



■
Exhibit A

Exhibit A

Frank T. Zeigon

RPA, CCLA, LPCS, PLCS, CLCS, PCLA, FCLA, CPAU, CGA

I have worked in various claim capacities for major national insurance carriers since 1966. I retired in 1998 and became a Claims Consultant providing - Mediation, Litigation, Claim Consulting & Adjusting Services. I am an expert in claim handling custom and practice, claim adjusting, coverage interpretation, and SIU practices. This includes complex claim handling issues; claim community standards; serving as an expert witness, appraiser, umpire, mediator, and other claim handling and adjusting services. In 2008 I returned to work for an Insurance Carrier as a commercial property claims manager for 13 western states and retired in October 2013 and returned to providing consulting services.

Experience: I have worked as branch level adjuster, supervisor, unit manager, home office examiner, regional and zone level supervisor during my 54 years working in the Insurance Industry.

I am experienced in both direct handling and supervising the most complex claim issues. I have experience in Property, Auto, General Liability, Personal and Commercial lines claims, and Inland Marine. I am familiar with D&O, Association Liability, Medical and Dental Malpractice claims.

I have worked as a claims expert, appraiser, mediator and general adjuster.

2014 - M&Z Insurance Claims Consulting, Inc.
President, Sr. Claims Consultant

2008-2013 CNA Insurance Company
Commercial Property Claims Manager – Western Region

1998-2008 M&Z Claims Service, Inc.
President, Claims Consultant/Executive General Adjuster

1980- 98 Chubb Group of Insurance Companies
Liability Supervisor, Western Regional AMD Supervisor
Western Zone Supervisor - AMD, Auto Liability, General Liability,
Commercial/Personal Property, SIU Manager

1979 California Guarantee Association in behalf of American Reserve
Auto Claims Manager

1978 -79 Reserve Insurance Company
Western Regional Property Claims Supervisor

1976 - 78 Metropolitan Property and Liability Insurance Company
Property Unit Manager Home Office Claim Examiner

1966 - 76 Allstate Insurance Company
Claims Adjuster Field Supervisor Telephone Unit Supervisor

Education: Regents High School Diploma, Some College - Business Management
Numerous industry training schools and seminars
Senior Claims Law Associate from the American Educational Institute
Registered Professional Adjuster
Personal Lines Coverage Specialist – The National Underwriter
Commercial Lines Coverage Specialist – The National Underwriter
Certified Professional Appraiser/Umpire – Insurance Appraisal and Umpire Association, Inc.

Professional and Civic Accomplishments:

A speaker at agency forums, and California Insurance Department Fraud Investigators Graduation.
Panel member on industry forums involving fraud claims handling.
Community volunteer – fire department, police department, congressional campaign.
Casualty Claims Law Associate (September - 1981)
CA Independent Adjusters License (1999 – 2008)
Registered Professional Adjuster (1999 – present)
Personal Lines Coverage Specialist (1/10/08)
Speaker Combined Claims Conference Northern California – 9/14/07 – “How to avoid bad faith on a potential fraud claim”
Speaker – CAIA annual meeting – SIU Regulation Certification – 10/18/07
Superior Court of California County of Los Angeles mediator
Speaker – Crawford Regional Conference – Providing Outstanding Customer Service – March 2010
Speaker – Blue Goose – Providing Outstanding Customer Service – September 2010
Speaker – CLM Annual Conference – Making a Living Through Theft Claims – a Case Study – 3/29/2012
Speaker CLM Fraud Committee Mini Conference – The ethical Investigations of Fraud Claims – 10/19/12
Article published in Litigation Management Magazine (2 part) 7/12 & 9/12 – Ethical Considerations in the investigation of an insurance claim – Attorney’s perspective & an Adjusters perspective – Co-author Matt Smith Esq.
Article – An adjusters perspective – a look back on 47 years as an adjuster – October 2012 CLM Claim management Mag. Electronic edition
Article – Litigation Management – Spring 2013 – Who’s Job is it. Co-author with Gene Weisberg Esq.
Speaker CE Institute Webinar – Ethics a case study – Speaker Co-speaker Robert May 3/27/13
Speaker – CLM 2013 Convention 4/11/13 – Insurance Fraud & recouping good faith Payments – Co-speakers – Bob Lee – Larry Arnold – Gene Weisberg
Speaker - CLM – Webinar – It is unoccupied but is it vacant? 4/24/13 – Co-speaker – Patricia Trombetta
Speaker CE Institute Webinar – Understanding Business Income Insurance – Speaker – Co-speakers – Larry Arnold & Eva Skordillis – 5/16/13
PLRB – Speaker – Underwriting & Claims – 2 sides to the same coin – 6/11 & 6/12/13
Co-speaker – Steve Hamilton
Article – Litigation Management – Summer 2013 edition – Are you connecting – changes in bad faith litigation in the electronic era – co-author – Mathew Smith
Speaker CE Institute Webinar – The Role of the SIU & Adjuster in an SIU Investigation 9/11/13
Speaker - The CLM Orange County Chapter – Fraud – One – Three – 10/3/13 WC – Co-speakers – Larry Arnold, Brad Balantine, Todd Lewis
Speaker – PLRB Webinar – Customer Service The Great Divider – 10/10/13 (1.0 hr)
Article – Claims Management January 2014 – Is it Vacant or Occupied? By Patricia J. Trombetta Atty & Frank T. Zeigon RPA, CCLA, LPCS, PLCS, CLCS, PCLA, FCLA
Speaker – SCFIA Conference – Ethics – Claim Handling & Investigation ethics – Co-speakers Steve Hutching Esq. Paul Muscorella (2 hrs) 11/6/15
Speaker – FEWA OC – Marketing your services to the insurance industry – Co-speakers – Larry Arnold, Jenna De Smith, Ken Brown (1 hr) 10/19/17

