

# **How to Handle Resistant Uninsured Tortfeasors (Auto)**

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This webinar brought to you by National Association of Subrogation Professional (NASP) and ICE, explains how productive conversations with tortfeasors work to increase recoveries. Not every conversation is easy or goes as planned. When an uninsured tortfeasor becomes resistant, the claim and even the company's brand could be at risk if the conversation is not handled properly. Speakers Kim Rathbone, Insurance Subrogation Practice Group Lead, and Julie Vaccaro, Subrogation Attorney Manager, at Javitch, Block & Rathbone, LLC. explore the sources of resistance, discuss effective negotiation strategies to counteract opposition and utilize examples of problem language with solutions to redirect the conversation.

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