

Bill Crane

CSI Crane, LLC – Principal, Media Relations/Strategy



Bill Crane is nearing 25 years as a senior communications strategist. He began his career in broadcasting and later served in senior communications staff positions under Georgia's Gold Dome, as well as on Capitol Hill, working for two U.S. Senators and one Governor in both major political parties.

Crane also has significant economic development experience, serving as Vice President of Marketing and Communications for the Metro Atlanta Chamber of Commerce during Atlanta's Olympic years.

During the past decade, Crane was a Senior Vice President with the GCI Group, a global public relations firm, where he helmed client engagements for AFLAC, Cousins Properties, Deloitte Consulting, InterContinental Hotels Group, and Johnson & Johnson among others.

Since the 2000 Presidential Election, Crane has become one of the Southeast's most visible political analysts and commentators, first with 11Alive News, Atlanta's NBC affiliate, and now Channel 2's WSB-TV Action News. Crane added radio in 2006, since providing commentary for WSB-AM News/Talk 750 and now 95.5 FM. In 2008, Crane began a weekly political column, carried initially by The Champion, DeKalb County's legal organ, and in 2010 a monthly column in Georgia Trend. Crane's analysis is also regularly contributed seen Georgia Public Television, "The Lawmakers," CNN International, and AlJazeera English.

In the summer of 2009, Crane opened his own shop, CSI Crane, providing a full range of marketing, public affairs, and communications services to individuals and corporations, specializing in crisis management, corporate reputation, and executive visibility, as well as the communications and governmental challenges of highly regulated industries.

Crane is a graduate of the Grady College of Journalism at the University of Georgia. He remains an avid Bulldog fan and is the proud father of two daughters. Crane lives in Scottdale, Georgia.

John Euwema

Vice President, Legislative Regulatory Counsel



John Euwema is Vice President of Legislative Regulatory Counsel. As counsel and compliance officer to several nationwide life and health and property and casualty companies, John has extensive hands-on experience with the regulatory schemes for numerous products, including those in the consumer credit and service contract industries. As VP, Legislative Regulatory Counsel, John acts as the legislative and regulatory advocate for CCIA issues on the state and federal levels. He prepares and submits written comments on pending legislation and regulations, as well as delivers testimony before policymakers, and serves as an industry leader and expert. One of John's primary responsibilities is the daily communication with members. He also drafts agendas, prepares the weekly conference calls, and works closely with all CCIA

committees.

Elizabeth Kastigar, MBA, JD, AIRC

Lead Counsel, Regulatory Affairs



Beth Kastigar is a Lead Counsel for government relations and regulatory group of the Assurant Group of companies (formerly the Warranty Group).

Beth began her career as a paralegal with Lord Bissell & Brook (now Locke Lord). Following work with CitiBank in their money transmitter division, Beth helped start up the Direct Response Division of USLife Credit Life Insurance Company as their corporate counsel. Beth relocated to Atlanta, Georgia to be Counsel for the Credit Division of Monumental Life Insurance Company (now part of Transamerica Financial). Beth worked in an advocacy role with a trade association before joining The

Assurant Group in 2012. Beth's regulatory knowledge and broad business background help drive compliant business solutions.

Beth is a graduate of St. Louis University in St. Louis (BS), and the University of Illinois (MBA and JD) and holds numerous insurance designations including FLMI and AIRC.

James Swinton, FALU, FLMI

2nd Vice President Underwriting



James Swinton joined Munich Re in 2000 and currently is Second Vice President of Underwriting Risk Management. James' professional underwriting career began with Minnesota Life and has held positions with Canada Life and Transamerica Re. James has served as President of the Georgia Home Office Underwriting Association (GAHOU), the Southeastern Home Office Underwriters Association (SEHOUA) and served as a member of the AHOU Program Committee. In addition, he holds the insurance industry designations FLMI and FALU and has a Masters of Public Finance from Atlanta University.

Chris Hause

President, Hause Actuarial Solutions



Chris Hause is President of Hause Actuarial Solutions in Overland Park, Kansas. Hause Actuarial Solutions specializes in Credit Insurance, Actuarial and Illustration Software, Product Management, and Financial Reporting. Chris recently assisted in performing nationwide studies on credit morbidity and credit mortality primarily for the purpose of establishing consistent and appropriate statutory reserving standards for credit disability and life insurance.

Prior to forming Hause Actuarial Solutions, Chris was Managing Partner of William M. Buchanan & Associates and has worked in the insurance industry for almost thirty years.

Member of several special interest sections of the Society of Actuaries and is the recently retired Chair of the Non-Traditional Marketing Section Council, Smaller Insurance Companies Section, and is the current Chair of the Credit Insurance Experience Committee and on the Board of the CCIA.

Chris has been a frequent speaker on the topic of Bank Distribution of Insurance, Credit Insurance, Debt Protection, and has written many articles for actuarial and insurance publications.

Jamie Ludwig

Director, Lending Claims & Operations



Jamie Ludwig is the Director of Lending Claims and Operations at CUNA Mutual Group. Her team delivers a differentiated experience when customers need it the most through service and a digital end to end claim process. Jamie has a strong passion for the customer and employee experiences and for elevating these experiences through innovation and continuous improvement.

