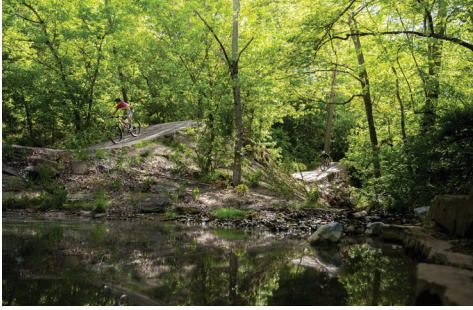


# 2026 FARM BUREAU PHYSICAL DAMAGE MANAGER'S CONFERENCE



*April 19-22, 2026*



Embassy Suites | Rogers, Arkansas

# Welcome to Northwest Arkansas!

We are pleased to welcome you to Northwest Arkansas for the 2026 Physical Damage Conference. This event brings together physical damage professionals from across our Farm Bureau Insurance companies to learn, collaborate, and share best practices. We look forward to engaging business sessions, valuable insights from our speakers and vendor partners, and opportunities to reconnect with colleagues.

Beyond the meeting room, the welcome reception, scheduled activities, evening dinners, and hospitality gatherings provide opportunities to reconnect with colleagues, build new relationships, and strengthen the professional partnerships that support our shared commitment to the *Farm Bureau way*. These relationships remain one of our most valuable resources as we strive to deliver high-quality, fair, and consistent claims service to our customers.

Conferences of this caliber rely on the efforts and support of many. We extend our sincere appreciation to our sponsors and speakers, whose contributions help elevate the quality of our meetings. Please take time to thank them and visit our vendors throughout the conference. We are also grateful to our company leadership for recognizing the importance of a knowledgeable, well-trained physical damage staff and the significant impact physical damage operations have on each of our organizations.

We hope you enjoy your time at Embassy Suites Northwest Arkansas and have a great conference.

**Thank you for attending, and welcome!**



Arkansas Farm Bureau Physical Damage Manager

## ARKANSAS FARM BUREAU STAFF

Name	Email	Phone #	Title
Tony Clay	anthony.clay@afbic.com	870-941-2340	Physical Damage Manager
Brad Burk	brad.burk@afbic.com	501-328-3579	Associate State Claims Manager
Kimberly Redmond	kimberly.redmond@afbic.com	870-635-4670	Senior Appraiser
Shayne Shaffer	shayne.shaffer@afbic.com	870-314-0838	Senior Appraiser
Suzette Thomas	Suzette.Thomas@afbic.com	479-790-5220	Senior Appraiser
Lennis Rose	Lennis.Rose@afbic.com	479-263-0540	Staff Appraiser

# A G E N D A

## SATURDAY, APRIL 18<sup>TH</sup>, 2026

3:00pm - 6:00pm     **Early arrivals/Check-in/  
Registration/Hospitality**  
*(Razorback Room)*

## SUNDAY, APRIL 19<sup>TH</sup>, 2026

2:00pm - 5:00pm     **Registration & Hospitality**  
*(Razorback Room)*

3:00pm                 **Hotel Check-in**

6:00pm - 7:00pm     **Welcome Reception** *(Lounge)*

7:00pm - 8:00pm     **Dinner/Banquet**  
*(Commerce Ballroom)*  
**Welcome by Don Davis**  
Vice President Claims  
Arkansas Farm Bureau Insurance  
Company  
Southern Farm Bureau Casualty  
Insurance Company

8:00pm - 11:00pm   **Hospitality** *(Razorback Room)*

# A G E N D A

**MONDAY, APRIL 20<sup>TH</sup>, 2026**

6:30am - 9:30am **Breakfast** (*Hotel Atrium*)

## **Business Session** *Pinnacle 4*

8:00am - 8:15am **Welcome-Tony Clay**, Physical Damage  
Manager Arkansas Farm Bureau

8:15am - 9:00am **Mitchell International-Tariffs and Global  
Supply Chain increase in Auto PD  
Costs (A.I.)** by **Ryan Mandell**, Mitchell  
Vice President, Strategy & Market  
Intelligence

