MCLE Credit:
This event is pending MCLE approval.

CONSERO

FINANCIAL SERVICES & INSURANCE LITIGATION VIRTUAL FORUM

October 26, 2020 | 12:45 PM–4:30 PM ET
October 27, 2020 | 12:45 PM–4:30 PM ET

IN PARTNERSHIP WITH:
WHAT IS A VIRTUAL CONSERO FORUM?

*Consero’s Virtual Forums* facilitate uniquely meaningful conversation and connections among the world’s most senior corporate leaders. Event participants engage in interactive panel sessions, breakout discussions on more targeted topics, and one-on-one business meetings. The end result is a highly efficient opportunity to share best practices, benchmark with other companies, and identify specific tools and strategies to materially improve corporate performance.

HOW DOES IT WORK?

Before the event, each participant at Consero’s Virtual Forums receives a fully customized itinerary, along with access to Consero’s proprietary event platform and mobile app, which ensure an optimized experience.

Our team actively guides all participants through the event, providing support to ensure a seamless program. In addition, by relying on Zoom for our back-end meeting technology, we deliver a user experience that is second-nature to nearly all of our corporate leader attendees. Consero’s community relies on us for an exceptional turnkey experience—both in-person and virtually.
### ADVISORY BOARD:

<table>
<thead>
<tr>
<th>Company</th>
<th>Name</th>
<th>Title</th>
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<tr>
<td>MassMutual</td>
<td>Sherri Nagel</td>
<td>Senior Vice President and Assistant General Counsel</td>
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<td>Litigation &amp; Legal Operations</td>
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<td>Discover Financial Services</td>
<td>Dina Raphael</td>
<td>Associate General Counsel, Litigation and Dispute Resolution</td>
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<td>HSBC Bank USA</td>
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<td>Joseph Salama</td>
<td>Global Head of Litigation &amp; Regulatory Enforcement</td>
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<td>Deutsche Bank</td>
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### THURSDAY, OCTOBER 22

10:00 AM–2:00 PM

CONSERO OFFICE HOURS

Log in to our software to explore and familiarize yourself with our site. We will also have a live session for you to login and test your audio and video hardware.

### FRIDAY, OCTOBER 23

10:00 AM–2:00 PM

CONSERO OFFICE HOURS

Log in to our software to explore and familiarize yourself with our site. We will also have a live session for you to login and test your audio and video hardware.

### MONDAY, OCTOBER 26

12:45 PM–1:00 PM

DAY ONE OPENING REMARKS

CHAIR:

Mark LoSacco

Executive Vice President and General Counsel, Litigation

HSBC Bank USA
MONDAY, OCTOBER 26

1:00 PM–1:30 PM

GENERAL SESSION: Perspectives On Crisis Planning and Incident Response

- Victoria Newman  
  General Counsel  
  TMX Finance Family of Companies

- Paul Susz  
  General Counsel  
  United Automobile Insurance Company

1:30 PM–1:40 PM

BREAK & NETWORKING TIME

This room is available for peer-to-peer networking.

1:40 PM–2:10 PM

GENERAL SESSION: Shifting Corporate Culture From Reactive To Proactive

- Why do most companies seem more reactive than proactive? Is it because of monetary hurdles, lack of awareness of problems, or not enough of the right resources?
- What’s the harm in being reactive? What are the benefits in being proactive?
- What are the challenges in trying to shift from reactive to proactive?
- How do you navigate the political waters when trying to effect change?

- Domenic Cervoni  
  Vice President, Senior Legal Counsel  
  HSBC North America Holdings

- Nirav Shah  
  Managing Director and Co-Head of Litigation, the Americas  
  Cantor Fitzgerald

- Paul Sirkis  
  Managing Director  
  Macquarie Group

MODERATOR:  
Brandon Daniels  
President, Global Markets  
Exiger

2:15 PM–3:00 PM

BUSINESS MEETINGS

2:15 PM–2:55 PM

BREAKOUT DISCUSSION: Data Mapping For Privacy & Beyond: A Proactive Approach To Improving The Risk Posture Of An Organization

Financial services firms have traditionally been tightly regulated and thus better prepared for compliance activities than other sectors—but not without challenges. The volume of Data Subject Access Requests (“DSAR”) coupled with vast amount of personal data collected and stored has made responding to new regulatory deadlines far from easy, especially knowing where all the data resides, how the data is being used, and its contractual, legal, and regulatory obligations. The answer is “Data Mapping”—a crucial backbone for compliance and overall health of a financial services firm. Let’s look at how this process can improve the risk posture and bring value to an organization.