Past and Present Memberships

Past Member, Southern California Fraud Investigators Association
Past Member, Society of Collision Repair Specialists
Past Member Insurance Dispute Resolution Center (1999-2001)
Independent Adjusters License (1999 – 2008 CA)
Past Member California Association of Independent Insurance Adjusters (1999 – 8/2008)
(board of directors 2006 - 2007)
Past Member Forensic Expert Witness Association (2002 – 2006)
Speaker Committee Chairman - (2003)
MCLE Chair – (2004)
Past Member Orange County Bar Association – Associate Member (2003 – 2008)
Society of Claim Law Associates (2003 - present)
Past Member Orange County Trial Lawyers Association (2004 – 2008)
Past Member of Claims & Litigation Management Alliance
– Fraud Committee & Bad Faith Committee
Bad Faith Webinar Subcommittee Chairman
- President of the Orange County CA Chapter
Past – Member Forensic Expert Witness Association (2016 - 2019)
Present – CAPIA – California Association of Public Insurance Adjusters – Associate Member – (2017 -)
Independent Adjuster’s License Texas – 2010 – present
California Association of Independent Insurance Adjusters – (1/1/2022 -)

Frank Zeigon Insurance Related Training

Air University – Automotive Repairman – 5/11/67
Freeport Fire Department – Basic Fire fighting – 7/16/68
Allstate Insurance Company – Fire & Allied Lines Training – 7/26/68
Metropolitan Property & Liability Ins. Co. – Claims Orientation for Management – 8/20/76
“ “ “ - Claims Supervisory Development – 9/23/77
American Reserve Insurance Co. – Supervisor Development – 11/28/78
Chubb & Sons – Auto Damage File Inspection – 3/7/80
“ “ - Xerox Professional Selling Skills – 5/1/81
“ “ - Advanced Liability – 6/4/81
American Educational Institute – Casualty Claims Law Associate – 9/81 (2 yrs)
Chubb & Sons – Fraud & Arson Investigation – 3/21/84 (2 days)
Property Claims Service – Off Road Heavy Equipment – 3/12/86 (2 days)
Vale National – Advanced Estimations – 4/24/87 (3days)
Chubb & Sons – Property IIA – 6/14/91 (3days)
Chubb & Sons – California Unfair Claims Practice – 2/10/93 (4hrs)
Insurance Fraud Investigation & Management – AISG Insurance Fraud Investigation & Management Conference – 3/17/93 (3days)
Southern California Fraud Investigator Association – 24 Hrs Fraud Training - 6/10/94
“ “ “ “ “ - 8 Hrs Fraud Training – 6/9/95
California State University of Fullerton – Crime Analysis/Data Analysis – 12/95 (16 weeks)
Cummins & White, LLP – Fair Claims Settlement Practice – 5/29/98 (3hr)
Cummins & White, LLP – Appraisal: How, When & Why – 8/6/98 (3hr)
Cozen & O’Conner, LLP – Annual California Insurance Seminar – 10/98 (4hr)
National Business Institute – Third Party Coverage in California – 1/19/99 (8hr)
Insurance Dispute Resolution Center – The Statutory Fire Insurance Appraisal Clause – 4/22/99 (1hr)
Placentia Yorba Linda Adult Education – Microsoft Office 97 – 4/28/99
Quisenberry & Barnell, LLP – Litigating the Bad Faith Case: Settlement/Trial/Appeal – 5/15/99 (4hr)
Insurance Dispute Resolution Center – Mock Appraisal – 6/17/99 (1.5hr)
Insurance Dispute Resolution Center – How to work effectively with lawyers in the appraisal process. – 8/26/99 (1.5hr)
Insurance Dispute Resolution Center – Staying Independent – 10/21/99 (1.5hr)
California Association of Independent Insurance Adjusters – 1/28/00 Fair Claims Practice Certification
(2 hrs)
West Coast Casualty, Annual Construction Defect Seminar 4/27-28/00 (10hrs)
California Association of Independent Insurance Adjusters – 1/25/01 Fair Claims Practice Certification
(1 hrs)
National Business Institute – Bad Faith Litigation in California – 5/1/01 (6hrs)
Forensic Consultants Association – Admitting and using tests, experiments and demonstrative evidence at trial. – 1/14/02 (1hr)
Quisenberry & Kabateck LLP – 1/22/02 (3.0 hrs) New Cases, Developments in Insurance, Bad Faith
California Association of Independent Insurance Adjusters – 2/19/02 Fair Claims Practice Certification
Forensic Consultants Association – The Ins and Outs of working with Insurance Companies – 2/11/02 (1hr)
Forensic Consultants Association – Testifying Skills Workshop – (7hrs) 3/23/02
Forensic Consultants Association – Expert Proof in civil litigation (1hr) 5/20/02
Associated Construction Services – Everything you wanted to know about mold (4hrs) 6/10/02
Forensic Consultants Association – Expert tails from the dark side (1hr) 10/2/02