9:00am - 9:15am **Break - Visit Vendors** (*Pinnacle 1-3*)

9:15am - 10:00am **IAA -Titling Trends: Negative Equity/  
Digital titles & Electronic Titles** by  
**Mike Thur**, VP of Operations  
Performance Excellence and **Joe  
Rossi**, VP of Title Administration

10:00am - 10:45am **Rising cost and frequency of CAT  
Event** by **Nate Webb**, DentSmart  
Chief Operating Officer

10:45am - 11:00am **Break - Visit Vendors** (*Pinnacle 1-3*)

11:00am - 12:00pm **Scans/Calibrations/Diagnostics/EV -  
State of the Industry and How to  
Partner with Repair Facilities** by  
**Mitch Becker**, Protech Training and  
Compliance Manager

# A G E N D A

- 12:00pm - 1:00pm **Lunch** (*Commerce Ballroom*)
- 1:00pm - 1:45pm **ACV & Diminished Value** by **Darren Dimaria**, DCI Chief Client Officer
- 1:45pm - 2:30pm **Vehicle Maintenance or Lack Thereof and Fuel Contamination** by **Eric Fontenot**, FE2 Chief Engineer and Co-Owner
- 2:30pm - 3:00pm **Break - Visit Vendors** (*Pinnacle 1-3*)
- 3:00pm - 3:45pm **Legal Environment and changes in Case Law** by **Karl Miller**, ACE Vice-President, Strategy & Market Intelligence
- 3:45pm - 4:30pm **Behind the Seal: How CAPA Certified Parts Support Safe, Cost-Effective Repairs** by **Stacy Bartnik**, CAPA/ Intertek Industry Relations Manager
- 5:15pm - 5:30pm **Depart for Dinner** (*Hotel Lobby*)
- 5:30pm - 6:30pm **Hospitality at Crystal Bridges Lobby**
- 6:30pm - 7:30pm **Crystal Bridges Dinner**
- 8:00pm - 11:00pm **Hospitality Suite** (*Razorback Room*)

# A G E N D A

**TUESDAY, APRIL 21<sup>ST</sup>, 2026**

6:30am - 9:30am      **Breakfast** (*Hotel Atrium*)

## **Business Session** *Pinnacle 4*

8:00am - 8:45am      **Auto industry trends (A.I. estimating)**  
by **Jessee Van Huss**, CCC Intelligent  
Solutions Major Account Manager

8:45am - 9:15am      **Panel Discussion- Mark Mitchell**, State  
Physical Damage Manager Texas  
Farm Bureau, **Mark Rosazza**, Material  
Damage Claims Manager Farm  
Bureau Financial Services (Iowa)  
and **Ricky Ward**, Director of Physical  
Damage & Recoveries ALFA  
(Alabama) **moderator - Tony Clay**,  
Physical Damage Manager Arkansas  
Farm Bureau

9:15am - 10:00am      **Recalibration & Changes in  
Technology** by **Elliott Asch**, AVP  
Recalibration Services

10:00am - 10:30am      **Break - Visit Vendors** (*Pinnacle 1-3*)

10:30am - 11:15am      **Alternate Part Best Practices and  
Trends** by **Tom Julius**, Car-Part.com  
Director Business Development

11:15am - 12:00pm      **Lunch - Sandwich Buffett**  
(*Commerce Ballroom*)

# **A G E N D A**

- 12:00pm - 12:30pm **Depart for Afternoon Activities** (*Golf*)
- 12:30pm **Golf Outing 1st tee time**
- 12:30pm - 12:45pm **Depart for Top Golf**
- 1:00pm - 4:00pm **Top Golf**
- 4:00pm - 6:00pm **Hospitality Suite** (*Razorback Room*)
- 6:00pm - 8:00pm **On your own for dinner**
- 8:00pm - 11:00pm **Hospitality Suite** (*Razorback Room*)

