

## **2025 NEIASIU TRAINING SEMINAR & FRAUD EXPO**

### **KEYNOTE:**

#### ***Vehicle Fraud: Trends, Illusions and Impact***

#### **George Ripley-SIU Manager Donegal Insurance Group**

### **SUMMARY:**

Vehicle Theft and Auto Fraud trends must be current to law enforcement and Insurance Fraud Investigators to mitigate impact. Impact to communities and companies can be severe if not addressed. This session covers a broad range of topics related to vehicle theft and auto fraud trends while focusing on providing the attendees with awareness and tools to enhance their investigations. The course will raise awareness of the current trends seen and how AI and technology are playing a larger role in auto theft and vehicle fraud nationally. This course will be packed with investigative considerations for the various types of auto theft and vehicle fraud as well as recommendations on which database tools and investigative support can be used to join the collective fight against these crimes.

#### ***Ethics and the Investigator***

#### **JEFFREY G. RAPATTONI, MARSHALL DENNEHEY**

### **SUMMARY:**

This course is designed for insurance fraud investigators, licensed adjusters, case managers, and claims professionals whose duties require them to review and pay claims. The legal landscape is changing rapidly thereby forcing our industry to be at the very top of its game from an ethical standpoint. This presentation will set forth best practices and standards to operate at maximum efficiency while ethically conducting oneself and protecting the carrier brand.

#### ***Leaking the Truth-Stopping Fraud Using Behavioral and Statement Analysis***

#### **BRUCE JACOBS, BEHAVIORAL ANALYSIS & SECURITY CONSULTANTS, LLC**

### **SUMMARY:**

Imagine being able to know what people are really thinking and feeling, or what their words really mean. Imagine being able to use scientifically proven techniques and clues to get to the truth in both your personal or professional life.

Behavior and language are in our DNA. Our brains tell us we are not supposed to lie. When we do, micro expressions, body gestures, voice/verbiage changes and baseline behaviors are all affected. This is due to a conflict between cognitive thinking and emotional feelings, which causes leakage or clues of deception. Humans are unable to control most of these reactions. With

the right training, you can begin to spot the clues of deception or true emotion. These are critical skills to recognize what witnesses, suspects, co-workers or even salesmen are really thinking and feeling.

***Cracking the Code: How Apps and Mobile Data Expose Fraud***

**JOE STEPHENSON, BUSINESS SYSTEMS ENGINEER & RICH MCKEON,  
DIRECTOR CELLULAR SERVICES**

**SUMMARY:**

This presentation will explore how mobile devices, and their data can uncover critical evidence in insurance fraud cases. We will demystify mobile apps, location data, and communication logs, explaining how they can be used to trace activities, validate claims, or identify inconsistencies. Attendees will gain insights into what a forensic cellular download entails, including the recovery of deleted data and metadata that provides context to user behavior. By understanding the capabilities and limitations of mobile data analysis, fraud investigators can strengthen their casework and uncover hidden patterns of fraudulent activity.

***Property Claims Toolbox: Tools to Investigate, Adjust and Resolve Property Claims***

**ADAM BRAND, ESQ. BRAND & TAPPLY**

**SUMMARY:**

Identifying suspect claims is hard enough, but today with the need to inspect every receipt and every photograph for authenticity, preparing a proper homeowner's property claim investigation is even more difficult. Add the spice of public adjusters and you've got a recipe for a fine meal of misery. This presentation will provide tools, processes and strategies for handling and investigating today's homeowner claims, dealing with public adjusters, and strategizing the issues of tomorrow.

## **Auto Crimes, Street Crimes & Its Relationship to White-Collar Crimes**

**LT. JAREK PYRZANOWSKI**

### **SUMMARY:**

Street gangs are no longer limiting their “operations” to guns, violence, and the street drugs of the past. They have now expanded their “operations” to include white-collar crimes such as automobile finance fraud, identity theft, prescription fraud, bank fraud, credit card fraud, and money laundering at the local, national, and international levels. The course will provide debriefs on real cases of auto theft, automobile finance fraud, and insurance fraud, including those in health and other insurance. The goal of this course is to clarify the nexus between white-collar crime and crimes committed by street gangs.