Zeigon CV

Page 4 of 9

West Group – Westlaw training – 11/5/02 (1hr)
Forensic Consultants Association – How to be a killer expert witness in toxic mold litigation 11/14/02 (3hr)
Institute for Mediation Studies – Basic Mediation and Negotiation Skills – 1/22-25/03 (30.75hr)
Orange County Bar Association – 2002 The Year in Review in Insurance Law (1hr)
California Association of Independent Insurance Adjusters – 3/4/03 Fair Claims Practice Certification (1hr)
Forensic Consultants Association – Mold Part III – The advanced course 5/8/03 (3hr)
Anatomy of a Bad Faith Case – Orange County Bar Association – 6/10/03 (3hr)
Forensic Consultants Association – How the Expert deals with insurance fraud – 6/16/03 (1hr)
Smith, Smith & Feeley LLP – Effective mold claims handling and underwriting strategies for 2003 & beyond (6/20/03) (2hr)
Orange County Bar Association – Punitive Damages a changed landscape – A discussion of State Farm vs. Campbell and it's progeny (9/26/03 – (1hr)
Forensic Expert Witness Association – Experts and Insurance 10/20/03 (1hr)
Cozen & O'Conner LLP – Product defect subrogation 10/22/03 (3hr)
Orange County Bar Association – Legislation involving additional insured in construction (10/24/03) (1hr)
National Business Institute – Litigating the Class Action Lawsuit in California – 11/4/03 (6hr)
Smith, Smith & Feely – Insurance Bad Faith – Claims Litigation trends 2004 2/13/04 (4hr)
Forensic Expert Witness Association – Advanced cross examination workshop (7.0) 3/25/04
Orange County Bar – Is the policy open? (1.0) 4/23/04
Orange County Trial Lawyers Association – Right vs. Wrong: Ethical Practice Dilemmas (7/29/04 (1.0)
Forensic Expert Witness Association – Deposition Strategies for the expert (1.0) 9/20/04
Smith, Smith & Feeley, Inc. – Property Insurance Law – Condominium Cov Issues, Collapse Cov Issues, Case Law & Statutory updates (1.5 hr) 9/29/04
Advanced Restoration – Indoor molds – how alarmed should we be? (1.0) 11/18/04
Advanced Restoration – Restoration of personal property (1.0) 11/18/04
Advanced Restoration – Water & Fire Damage Repair – emergency phase I & repairs phase II (4.0) 11/18/04
Orange County Trial Lawyers Association – Electronic Discovery (1/27/05 (1.0)
Orange County Bar Assoc. – Annual Insurance Law Update (3.0hr) 2/24/05
Forensic Expert Witness Association – Running your expert witness practice (3.0)
California Association of Independent Insurance Adjusters – 3/2/05 Fair Claims Practice Certification (1hr)
California Association of Independent Insurance Adjusters – 3/2/05 Seminar for the evaluation of earthquake damage (6.0)
Combined Claim Conference – 3/15/05 – Earthquake – What's Shaking (1.0)
Combined Claim Conference – 3/15/05 – Earthquake – Are you ready for the big one (1 ½ hr)
Combined Claim Conference – 3/15/05 – Handling water damage claims in the world of absolute mold exclusion (1 ½ hr)
Smith, Smith & Feeley, Inc. – 5/12/05 - Property Insurance Law – Insurance Bad Faith 2005 – claim & litigation trends (1 ½ hr)
Orange County Trial Lawyers – 7/28/05 – Is the policy open – when opportunity knocks
Lorman Education Services - Plan Reading & Scheduling in CA – 1/25/06 (6 ½ hr)
Orange County Trial Lawyers – 1/26/06 – What's new in tort & trial – 2005 year in review (2 hr)
Combined Claim Conference – 3/14/06 – General Session – Negotiations – (1 ½ hr)
Combined Claim Conference – 3/15/06 – General Session – Claim Notes – Your best friend or worst enemy (1 ½ hr)
Combined Claim Conference – 3/15/06 – Understanding Business Interruption
California Association of Independent Insurance Adjusters – 5/25/06 Fair Claims Practice Certification (1hr)
Orange County Bar Assoc. – Annual Insurance Law Update (3.0hr) 6/15/06
CAIIA – How to avoid bad faith when handling a potential fraud claim (1.0 hr) 11/10/06
The National Underwriter Co. – Insurance Principles – 3/5/07 (2 hr)
Orange County Bar Association – College of trial advocacy – closing arguments – (2.0 hr) 5/1/07
The National Underwriter & FC&S web based seminar – Business Income Demystified (1.0 hr) 2/23/07
Orange County Trial Lawyers – 6/28/07 – Hear a multi million dollar closing arguments (1 hr)
Webinar Seminar presented by Enservio 7/19/07 (1 hr)– Key Executives share tips to reduce indemnity on contents claims up to 30%
The National Underwriter Co. – Homeowner Policy Explained – 8/30/07 (27 hr)
Combined Claim Conference Northern California – 7/13/07 – (1 ¼ hr) - Proof of loss: friend or foe
California Association of Independent Insurance Adjusters annual conference – 10/18/07 - Speak Now or forever hold your peace – tips and advise on preparing for and giving testimony – Kevin D. Hansen – (1 hr)
LexisNexis Webinar – 11/13/07 – (1hr) Investigating the key players in your case – David Dilenschneider
The National Underwriter Co. – Personal Auto Explained – 11/23/07 (20 hr)
The National Underwriter Co. – Personal Umbrella Explained – 1/10/08 (11 hr)
Combined Claim Conference – 3/11/08 – Resolving problem property claims – White Waiver, Mediation, Arbitration & Apprl (1 hr)
Combined Claim Conference – 3/11/08 – Ident. of Suspect Claims – dispelling myths of Chiro claims (1.0 hr)
Combined Claim Conference – 3/12/08 – Handling property claims while avoiding bad faith (1.0 hr)
RGL Accounting – Pacific Palms Resort, Industry Hills, CA – 5/16/08 - Accounting issues in business interruption losses (3.0 hr)
RGL Accounting – Pacific Palms Resort, Industry Hills, CA – 5/16/08 - Interviewing/deposing an expert (3.0 hr)
SPSS & Insurance Networking News webinar – 5/21/08 – The Automated Detective: How predictive analytics increases fraud detection (1 hr)
The National Underwriter Co. – Commercial General Liability – 5/24/08 (15 hr)
California Association of Independent Insurance Adjusters – Diamond Bar CA – CA Fair Claims Settlement Practices Regulations, CA SIU Regulations, and the SEED Program – (6/17/08) (8.0)
The National Underwriter Co. – Commercial Property – (8/2/08) (17.0)
CNA Webinar – Annual California Fraud Awareness – 8/12/08 (2 hr) Julio Nunez
CNA Webinar – Anti Fraud Basics – 8/17/08 (4.0 hr)
CNA Webinar – Investigations – the subro angle – 7/25/08 (2.0 hr)
CNA Webinar – Code of professional conduct – 7/21/08 (1.0 hr)

