



## 2017 ICE Conference

### Sunday, October 22

#### 10:00 – 12:00 **Conference Sign-In**

Find a friendly face at the conference check-in table and pick up your conference materials! We'll help you download the conference app, update your profile and answer any questions you may have about the conference.

#### 1:00 Tee Time **Optional Golf Outing at English Turn Country Club**

Our novice-friendly scramble format has become a favorite event. ICE charges golfers subsidized greens fees that include: transportation, carts, prizes and lunch. The sponsoring exhibitor has the opportunity to work with the ICE golf committee to customize contests, prizes, and the luncheon. ICE does not guarantee the number of participants at this pre-conference event; all attendees and exhibitors receive an invitation to play.

#### 1:00 – 4:00 **Optional New Orleans Walking Food Tour**

Join us for a five star food walking tour of New Orleans. Professional guides bring local history to life during the tour of five French Quarter restaurants with samples at each stop including the jambalaya Guy Fieri featured on Diners, Drive-ins and Dives. There is a 20-minute walk from Harrah's to the start of the tour. The actual tour covers less than a mile and lasts approximately 3–3.5 hours. The walk back to Harrah's takes approximately 25 minutes. City cabs, Lyft and Uber rides are available for attendees who only want to walk the tour.

#### 5:00-6:00 **Conference Sign-In**

Here's another opportunity to gather your conference materials and get some help with the conference mobile app.

### Monday, October 23

#### 8:00 – 10:00 **Conference Sign-In**

If you didn't have a chance to check-in yesterday, no worries! We're here to help with registration materials and the conference app.

#### 8 - 9:30 **Continental Breakfast/Networking/Exhibitor Hall**

A conference favorite in 2016 so we're doing it again! This is your first chance to meet with sponsors and exhibitors in the exhibit hall. It's also a time to network with ICE friends new and old while enjoying a delicious continental breakfast.

#### 8:00 – 9:30 **First Timers Breakfast**

For first time attendees only...here's your chance to meet your fellow first-timers and ICE Board of Directors while you map out your strategy for a successful conference experience.

**(Private Event- Invitation Only)**

9:45 – 10:30

**Line of Business Networking Events  
(Commercial, Personal, Loss Sensitive, etc.)**

You asked and we listened! This is your opportunity to connect with fellow attendees who share your industry discipline. Making these connections early in the conference should maximize your networking and assist you in getting the most out of ICE 2017!

(Session closed to conference exhibitors)

10:45-11:45

**Robotics Panel Discussion**

The conference hasn't even officially started, but you'll hear the latest and greatest from member companies and vendors who have experience in this hot topic in the industry.

12:00 – 1:30

**Welcome Luncheon**

Pick a table number upon entry to join conference attendees for a delicious lunch and networking as we gear up for the official start of the conference!

1:30 – 2:00

**Conference Sign-In**

Here's your last chance to pick up your conference materials!

2:00 – 4:00

**Keynote Address**

ICE welcomes Sierra Modro, "Technology Futurist" who will discuss the technology trends affecting the insurance industry within the larger context of global trends and how to be prepared, be resilient and thrive!

4:00

**Anti-Trust Statement**

**David Rose**, ICE Counsel

We want everyone to understand the Anti-Trust rules, so we'll spend a few moments for that important piece of business.

**Sponsor and Exhibitor Introductions**

**Ken Godfrey**, ICE Executive Director

Each year, our sponsors and exhibitors provide their generous support to the conference. Help us welcome and thank them for their commitment to the ICE organization.

5:00

**Kick-Off Reception/ Event/Dinner**

*"Laissez les bons temps rouler"*...Let the good times roll with a traditional New Orleans party featuring a seafood boil and live music featuring Sunpie and the Louisiana Sunspots! Don't worry if you're not a seafood lover....there will be burgers and vegetarian options to please everyone. Enjoy the music, watch some Monday night football on a big screen TV and connect with conference attendees in a relaxed atmosphere.

