



**SEAN MICHAEL SHAW, ESQ.**  
INSURANCE CONSUMER ADVOCATE

## **CLAIMS DISPUTE RESOLUTION ROUNDTABLE**

**November 18, 2009  
9:00 am – 4:00 pm**

**House Office Building, Committee Room 404  
The Capitol, Tallahassee, Florida  
Conference Call-in Number: 1-888-808-6959 Code: 4132880  
WFSU Florida Channel <http://www.wfsu.org/tfc/>**

### **AGENDA**

<b>Welcome and Introductions</b>	<b>Sean M. Shaw, Esquire</b> Insurance Consumer Advocate
<b>Opening Statement</b>	<b>Sean M. Shaw, Esquire</b>
<b>Florida Building Commission</b>	<b>Rick Dixon, Director</b> Florida Building Commission Department of Community Affairs
<b>Education: Contractors</b>	<b>Tim Vaccaro, Division Director</b> Division of Professionals and <b>G.W. Harrell, Executive Director</b> Construction Industry Licensing Board Department of Business & Professional Regulation
<b>Mortgage Bankers Association of Florida</b>	<b>Jay Ralstin, Chairman</b> (2009-2010) Mortgage Political Action Committee
<b>Appraisal Process</b>	<b>David Bierman, Esquire</b> Insurance Appraisal & Umpire Association, Inc.
<b>Education: Insurance Adjusters</b>	<b>Matt Tamplin, Bureau Chief</b> Bureau of Licensing Division of Agent & Agency Services Department of Financial Services
<b>Lunch</b>	
<b>Public Comments</b>	<b>Sean M. Shaw, Esquire</b>
<b>Break</b>	
<b>Roundtable Discussion</b>	<b>Sean M. Shaw, Esquire</b>
<b>Closing Remarks</b>	<b>Sean M. Shaw, Esquire</b>