Zeigon CV

Page 5 of 9

CNA Webinar – Good Faith Claims Handling – 7/21/08 (2.0 hr)
CNA Webinar – Professional work place practices – 7/18/08 (1.0 hr)
CNA Webinar – Work place harassment – 7/21/08 (2.0 hr)
Rancho Santiago Community College – Human Resources Certificate Training Program (6 hr) 9/27/08
'CNA' LMS System – California Fair Claims Practices Regulations (2 hr) 7/20/08
'CNA' LMS System – Claims Reserving (2 hr) 7/25/08
'CNA' LMS System – Privacy & Data Security Awareness (1 ½ hr) 7/18/08
'CNA' LMS System – Records Management (1 hr) 7/20/08
'CNA' LMS System – Sending & Receiving Messages in Outlook 2003 (1 hr) 7/17/08
'CNA' LMS System – Improving productivity Using Microsoft Outlook: Changing Your Outlook (3 ¾ hr) 7/16/08
'CNA' LMS System – Performance Management Overview (1 hr) 8/2/08
'CNA' LMS System – Performance Planning (1 ½ hr) 8/3/08
'CNA' LMS System – Coaching & Feedback for Employees (1 hr) 9/20/08
'CNA' LMS System – Development Planning (3 hr) 9/7/09
'CNA' LMS System – Xactimate Training (9/22 – 9/24/08) (2 ½ days)
'CNA' LMS System – California Earthquake Accreditation (4 hr) 11/5/08
'CNA' LMS System – Managing Change (4 hr) 2/13/09
'CNA' LMS System – Paperless Claim Environment (2 hr) 2/10/09
'CNA' LMS System – Situational Leadership (4 hr) 2/12/09
'CNA' LMS System – Interpersonal Skills (4 hrs) 2/1/2009
'CNA' LMS System – (PLRB) Earthquake – Coverage and adjusting (1 hr) 3/23/09
'CNA' LMS System – (PLRB) Earthquake – inspection process (1 hr) 3/23/09
'CNA' LMS System – (PLRB) Mold Safety and Containment (1 hr) 3/26/09
'CNA' LMS System – (PLRB) Mold/Sick Building Syndrome (1 hr) 3/25/09
'CNA' LMS System – (PLRB) Policy Definitions (1 hr) 3/26/09
'CNA' LMS System – (PLRB) Who is an Insured (1) 3/25/09
'CNA' LMS System – Code of Professional Conduct – US Domestic (2 hr) 4/7/09
'CNA' LMS System – California Annual Fraud Awareness Teleconference (1 hr) 6/10/09
OC Bar Association – Annual Insurance Law Update (3 hr) 6/25/09
'CNA' LMS System – Performance Assessment for employees (1 hr) 7/5/09
'CNA' LMS System – Exposure pricing: risky Business 101 (2 hr) 7/5/09
Council on Litigation Management – Litigation 101 9/9/09
'CNA' LMS System – Performance Management Essentials (2 hr) 11/12/09
The National Underwriter Company – Workers Compensation (8 hr) 11/21/09
'CNA' LMS System – Performance Management Clinic (2hr) 12/1/09
'CNA' LMS System – Workplace Harassment (2 hr) 12/9/09
The National Underwriter Company – Business Auto (10 hr) 12/13/09
C&W LLP – Legal Ethics Training – 1.0 hr – 4/6/10
American Educational Institute – Property insurance Principals – 16 hr – 2/27/10
'CNA' Webinar – Reviewing an Electrical Bid – 1.0 hr – 3/17/10
American Educational Institute – Fire & Extended coverage Perils – 16 hr – 3/27/10
American Educational Institute – Loss Adjustment & Subrogation – 15 hr – 4/23/10
American Educational Institute – Arson & Fraud – 14 hr – 5/24/10
'CNA' Webinar – Management Fundamentals – 23 hr – 6/22/10
'CNA' Webinar – Fraud Awareness Training – 1 hr – 6/29/10
American Educational Institute – Homeowner Property Coverage – 20 hr – 7/5/10
American Educational Institute – Commercial Property Coverage – 20 hr – 8/22/10
American Educational Institute – Inland Marine – 15 hr – 9/20/10
'CNA' Webinar – Business Interruption Fraud – presented by Larry Arnold C&W LLP – 1.0 hr – 7/13/10
'CNA' Webinar – CCA Basics & Navigation – 2.0 hr – 10/1/10
'CNA' Webinar – CCA Claim Manager Administration – 1.0 hr – 10/25/10
'CNA' Webinar – CCA Document Management – 1.0 hr 10/22/10
'CNA' Webinar – CCA Fundamentals – property Claims – 1.0 hr – 10/15/10
PLRB – Conference – Building Code Issues & Adjustments – 1.0 hr – 11/2/10
PLRB – Conference – Current Trends in Property Law – 1.0 hr – 11/2/10
PLRB – Conference – Equipment Breakdown & Interplay with property cov & adjustment – 1.0 hr – 11/2/10
PLRB – Conference – Appraisal option Strategies with Property Claims – 1.0 hr – 11/2/10
PLRB – Conference – Origin & Cause – Recent Trends in Successful Investigations – 1.0 hr – 11/3/10
PLRB – Conference – Investigations Challenges with Commercial Roofs – 1.0 hr – 11/3/10
PLRB – Conference – Good Faith Claim Handling for Property Adjusters – 1.0 hr – 11/3/10
PLRB – Conference – Estimating Challenges with specialty or Unique Repairs/Restoration – 1.0 hr – 11/3/10
American Educational Institute – Recognizing Fraud – 14 hr – 1/30/11
American Educational Institute – Special Investigation – 18 hr – 2/19/11
CLM – Webinar – Top 10 Bad Faith Cases 2010 – 1.0 hr – 2/24/11
American Educational Institute – Proving Fraud – 14 hr – 3/19/11
Combined Claim Conference – Indemnification hold harmless & Ins. What is the difference – 1.0 hr – 3/29/11
Combined Claim Conference – Combating Insurance Fraud through Affirmative Litigation –v1.0 hr – 3/29/11
Combined Claim Conference - Racing Under Pressure – 1.0 hr – 3/29/11
Combined Claim Conference - Optimizing Technology and data for Exceptional Results – 1.0 hr – 3/29/11
Combined Claim Conference - Evaluation and Proof of Economic Damages – 1.0 hr – 3/29/11