Jamie joined CUNA Mutual Group in 2014 and has held several leadership roles within the team since that time. She has been instrumental to the digital transformation impacting the experience today, always thinking big and looking for a better way. Prior to CUNA Mutual Group, Jamie began her career in banking, serving in numerous roles in retail operations, lending, and trust services. Jamie graduated from the University of Northern Iowa with degrees in Management, Finance, and Real Estate. She is currently enrolled in the MBA program at the University of Iowa.

Marvin Jones, LLIF, ALMI, ACS

Event Strategy Director, LIMRA LOMA



Marvin currently works for LOMA (Life Operations Management Association) as an Event Strategy Director tasked to help drive LOMA's message, theme and strategy for its portfolio of conferences and committees. In this role, he collaborates closely with internal and external partners to strategize on event profiles that provide value to LOMA members and non-members. He assesses and evaluates existing event strategies and plans to identify opportunities for performance improvement (event effectiveness).

Marvin joined LOMA in 2008 after over 25 years in the insurance industry. He began his career at the Aetna Life and Casualty as a Field Claims Representative. His varied business experience includes responsibility as a Regional Liability Claims Manager, Home Office Cost Containment Manager and Claims Operations Project Manager for several top tier Insurance Companies. He has earned the LLIF, ALMI and ACS designations. He has also received the Diversity, Equity and Inclusion in the Workplace Certificate from the USF Office of Corporate Training and Professional Education.

Roger Tutterow, Ph.D.



Roger Tutterow is Professor of Economics at Kennesaw State University. He also serves as Director of the Econometric Center, an applied research center affiliated in KSU's Coles College of Business.

His analysis of the economic, business, and political environments have been featured in a variety of media including *Wall Street Journal*, *Financial Times*, *USA Today*, *Atlanta Journal Constitution*, *Arizona Republic*, *Florida Times-Union*, *Kansas City Star*, *Los Angeles Times*, *New York Times*, *Orlando Sentinel*, *Palm Beach Post*, *Wichita Eagle*, and on *CNN*, *CNBC*, *NBC*, *Bloomberg Television*, *NPR's "Marketplace"* and *"All Things Considered," CNN-Radio*, as well as by regional electronic and print media.

In addition to his work in academia, Dr. Tutterow has served as a consultant on financial economics and statistical modeling for corporate clients ranging from Fortune 500 companies to closely held businesses. He also serves as Chief Economic Advisor for the Henssler Financial Group, an Atlanta-based investment advisory firm and as a strategic advisor to Georgia Oak Partners, a Georgia-focused private equity firm. He has provided expert testimony on economic, financial, and statistical matters in state and federal court, before the Georgia General Assembly and before the Georgia Public Service Commission. Dr. Tutterow has given several hundred speeches to professional groups in over 30 states and Canada on topics in the economic, business, and political arenas.

For the last four years, he has been selected by *Georgia Trend* magazine as a "notable Georgian." In 2003, Georgia Governor Sonny Perdue appointed Dr. Tutterow to serve on the Governor's Council of Economic Advisors, a capacity that he continues to serve in for current Georgia Governor Nathan Deal. In 2010, he was named to the Special Council on Tax Reform and Fairness for Georgians, which conducted a comprehensive review of Georgia's Tax Code. In addition, Dr. Tutterow has served on the Georgia Child Support Commission, on the Board of Trustees of Berry College, the Board of Directors of Vinings Bank, the Southern Region Board of Directors for the American Red Cross Blood Services, and the Board of Directors for Consumer Credit Counseling Service of Atlanta.

A Georgia native, Dr. Tutterow holds a B.S. in Decision Science from Berry College and a M.A. and Ph.D. in Economics from Georgia State University. Prior to rejoining Kennesaw State University, Dr. Tutterow held faculty and administrative appointments at West Virginia University, Georgia State University, and Mercer University. He has also served as a visiting professor at the University of the West Indies in Trinidad and at the Institute for Industrial Policy Studies in Seoul, South Korea.

Lee Bowron

Co-Founder, Kerper Bowron



Lee Bowron's practice focuses on GAP, Service Contracts, and other F&I products.

Lee Bowron has been in the insurance industry since 1990 and has been a consultant since 2001. Previously, he was the Chief Actuary for The General auto insurance. He has written articles on GAP insurance, Vehicle Service Contracts, and other topics for journals and magazines, including Best's Review.

Lee is an Associate of the Casualty Actuarial Society and a Member of the American Academy of Actuaries.

Sarah Chansky, FSA, FCIA, MAAA

Associate Actuary, MunichRe



Sarah began her career at Munich Re Life USA in Atlanta in 2010. She is currently the lead pricing actuary for Group and Credit Life and A&H. Sarah focuses on experience analysis, treaty pricing, risk concentration modelling, and industry research. A native Canadian, Sarah was raised in Calgary. She earned her degree in Actuarial Science and Statistics from Western University in London, Ontario. Prior to joining Munich Re, Sarah worked at Sun Life in Toronto. Sarah is a huge Toronto Blue Jays fan.