- Revisit an understanding of Data Mapping and traditional uses (identify risk, enable privacy compliance, PIA’s DSAR)
- How this will bring value to all areas of the organization (governance, training, e-discovery, and even providing value during M&A)
- The who, what, and hows needed to facilitate the project

MODERATOR:  
Jake Frazier  
Senior Managing Director  
FTI Consulting
MONDAY, OCTOBER 26

2:15 PM–2:55 PM
BREAKOUT DISCUSSION

3:00 PM–3:10 PM
BREAK & NETWORKING TIME
This room is available for peer-to-peer networking.

3:10 PM–3:55 PM
BUSINESS MEETINGS

3:10 PM–3:50 PM
BREAKOUT DISCUSSION: Reducing Litigation & Cybersecurity Risk In A World of Remote Work
As workforces remain remote and distributed, companies face many new and increasing legal risks. If these risks are not addressed effectively, companies can expose critical information assets and severely damage their competitiveness in the market.
› How do you ensure that employees are taking reasonable steps to understand today's data and assess potential risks?
› How have you embedded learning from the early stages of stay-at-home work into your enterprise's compliance and discovery programs?

MODERATOR:
Robert Cruz
Vice President, Information Governance
Smarsh

3:10 PM–3:50 PM
BREAKOUT DISCUSSION

4:00 PM–4:30 PM
GENERAL SESSION: Class Action Trends & Defense Strategies
› What types of class action claims are appearing more frequently?
› What issues are capturing the attention of the class action plaintiffs' bar?
› What are the best new tools and strategies for defending class actions?

MODERATOR:
Kirsten Schubert
Partner
Dorsey & Whitney LLP

William Kelleher
Senior Vice President, Corporate Counsel and Assistant Corporate Secretary
People's United Bank, N.A.

Matt Morningstar
Executive Director and Counsel
Morgan Stanley

Alanna Rutherford
Vice President, Global Litigation & Competition
Visa
MONDAY, OCTOBER 26

4:30 PM–5:15 PM
DAY ONE CLOSING REMARKS AND NETWORKING
This room is available for peer-to-peer networking.

TUESDAY, OCTOBER 27

12:45 PM–1:00 PM
DAY TWO WELCOME REMARKS

1:00 PM–1:30 PM
We’ve all seen the statistics on lawyer unhappiness, including depression, substance abuse, and worse. And there can be no doubt that these realities have negative consequences for both litigators and their clients. With some efforts now being made to address the deepest of mental health and wellness issues in the profession, we should ask ourselves the next question—is it enough for us not to be depressed and miserable? This presentation draws on research in behavioral science and the field of positive psychology to explore these issues and give real-world advice on how to shift our thinking in ways that lead to greater happiness and fulfillment, and ultimately to greater success in the profession due to a better, and “happier,” emotional state.

Mark LoSacco
Executive Vice President and General Counsel, Litigation
HSBC Bank USA

1:30 PM–1:40 PM
BREAK & NETWORKING TIME
This room is available for peer-to-peer networking.

1:40 PM–2:10 PM
GENERAL SESSION: Litigation Workflows & Efficiencies: Keeping Your Bottom Line Top Of Mind
› How have you structured your litigation function for optimal efficiency?
› How do you maintain productivity through force reductions and other changes to your legal team?
› What in-house ECA tools do you use to optimize outside counsel and vendor spend?
› What is the most effective cost-saving measure you have put into practice in the past year?

