>7:30</b>	<b>Registration Desk Opens</b>
<b>8:30 – 9:00</b>	<b>Annual Chapter Business Meeting and Award Presentations</b>
<b>9:00-9:45</b>	<b>GA OCI and NICB</b>
<b>9:45 - 10:00</b>	<b>Break/Trade Show/Networking</b>
<b>10:00-10:45</b>	<b>Karen Karabinos Discovering fraud by Public Adjusters and roofers.</b>
<b>10:45-11:00</b>	<b>Break/Trade Show/Networking</b>
<b>11:00-11:45</b>	<b>CARFAX Claim/SIU Investigation Studies: Odometer rollback fraud and unrecovered theft lead generation.</b>
<b>11:45-1:00</b>	<b>Lunch</b>
<b>1:00-1:45</b>	<b>Enterprise Leasing</b>
<b>1:45-2:00</b>	<b>Break/Trade Show/Networking</b>
<b>2:00-2:45</b>	<b>Swift Curry/Legal Implications AI in detection</b>
<b>2:45-3:00</b>	<b>Break/Trade/Show/Networking</b>
<b>3:00-3:30</b>	<b>Raffles/Networking</b>

Karen K. Karabinos is an accomplished insurance defense attorney with over 35 years of experience representing domestic and international insurance carriers, businesses and third-party associations. With an emphasis on first-party property claims defense, Karen also handles litigation involving various insurance coverage disputes including cyber breaches and loss of electronic data, bad faith, arson and fraud.

Karen vigorously investigates her cases and maintains continuous communication with her clients as she works toward successful resolution while maintaining their business strategy and goals.

Prior to joining the firm, Karen was a partner with an Atlanta firm where she handled insurance coverage and litigation matters.

**Practice Areas**

Cybersecurity and Data Privacy

First-Party Property Claims Defense

Insurance Coverage Analysis and Litigation

Bar Admissions

Georgia

Texas

United States District Court for the Northern District of Georgia

United States District Court for the Middle District of Georgia

United States District Court for the Southern District of Georgia

**Education**

Mercer University School of Law

J.D., *cum laude*, 1986

Auburn University

B.A., *cum laude*, 1983

**Professional Associations**

Claims & Litigation Management Alliance, Committee Member for Insurance Fraud and Bad Faith Committees

Defense Research Institute, Women in the Law Committee

Federation of Defense & Corporate Counsel, Vice-Chair

Property Insurance Section and Insurance Industry Institute

Georgia Defense Lawyers Association, Board of Directors

International Association of Defense Counsel, Vice Chair

First-Party Property for the Insurance and Reinsurance Committee

Metro Fire Investigator Association

Achievements and Awards



Karen K. Karabinos

Partner

Chartwell Law

3200 Cobb Galleria Parkway  
Suite 250

Atlanta, GA 30339

(470) 660-8737

(404) 738-1632(fax)

[kkarabinos@chartwelllaw.com](mailto:kkarabinos@chartwelllaw.com)

[www.chartwelllaw.com](http://www.chartwelllaw.com)

Karen vigorously investigates her cases and maintains continuous communication with her clients as she works toward successful resolution while maintaining their business strategy and goals.

Prior to joining the firm, Karen was a partner with an Atlanta firm where she handled insurance coverage and litigation matters.

Melissa A. Segel represents insurance carriers and businesses in commercial litigation and insurance coverage matters, with an emphasis on defending against bad faith and fraudulent claims. She works with insurance adjusters, special investigative units (SIU) and insureds in both first- and third-party property and bodily injury loss claims in Georgia, including those related to arson, automobile accidents and theft coverage in homeowner and auto insurance policies.

Melissa previously worked in the insurance industry for more than 10 years and specialized in property and special investigations. With her insurance claims and SIU background, she is uniquely attuned to her clients' needs and goals which enables her to provide efficient and high-quality service when resolving disputes.

Melissa earned certifications as a Fraud Claim Law Specialist (FCLS), Associate in Claims (AIC) and Chartered Property and Casualty Underwriter (CPCU).

In law school, she served as the associate notes and comments editor for the *Georgia State Law Review* and earned the Professor David J. Maleski Prize for excellence in torts.