This course will provide an overview of how a variety of major crimes relate to automobile theft and automobile crimes. The course will also show how the ever-changing rapid expansion of cyber-crime is increasing the number of fraud investigations with street-crime crossover.

## **Investigating Tesla EV Claims**

**MIKE MEROLLI, FORENSIC EXPERT, APERTURE**

### **SUMMARY:**

This presentation provides attorneys and insurance adjusters an overview of Tesla EVs, along with advances in Advanced Driver Assistance Systems (ADAS) and Autopilot technology. Attendees will learn the vital evidence available from electric vehicles and the urgent need to preserve and obtain that data to properly investigate a claim.

## **The Hidden Lens: Surveillance and the Investigation of Insurance Claims**

**JEFF NEADLE, ASSISTANT VICE PRESIDENT STRATEGIC ACCOUNTS**

### **SUMMARY:**

This course will focus on surveillance as a tool for the investigation of injury claims. The course will start at the beginning with focus on when to order and when not to order a surveillance. We will also discuss some ideas on choosing a vendor to conduct the investigation. In addition, we will cover ways on how to maximize the potential for results, through preparation by both the adjuster/SIU and the vendor. The course will also cover the actual surveillance and while not the emphasis, we will also talk about some of the real challenges investigators face on a daily basis. The training will conclude with some remarks about what should take place once the surveillance is completed and what the assigning adjuster or SIU should expect.

**Fraudulent Water Losses- “Water Arson”**

**JAY KRAMARCZYK, VICE PRESIDENT EFI, GLOBAL, INC.**

**SUMMARY:**

This course is designed for insurance fraud investigators, licensed adjusters, case managers, experts and claims professionals whose duties require them to handle property claims related to water losses. This class will assist with handling the claim, interview questions, how to decide what type of expert to hire, and an idea of what the expert should be providing to assist the claim.

**Proactive Strategies to Combat Injury Fraud**

**TOM RAMUSSEN, VICE PRESIDENT OF PRODUCT FOR CLAIMS/CARPE DATA**

**SUMMARY:**

This session will discuss how insurance carriers can proactively identify fraud patterns and automate the review of all open injury claims with real-time, evidence-based data. Attendees will learn strategies for using online data to identify fraud early in a claim, reduce litigation risks, and improve the accuracy and efficiency of claim settlements.

**Auto Theft Trends in 2025 and the Future**

**JASON KELLER, SPECIAL INVESTIGATOR, FARM BUREAU INSURANCE**

**SUMMARY:**

This session will discuss the current trends in auto theft, including methods and reasons. In addition, we will attempt to predict what the future holds for auto theft. We will also discuss trends in auto theft related insurance fraud and what to look for. This will be an interactive presentation with examples from participants.

**Recent Trends in Massachusetts PIP Litigation**

**SHAHAN J. KAPITANYAN, ESQ. BRAND & TAPPLY, LLC**

**SUMMARY:**

This presentation will discuss recent relevant case law impacting PIP provider litigation, new tactics being used by medical providers to collect unpaid medical bills, and practical solutions supported by the Massachusetts Automobile Insurance Policy, the PIP statute, and case law in combatting and defending against PIP provider suits.

**IME: Accelerating Claim Resolution**

**KIM CAPINO, REGIONAL ACCOUNT MANAGER, MEDICAL MANAGEMENT  
ETHOS RISK**

**SUMMARY:**

This session will breakdown when and how to use Independent Medical Exams to ensure objective and efficient claims handling. We'll cover the importance of IMEs in verifying injuries, assessing treatment plans, and preventing unnecessary delays in claim resolutions.