Shawn Hynes
Vice President and Senior Litigation Counsel
American Express Company

Philip Laffey
Senior Associate General Counsel
Global Payments

Sherri Nagel
Vice President and Assistant General Counsel, Litigation
Discover Financial Services

Joellen Valentine
Managing Director, Head of Litigation
Orix

MODERATOR:
Ray Bayley
President, Chief Executive Officer and Co-Founder
Novus Law
TUESDAY, OCTOBER 27

2:15 PM–3:00 PM
BUSINESS MEETINGS

2:15 PM–2:55 PM

BREAKOUT DISCUSSION: Emerging Trends & Hot Topics In Financial Services & Insurance Litigation

› Which benchmarks are most relevant today (e.g., lawsuit volume, level of spend, alternative fee arrangement use, etc.)?
› What trends have captured your attention over the last twelve months?
› What negative trends do you anticipate, and how are you preparing for them?

Monica Curtis
Vice President, Associate General Counsel, and Head of Coverage Law
The Hartford Financial Services Group, Inc.

Christopher Garvey
Senior Vice President and Deputy General Counsel, Litigation & Enforcement
Fifth Third Bank

Lowell Haky
Associate General Counsel
Charles Schwab

Jermaine McPherson
Vice President
Goldman Sachs

Kristin Meister
Director and Litigation Counsel
Credit Agricole CIB

Bryce Tolefree
Vice President, Litigation
American Family Mutual Insurance Company

2:15 PM–2:55 PM

BREAKOUT DISCUSSION: Keeping It Compliant: Managing Regulatory Complexities

› What are the regulatory risks that most concern you?
› How do you ensure that you are sharing consistent information and messaging with different regulatory entities?
› What are some new and noteworthy best practices for handling government investigations and regulatory actions?

Leslie Bender
Chief Strategy Officer and General Counsel
BCA Financial Services

Matt Bunda
Director and Associate General Counsel
Citigroup

Elizabeth Coe
Deputy General Counsel
Citadel

Brendan Gibbon
Director and Counsel, Litigation, Enforcement & Investigations
Société Générale

Bob Long
Senior Vice President, General Counsel
Donegal Mutual Insurance Company

3:00 PM–3:10 PM

BREAK & NETWORKING TIME

This room is available for peer-to-peer networking.
TUESDAY, OCTOBER 27

3:10 PM–3:55 PM

BUSINESS MEETINGS

3:10 PM–3:50 PM

BREAKOUT DISCUSSION: Identifying Litigation Metrics & KPIs That Enhance & Empower The In-House Team

› What litigation metrics do you track?
› How do you harness and relay the data to your team?
› How has a data-driven approach helped your team structure their efforts and achieve their goals?

Jonathan Bida  
Vice President, Litigation  
Economical Insurance

Brian Chebli  
Executive Director, Assistant General Counsel  
JPMorgan Chase & Co.

Marilyn McClure-Demers  
Vice President, Associate General Counsel, Corporate/IP/Class Action Litigation & Discovery Management  
Nationwide Insurance

3:10 PM–3:50 PM

BREAKOUT DISCUSSION: Internal Investigations: From Crisis Management To Cultural Change

› How are you treating whistleblowers, regulatory inquiries and internal investigations differently in 2020 than you have in the past?
› What role does your company's organizational culture have on compliance and counsel's ability to be effective? Can you change an adverse culture before a crisis?
› How can an investigation move from addressing acute problems to addressing chronic cultural issues?
GENERAL SESSION: Data Privacy & Breaches: State Of The Law

› How have the volume, complexity, and perpetrators of breaches evolved over time?
› What new strategies are you using to protect sensitive data?
› What is the role of litigation leadership in effecting critical internal change?

Eric Kobrick
Senior Vice President,
Deputy General Counsel
AIG

Neil Schnurbach
Director, Global Litigation
Paysafe Group

Catherine Tomasi
Vice President,
Privacy Officer
Morgan Stanley

4:30 PM–5:15 PM
CLOSING REMARKS AND NETWORKING
This room is available for peer-to-peer networking.