Zeigon CV

Page 6 of 9

Combined Claim Conference - Public Adjusters – Good – Bad & the Ugly – 1.0 hr – 3/30/11
Combined Claim Conference - Smoke & Soot Damage Restoration – 1.0 hr – 3/30/11
Combined Claim Conference - Negotiating Property Claims – 1.0 hr – 3/30/11
Combined Claim Conference - Winning Tactics in Defending Small Claim Trials – 1.0 hr – 3/30/11
American Educational Institute – Handling Suspicious Claims – The Policy & its Requirements – 17.0 hr – 4/21/11
'CNA' Webinar – Manager Assignment Attributes – 1.0 hr – 5/18/11
American Educational Institute – Avoiding Bad Faith & Civil Liability in Handling suspicious Claims – 16.0 hr – 5/22/11
'CNA' Webinar – California Annual Fraud Awareness Training – 1.0 hr – 6/28/11
American Educational Institute – Advanced Legal Issues in Fraud Investigation and defense – 19.0 hr – 7/4/11
American Educational Institute – Auto Insurance fraud – 15.0 hr – 7/10/11
'CNA' Webinar – Foreign Corrupt Practices Act – 1.0 hr – 7/19/11
'CNA' Webinar – Workplace Harassment – 2.0 hr -7/19/11
'CNA' Webinar – CA Fair Claims Settlement Practices – 1.0 hr – 7/20/11
'CNA' Webinar – Earthquake Training – 5.0 hr – 9/29/11
'CNA' Webinar – Communicating to get results 3.0 hr – 12/8/11
International Insurance Institute – Negotiating Skills for Claims – 4.0 hr – 1/10/12
LWG – Webinar – Pipe Rupture Claims – Effective Strategies – 1.0 hr – 1/13/12
LWG – Webinar – Constraints on Biotech Health & food Production Equipment – 1.0 hr – 1/27/12
LWG – Webinar – Medical Equipment Damage Claims – 1.0 hr – 2/10/12
LWG – Webinar – CSST Fire Investigation – 1.0 hr – 2/24/12
Adjuster Pro – Texas All Lines Adjuster License Training – 40.0 – 3/2/12
LWG – Webinar – Industrial Accident Investigation Strategies – 1.0 hr – 5/18/12
LWG – Webinar – Turbine Boiler Equipment – 1.0 hr – 5/25/12
LWG – Webinar – Advanced Strategies for Investigating HVAC failures – 1.0 hr – 6/15/12
'CNA' Webinar – Property Case Law Update – 2.0 hr – 6/27/12
LWG – Webinar – Broadcast Production Equipment Claims – 1.0 hr – 6/29/12
LWG – Webinar – Marine Electronic Equipment Claims – 1.0 hr – 7/13/12
CE Institute Webinar – Fraud Training 2012 – 1.0 hr – 7/18/12
LWG – Webinar – Grain Handling Facility Fires – Agricultural Losses – 1.0 hr – 8/17/12
CLM Mini Fraud Conference – Fraud Conference Training – 3.0 hr – 8/19/12
PLRB Webinar – Navigating the SIU Minefield – 2.0 hr – 8/28/12
LWG – Webinar – Case Studies of Evaluation of Earthquake Damage claims – 1.0 hr – 8/31/12
'CNA' Webinar – Commercial Leins/Contracts – 2.0 hr – 10/23/12
'CNA' Webinar – Case Law Update – Sink Holes FLA Changes – 2.0 hr – 10/26/12
LWG – Webinar – Crane Claims – Failures and cost to repair – 1.0 hr – 11/16/12
'CNA' Webinar – Business Interruption Fraud – 2.0 hr – 11/28/12
LWG – Webinar – The End of the World As we Know it: Hoe Solar Storms impact the Insurance Industry – 1.0 hr – 11/29/12
LWG – Webinar – Origin & Cause: Successful investigation of appliance fires – 1.0 Hr (12/14/12)
LWG – Webinar – Pipe Rupture Claims: Effective strategies for response & recovery – 1.0 hr (1/11/13)
LWG – Webinar – Sprinkler System Claims – 1.0 hr – 1-25-13
LWG – Webinar – Elevator Losses – 2/8/13 – 1.0 hr
CLM - Webinar - The future is Now: Emerging Issues in a New Generation of Bad Faith Claims – 1 hr - 3/20/13
CE Institute – Webinar – Ethics – a case study (3/27/13)
LWG – Webinar – Don't Blow it – Strategies for handling wind damage and other roof claims – 1.0 hr – 4/5/13
CNA Webinar – Leadership Essentials: Motivating Employees – 1.0 hr 4/8/13
CLM Convention – What is new in claims and litigation management – a conversation with Sr. Executives 1.0 hr – 4/11/13
CLM Convention – Insurance Fraud and recouping good faith payments - 1.0 hr – 4/11/13
CLM Convention – Surviving the storm – Claim responsiveness and insurer's own E&O exposure – 1.0 hr – 4/11/13
CLM Convention – Staff Counsel – Benefits, Challenges and Ethics – 1.0 hr – 4-11-13
CLM Convention – How to fair with the Unfair Claims Practice Acts – 1.0hr – 4/11/13
CLM Convention – Leading by example – learning from experience: Pathways to dynamic leadership – what is it that make some leaders truly excel at taking their organizations to the next level – 1.5 hr – 4/12/13
CLM Convention – Doing the right thing – Ethics in claim handling – 1.0 hr – 4/12/13
CE Institute – Webinar – Insurance Fraud: Application to policy - (1.0 hr) – 4/17/13
CLM – Webinar – It is unoccupied but is it vacant? – (1.0hr) 4/24/13
LWG – Webinar – Turbine/Boiler Failures – 5/10/13 (1 hr)
CE Institute – Webinar - Understanding Business Income insurance – (2.0 hr) 5/16/23
CE Institute - Webinar – Physical Therapy Rehabilitation – 5/16/13 (1.0 hr)
PLRB – Western Regional Conference – Claims & Underwriting: Two sides of the same coin – 6/11/13 (1.5 hr)
PLRB – Western Regional Conference – Delivering excellent customer service – 6/11/13 (1.5 hr)
PLRB – Western Regional Conference – Hail Damage to buildings, roofs, siding & vehicles – 6/11/13 (1.5 hr)
PLRB – Western Regional Conference – Security & privacy concerns – 6/12/13 – (1.5 hr)
PLRB – Western Regional Conference – Aggressive contractors and storm damage challenges – 6/12/13 (1.5 hr)
PLRB – Western Regional Conference – Adjusting strategies with commercial property insurance & recovery – 6/12/13 (1.5 hr)
LWG – Webinar – What inside – working with building envelope claims - - (1.0hr) – 6/14/13
LWG – Webinar – Expert answers to VOIP Telephone Systems - 6/28/13 (1.0 hr)
LWG – Webinar – Strategies for handling agricultural equipment 7/12/13 (1.0 hr)
CNA – Webinar – Annual fraud awareness training – 8/5/13 (1.0 hr)
LWG – Webinar - Expert Tips for Managing Tower Equipment Claims – 8/9/13 (1.0 hr)
PLRB – Webinar – Depositions for Insurance Professionals – 8/27/13 – (2.0 hr)