#### PRACTICE AREAS

- Appellate
- Arson & Fraud
- Automobile Litigation melissa.segel@swiftcurrie.com

## MELISSA

## SEGEL

## PARTNER

#### Direct Dial:

404.888.6153

#### Fax:

404.888.6199

#### Email:

melissa.segel@swiftcurrie.com



- Catastrophic Injury & Wrongful Death
- First-Party Property Insurance

Kayla M. McCallum is an associate attorney in Swift Currie's Atlanta office. She focuses her practice on automobile litigation and premises liability. Prior to joining Swift Currie, Kayla worked as an insurance defense attorney and as a public defender in Walton County, which allowed her to gain experience in a granted motion for summary judgment and a jury trial. In her work, Kayla prioritizes thinking outside of the box and an attention to detail to effectively serve clients who have been sued. She understands the anxiety that sued clients may experience and works to calm them by answering all questions and detailing all potential scenarios and outcomes.

Kayla earned her J.D. from the Georgia State University College of Law. She received her B.B.A. from Georgia State University as well.

#### PRACTICE AREAS

- Automobile Litigation
- First-Party Property Insurance
- Insurance Coverage
- Premises Liability

#### EDUCATION

- Georgia State University College of Law (J.D., 2020)
- Georgia State University (B.B.A., 2017)



## KAYLA MCCALLUM ATTORNEY

#### Direct Dial:

404.888.6184

#### Fax:

404.888.6199

#### Email:

[kayla.mccallum@swiftcurrie.com](mailto:kayla.mccallum@swiftcurrie.com)

## Harshida Davis- Atlanta Group Risk Manager

Harshida Davis was born in Lusaka, Zambia and moved to Buffalo, NY at the age of six. She attended the State University of New York at Geneseo. She started her career with Enterprise as a Management Trainee in Charlotte, NC in 2001 and was soon promoted to the Risk Management department. She earned her first department head role as the Risk Manager in Group 53 for Commercial Truck & Car Sales. In 2012, she was promoted to the Chicago group where she worked in Home City and Airport regions. Five years later she was promoted to Group Risk Manager over Southwest Florida and in 2019, Harshida joined the Atlanta Group in July 2019. In Atlanta, she runs the Risk Program for Enterprise, Alamo, and National and sits on the Company wide DE&I council for the Southeast. Harshida and her husband Jon have an 11-year-old girl Zoe and 8-year-old son Jacob. Harshida is passionate about employee development and is specifically committed to creating a strong and diverse leadership team that can best serve our employees, customers and community.



## Mark Carter – Corporate Security and Investigations Manager

Mark Carter is a Georgia native with a Bachelor of Science Degree in Criminal Justice from Columbus State University. He started working for the Douglas County Sheriff's Office in 1987 and worked his way to a Sergeant in Crimes Against Property position where he specialized in fraud and motor vehicle theft. He also received Georgia POST Instructor Certification. He has been with Enterprise Holdings since 2002 where he is involved with physical security, internal investigations, external investigations, and liaison with the law enforcement and investigations community. He is a member of the International Association of Financial Crimes Investigators (IAFCI) and the International Association of Auto Theft Investigators (IAATI). Mark is the current President of the Southeast Regional Chapter (SERC) of IAATI. He is also involved with efforts in the State of Georgia to establish a Motor Vehicle Crimes Prevention and Investigation Authority to work towards helping agencies prevent, investigate, and learn about Motor Vehicle Crimes including theft, vehicle burglaries, slider crimes, title fraud, and insurance fraud. Mark and his wife of 35 years, Melanie, live in Villa Rica, GA.





## Office Of Insurance and Safety Fire Commissioner

Supervisory Special Agent David Lam has over 19 years of law enforcement experience. He spent 8 of those years with the Henry County Police Department, serving in various assignments to include Uniform Patrol Officer and Detective within the Criminal Investigations Division. He also previously served as a Patrol Officer, Detective and Sergeant within the McDonough Police Department. While at the McDonough Police Department, he structured, organized, and pioneered the Motors Unit. David Lam earned a Bachelor of Science from Columbia International University. He is currently working at the Office of Insurance Commissioner where he started as a Special Agent III and has recently been promoted to Supervisory Special Agent with the Criminal Investigations Division.

## CARFAX

Steven Jones joined CARFAX in 2021, bringing with him over 25 years of experience in auto claims operations, business-process outsourcing, consultative technology sales, enterprise business development, and account management.

As a Strategic Claims Solutions Consultant, he works with auto insurance carriers to maximize the value and benefits of the CARFAX brand, data, product, and partnerships during the claim's lifecycle. Steven is a graduate of Illinois State University with a Bachelor of Science in Criminal Justice who lives and works out of St. Charles, Illinois."