## Tuesday, October 24

### 7:45 – 8:30 **Continental Breakfast**

Join your colleagues for a delicious continental breakfast before everyone gets down to business!

### 8:30 – 10:30 **Workshops (Choose 1)**

#### - **Maximizing Mobile Technology**

Our keynote speaker, Sierra Modro, will explore the move to mobile. Your smartphone and tablet both have the power of a supercomputer so you can use it for a lot more than Facebook! Sierra runs her entire business using an iPad, and she's been mobile first for nearly 10 years. In this tech-tip-filled interactive workshop, we'll explore both how to be more productive while mobile!

#### - **All Things Bad Debt**

Join us for a discussion about all facets of bad debt...get your questions answered, share your initiatives and hear from industry peers on this topic of critical importance to billing and collection professionals.

#### - **Employee Engagement: Sharing Ideas and Strategies**

In this workshop, we will be drilling down on the challenging issues managers face on a daily basis including work from home, casual dress, employee development and more!

### 10:30 – 11:30 **Exhibitor Hall Break**

Take a well-earned break while you explore the products and services offered by our exhibitors and sponsors.

### 11:30 – 12:00 **ICE Business Meeting** (Discussion Closed to Conference Exhibitors)

Members of the Board of Directors will provide you with important updates about the ICE organization including the latest initiatives, strategic plans and financial status.

### 12:00 – 1:00 **Lunch**

It's time for lunch and another opportunity to break out of your comfort zone and join up with some new ICE friends!

### 1:00 – 2:00 **General Session: Bankruptcy**

Susan Gummow will present an overview of bankruptcy issues including key terms, types of bankruptcies, impacts to collection and other facets of the topic relevant to billing and collection.

### 2:00 – 2:45 **General Session: Payment Fraud**

Steve Bernstein from JP Morgan Chase will discuss the latest information on payment fraud within the industry.

### 3:00 – 3:30 **Break in Exhibitor Hall**

Our sponsors and exhibitors are ready to show you the latest and greatest in products and services to help you achieve your goals and improve operational results.

3:30 – 5:00

**Topical Breakouts**

(Discussions Closed to Conference Exhibitors)

Always a highlight of the conference, here's your chance to engage with industry peers about the latest trends and hot topics in your business world. It's also a chance to ask that question that you've been wanting to ask!

**Commercial Lines**

**Personal Lines**

**Workers Compensation**

**Loss Sensitive**

5:00

**Meeting Concludes for the Day**

6:00

**Premier Reception**

Let's have a glass of wine or a cocktail as we join our exhibitors and sponsors in the exhibit hall one more time. There just might be a great prize in your future!

7:30

**Premier Dinner/Committee Recognition**

Follow the crowd from the reception to the Besh Steakhouse for a mouth-watering dinner in one of New Orleans' great restaurants owned by renowned chef, John Besh. It's also a chance to recognize the hard work of our ICE committees!

**Wednesday, October 25**

8:00 – 8:45

**Continental Breakfast**

Here's a final opportunity to grab breakfast with a friend before the final sessions of the conference.

9:00 – 10:30

**Culturetopia- The Ultimate High-Performance Workplace**

Based on his experience as an insider at famed Southwest Airlines and consultant to dozens of other Fortune 500 companies, Jason Young offers a dramatically different approach to creating and sustaining a high-performance workplace. His solution for companies is to create an organizational culture where employees can do their best work and one that will produce the desired performance outcomes in productivity, profitability, employee retention and customer satisfaction.

10:30 – 10:45

**Break**

10:45 – 11:45

**General Session**

Benchmarking- The ICE Benchmarking Committee will use the Automated Response System (ARS) in the mobile app to provide some updates to their work throughout the year and provide you with real time answers to trends and best practices from conference attendees.

ICE Website- Join us for the unveiling of the new and improved ICE website!!

11:45 – 12:00

**2018 Conference Announcement**

**Ken Godfrey**, Executive Director – ICE

Get ready for 2018! Do you have a guess or a hunch? Find out when Ken Godfrey reveals the 2018 conference site.