Zeigon CV

Page 7 of 9

CE Institute Webinar – The Role of the SIU & Adjuster in an SIU Investigation – 9/11/13 (2.0 hr)
LWG – Webinar – Understanding technical issues in transformer claims – 9/13/13 (1.0 hr)
CLM – Orange County Chapter – Fraud – One – Three – WC 10/3/13 (1.0 hr)
CLM – Orange County Chapter – Claims Handling made Easy 10/3/13 (1.0 hr)
LWG – Webinar – Farming/agricultural Structure Claims – Unique Considerations for Specialized Buildings (10/4/13 – 1.0 hr)
PLRB – Webinar – Customer Service – The Great Divider – 10/10/13 (1.0Hr)
LWG – Webinar – Shinning the light on solar energy equipment failures – 10/25/13 (1.0 hr)
LWG – Webinar – Machine Shop/Tooling Equipment Claims: Unique Claims Impacting Middle Market Manufacturing 11/8/12 (1hr)
LWG – Webinar - Old School Power: Equipment Failures Involving the Production of Traditional Energy 12/6/2013 (1.0 Hr)
LWG – Webinar – Restoration & Reinstatement of Medical Equipment 2/7/2014 (1 hr)
LWG – Webinar – Pipe Rupture Claims: Effective Strategies for Response and Recovery 2/21/2014 (1 hr)
LWG – Webinar – To re-wire or not to re-wire: Lightning, water or power surge damaged building infrastructure beyond repair? 3/7/14 (1 hr)
LWG – Webinar - To re-wire or not: When has lightning, water or power surge damaged a building's electrical infrastructure beyond repair 3/7/2014 (1hr)
LWG – Webinar – Evaluating Hail Damage 3/21/2014 (1 hr)
LWG – Webinar – Don't Blow It –Strategies for handling wind damage and other roofing claims (3/28/2014 (1 hr)
LWG – Webinar – Fidelity Claims Involving Technology: Is it Covered or Not? 4/4/2014 (1 hr)
Cozen O'Connor – Webinar – Timing Issues in E&O Policies (1 hr) 4/9/14
LWG – Webinar – Determining liability in electrical generation, distribution & transmission failures (1 hr) 4/11/14
LWG – Webinar – Strategies for assessing building foundation damages (1 hr) 5/9/14
LWG – Webinar – Construction Delay Claim Strategies (1 hr) 5/16/14
LWG – Webinar – Tractor Trailer Accident Investigations (1 hr) 6/20/14
LWG – Webinar – Minimizing Business Interruption in Machine Shop Losses – (1 Hr) 6-27-14
LWG – Webinar – Concrete Failure Investigations – (1 hr. 7/11/14)
Cozen O'Conner – Webinar – Contingent Business Interruption Insurance – when the insureds business is effected by a distant disaster (1 Hr) 7/17/14
LWG – Webinar – Arson Investigations for Claims Professionals (1 hr) 7-25-14
LWG – Webinar – Construction Defect Claims Management (1 hr) 8/22/14
LWG – Webinar - Metal, Plastics and Ceramic Failure Investigations (1 hr) 9-12-14
Cozen O'Conner – Webinar – Ensuing Loss – What is it and how does it Affect Coverage? (1 hr) 9/26/14
LWG – Webinar – Expert Tips for Minimizing Business Interruption Following a Natural Disaster (1 hr) 9/26/14
CLM – Orange County Chapter – Ethics Matters (2.0 hr) 10/1/2014
Cozen O'Conner – webinar – Digital Disasters: A First-Party Perspective (1 hr) 10-9-14
LWG – Webinar - Safety Guarding Standards: Their roll in assessing liability (1 hr) 10-10-2014
LWG – Webinar - Expert tips and traps in accident investigation (1 hr) 10/17/14
LWG – Webinar - LEED Construction & System Guidelines: Their impact on 'Green Building' disputes (1 hr) 10/24/14
Smith Freed & Eberhardt – The Art of Arbitration – Strategically Structuring Your Case In Washington (1 hr) 10/20/14
Cozen O'Conner – Webinar – Settlement Payments for Property Losses – Who Should be Named (1 hr) 11-11-14
LWG – Webinar - Understanding Electrical Engineering issues in Claims and Litigation (1 hr) 12/12/14
LWG – Webinar - Sprinkler System Claims: Information every property adjuster should know (1 hr) 1/30/15
LWG – Webinar - Claims Arising from America's Aging Infrastructure (1 hr) 2/13/15
Smith Freed & Eberhard P.C. Webinar – 2014 Case Law Road Show – A Year End Review – Washington Edition (1 hr) 2/18/15
Cozen O'Conner – Webinar – Exhaustion of Underlying Insurance by Payment of Judgments or Settlements (3/19/15) (1 hr)
LWG – Webinar - Ethics in Claims Handling (1hr) 3/27/15
LWG – Webinar - "Oil Burner Phenomenon: Delayed ignition-puff back" 4/10/15 (1 hr)
LWG – Webinar - Who done it? Commercial Crime Claims & Important considerations for claims adjusters 4/24/15 (1hr)
Cozen O'Conner – Webinar – Builders Risk Insurance 1 (1 hr) 5-6-15
NOLO Press - Deposition Handbook – 331 pages – by Paul Bergman & Albert Moore – (20 hr) 5/10/15
LWG – Webinar – Equipment Restoration: A Scientific Approach to Mitigating Business Personal Property Losses (1 hr) 5/15/15
Cozen O'Conner – Webinar – Claims Handling in the Sunshine State – How not to get Burned – Part 1 (1 hr) 6/4/15
Cozen O'Conner – Webinar – Claims Handling in the Sunshine State – How not to get Burned – Part 2 (1 hr) 6/18/15
LWG – Webinar – Strategies for Investigating HVAC Failures (1 hr) 6/19/2015
LWG – Webinar - Evaluation of Earthquake Damage: Structural Engineering Fundamentals for Claims Professionals 7/24/15 (1 hr)
LWG – Webinar - In Over Your Head?: Strategies for Mitigating Structural Flood Claims 8/14/15 (1 hr)
LWG – Webinar - Adjusting Cleanroom/Data Center Claims 8/28/2015 (1 hr)
Cozen O'Conner – Webinar – Business Income Loss Accounting Issues Arising from Recent Catastrophes (1 hr) 9/2/15
LWG – Webinar - Identifying and Understanding Common Construction Defects in Building Envelopes (1 hr) 9/11/15
Cozen O'Conner – Webinar – Builders Risk Part 2 (1 hr) 9/16/15
Cozen O'Conner – Webinar – Drone Liability: Preparing for impending litigation in the commercial drone industry (1 hr) 9/22/15
LWG – Webinar – Engineering Design & Product Liability Failure Investigation (1 hr) 9-25-15
The National Underwriter Co. – Business owners Policy Coverage module – (Read 282 page book – took CD course – took exam and passed) (10/1/2015) (30 hours of study)
LWG – Webinar - Effective Handling of Equipment Breakdown Claims (10/9/15) (1 hr)
LWG – Webinar - Crane Failure Investigations (10/16/15) (1 hr)
SCFIA Conference – Ethics – Claim Handling & Investigation ethics – (2 hr) 11/6/15
LWG – Webinar – Expert Tips For Minimizing BI Following a Natural Disaster (1 hr) 11/20/15
LWG – Webinar – Fire Origin and Cause Investigations/NFPA 921 (1 hr) 12/4/15
LWG – Webinar - Structural Evaluation of Earthquake Damage Claims (1 hr) 1/29/16

Cozen O'Conner – Webinar – Do Insurers have a “Duty to Settle” even when no firm demand within policy limits has been made? (1 hr) 2/10/16

LWG – Webinar - Best Practices for Evaluation & Recovery of Marine Claims (1 hr) 3/11/2016

LWG – Webinar - From Monet to MRIs - Handling Specialty Restoration Claims (1 hr) 3/18/16

Coen O'Conner – Webinar – What's on the Horizon for Additional Insureds? (1 hr) 3/24/2016

Coen O'Conner – Webinar – Priority of coverage in construction defect cases – (1 hr) 5/3/16

LWG – Webinar – Best Practices for Wildfire Investigations (1 hr) 5/13/16

LWG – Webinar – Ethics in Claims Handling (6/10/16) (1 hr)

Coen O'Conner – Social Engineering Attacks and the impact on Cyber and Crime insurance (1 hr) (6/21/16)

FEWA – Seminar – Best Business Practices for Experts – Panel Discussion – 6/23/16 (1 hr)

Coen O'Conner – Webinar – Complex Appraisals of Property Losses – The CA experience (1 hr) 7/13/16

LWG – Webinar – Strategies for assessing residential & commercial foundation damages (1 hr) 7/15/16

LWG – Webinar – Forensic Engineering in Delay Analysis (1 HR) 8-12-16

FEWA – Webinar – Communications in the legal environment – (1 hr) 8-19-16

LWG – Webinar – Elevator Equipment Claims (8/26/16) (1 hr)

Coen O'Conner – Webinar – Rescission: An Underutilized Tool (1 hr) 10/13/16)

LWG – Webinar – Brick Veneer Basics & Common Construction Defects (1hr) 10-14-16

Coen O'Conner – Webinar – Appraisal Clause as a Tool to Resolve Property Damage Disputes and to Avoid Bad Faith (1 hr)- 11-2-16

LWG – Webinar – Expert Strategies for handling groundwater/soil contamination claims (1 hr) 11/4/16

LWG – Webinar – Designed for Safety, Determining Liability in Vehicle Fire Investigations (1 hr) 11/18/16

National Underwriter Company – SBCS – Insurance Principals (15 hr) – 11/28/16

Coen O'Conner – Webinar – Insuring Fine Art: From Underwriting to Claims (1 hr) 11/29/16

Coen O'Conner – Webinar – Violating Employment and Antitrust Law: New Developments with Non-Compete Agreements (1 hr) 12/6/16

LWG – Webinar – Best Practices for Managing Email Phishing Claims involving Malware/Viruses (1 hr) 12/9/16

Coen O'Conner – Webinar – Flood Claims Based on the “Taking Clause” (1 hr) 12/13/16

Webinar – Smith Freed Eberhard – Retail Store Liability – (1 hr) 12/14/16

Coen O'Conner – Webinar – The ethical & practical implications of confidentiality provisions in subrogation litigation (1 hr) 1/25/17

Envista – webinar - Hardware/Software Claims Handling – (1 hr) 1/27/17

Cozen O'Conner – Webinar – How to avoid waiver of attorney client work product (1 hr) 2/8/17

Fewa – seminar – The importance of e-discovery and data handling for expert witnesses (1hr) 2/16/17

Envista Webinar – Building Consulting Services after a CAT (1 hr) 2/24/17

Envista – webinar – Fire Issues involved in onshore oil & gas claims (1 hr) 3-10-17

Cozen O'Conner – Webinar – Review of Significant Bad Faith Cases in 2016 (1 hr) 3/23/17

Envista Webinar – The ABC's of Construction Defect Claims (1 hr) 4/28/17

Envista Webinar – Ethical use of technology (1 hr) 7/21/17

FEWA – Webinar – Primer on Direct Examination of Expert Witnesses, from The Trial Lawyer's Perspective (1 hr) 8/16/17

FEWA – Webinar – A Primer on Persuasive Speech for Expert Witnesses, the Trial Lawyer's Perspective (1 hr) 9/20/17

Envista Webinar – Fire & Explosion Investigation Large Loss Subrogation (1 hr) 9/22/17

FEWA – seminar – Marketing your services to insurance companies (1 hr) 10/19/17

Cozen O'Conner – Webinar – Liabilities and Coverage Issues Related to the Legalization of Marijuana in Certain States (1 hr) 10/25/17

Envista Webinar – Use of Digital Forensics in Complex Fire Investigations (1 hr) 11/10/17

FEWA – seminar – Tips on how lawyers find expert witnesses (1 hr) 11/16/17

IAUA – Seminar – Appraiser/Umpire certification program – (2hr) 3/26/19

Envista – Webinar – Case Study in Cyber: The Big Three (1 hr) 9/30/2020

Envista – Webinar – How Technology is Changing Claims & Litigation for the Better (1 ½ hr) 10/1/2020

Envista – Webinar – The Growing Cannabis Industry: History, Hazards and Liability (1 hr) 10/2/2020

Envista – Webinar – Best Practices in Navigating and Responding to Construction Defect Allegations (1hr) 10/9/2020

Envista – Webinar – Case studies in Complex infrastructure claims: Bridges, Roadways & Tunnels (1 hr) 10/23/2020

Cozen O'Conner - Business Interruption in the COVID-19 World (1hr) 11/18/2020

Envista – Webinar – Frozen Pipe Failures (1 hr) 1/22/2021

Cozen O'Conner - Significant D&O claims, Cases for the second half of 2020 (1 hr) 1/27/2021

Envista – Webinar – Investigating Electrical Incidents (1 hr) 3/19/2021

Cozen O'Conner - Subrogation in Age of Covid (1 hr) 3/24/2021

Cozen O'Conner - Illinois Bad Faith Claims (1 hr) (4/8/2021)

Cozen O'Conner - Bad Faith 2020 Year in Review (1hr) (4/21/2021)

Envista – Webinar – Diving into the Nuances of Builders Risk vs Course of Construction (1 hr) (4/23/2021)

Cozen O'Conner - Whose Risk is it anyway (1 hr) (5/5/2021)

Envista – Webinar – Impact of Fire Spread on Major Loss Investigations (1 hr) (5/14/2021)

Cozen O'Conner - A Builder's Risk Power Hour: Renewable Energy Projects (1 hr) (5/18/2021)

Cozen O'Conner - Cracking of plumbing components & subrogation of cracked plumbing components (1 hr) (5/20/2021)

Envista – Webinar – Evaluating Complex Equipment Claims - Impact of Flood and Storm Surge (1 hr) (6/4/2021)

Cozen O'Conner - Additional Insureds & Contract Indemnification Part II: An Open “Office Hour” For Frequently Asked Questions (1 hr) (6/9/2021)

Cozen O'Conner - The Dog Did it - Developing a Products Case from Inadvertent Stove Activations (1 hr) (6/24/2021)

Envista – Webinar – Deleted but not lost: Digital Forensics in commercial crime fidelity claims. (1 hour) (7/16/2021)

Cozen O'Conner - Update on D&O Claims Environment Arising Out of the COVID-19 Pandemic (1 hr) (7/21/21)

Envista – Webinar – After the Flood: Environmental and Industrial Hygiene Claim Investigations (1 hr) (7/30/21)

Envista – Webinar – How to recognize Wind vs Flood Damage (1 hr) (8/13/2021)

Zeigon CV

Page 9 of 9

Cozen O'Conner - Time-Limited Policy Limits Demand (1 hr) (8/19/2021)
Cozen O'Conner – Insured's Right to Independent Counsel and Control the Defense (1 hr) (9/15/2021)
Envista – Webinar – Investigations of Catastrophic Wild Fires (1 hr) (9/17/2021)
JS Held – Webinar – Earthquake Certification (3 hours) (9/29/2021)
CAPIA – Seminar – SEO Online Strategies for Public Adjusters (1 hr) 11/11/2021
CAPIA – Seminar – Structural Collapse Analysis (1 hr) 11/11/2021
CAPIA – Seminar – Insurance gaps the most dangerous issues facing public adjusters & what you can do about it (1 hr)
11/11/2021
Envista – Webinar – Investigating food and beverage claims (1 hr) 11/12/2021
JS Held – Webinar – Human Factor – The effects of modern air travel on passengers (1hr) 12/14/2021
Envista – Webinar – Exploring Causation and Liability in Builder's risk Claims (1 hr) (1/21/2022)
Cozen O'Conner – Review of significant D&O cases for the second half of 2021 (1 hr) (1/26/2022)
Envista – Webinar – Data Recoveries from Surveillance Systems (1 hr) (2/11/2022)