# A G E N D A

**WEDNESDAY, APRIL 22<sup>ND</sup>, 2026**

6:30am - 9:30am Breakfast (*Hotel Atrium*)

## **Business Session** *Pinnacle 4*

8:00am - 8:15am **Recap/Vendor Drawings - Tony Clay**,  
Physical Damage Manager Arkansas  
Farm Bureau

8:15am - 9:00am **Right to Appraisal by Todd Yanak**,  
The Best Claims Executive Vice  
President

9:00am - 9:30am **Respecting our Heritage while  
Embracing the Future**  
**Paul Rogers**, Director of Claims  
Southern Farm Bureau Casualty  
Insurance Company

9:30am - 9:45am **Farm Bureau Tech: Austin Channell**,  
Multi-Line Instructor

9:45am - 10:00am **Break**

10:00am - 10:45am **Joe Kleine** (*Former NBA Player*)

10:45am - 11:00am **Announcement of 2027 Conference**  
North Carolina Farm Bureau  
**Don Fountain**, Field Claims Manager

11:00am Safe Travels



# A T T E N D E E S

<b>Ricky Ward</b> .....	<i>ALFA Insurance</i>	<b>Steven Collier</b> .....	<i>Oklahoma Farm Bureau Insurance</i>
<b>Shawn Richeson</b> .....	<i>ALFA Insurance</i>	<b>Christine Newbegin</b> .....	<i>Rural Mutual Insurance</i>
<b>Evan Robinson</b> .....	<i>AmericanAg</i>	<b>Chris Vest</b> .....	<i>South Carolina Farm Bureau</i>
<b>Tony Clay</b> .....	<i>Arkansas Farm Bureau Insurance Company</i>	<b>Paul Rogers</b> .....	<i>Southern Farm Bureau Casualty Insurance Company</i>
<b>Don Davis</b> .....	<i>Arkansas Farm Bureau Insurance Company</i>	<b>Danis Fertick</b> .....	<i>Southern Farm Bureau Casualty Insurance Company</i>
<b>Brad Burk</b> .....	<i>Arkansas Farm Bureau Insurance Company</i>	<b>Austin Channell</b> .....	<i>Southern Farm Bureau Casualty Insurance Company</i>
<b>Kimberly Redmond</b> .....	<i>Arkansas Farm Bureau Insurance Company</i>	<b>Whitney Cobern</b> .....	<i>Southern Farm Bureau Casualty Insurance Company</i>
<b>Shayne Shaffer</b> .....	<i>Arkansas Farm Bureau Insurance Company</i>	<b>Justin Moody</b> .....	<i>Southern Farm Bureau Casualty Insurance Company</i>
<b>Suzette Thomas</b> .....	<i>Arkansas Farm Bureau Insurance Company</i>	<b>Shelby Richardson</b> .....	<i>Tennessee Farm Bureau</i>
<b>Lennis Rose</b> .....	<i>Arkansas Farm Bureau Insurance Company</i>	<b>Mark Wall</b> .....	<i>Tennessee Farm Bureau</i>
<b>Kellen Fowler</b> .....	<i>Colorado Farm Bureau Insurance Co</i>	<b>Aaron Kasdorf</b> .....	<i>Tennessee Farm Bureau</i>
<b>David Calvert</b> .....	<i>COUNTRY Financial</i>	<b>Christy Ottzman</b> .....	<i>Tennessee Farm Bureau</i>
<b>Ryan Thomas</b> .....	<i>COUNTRY Financial</i>	<b>John Branum</b> .....	<i>Tennessee Farm Bureau</i>
<b>Rob Emanuel</b> .....	<i>Farm Bureau Financial Services</i>	<b>Clinton Cooke</b> .....	<i>Tennessee Farm Bureau</i>
<b>Mark Rosazza</b> .....	<i>Farm Bureau Financial Services</i>	<b>Ken Mayes</b> .....	<i>Tennessee Farm Bureau</i>
<b>Chad Periman</b> .....	<i>Florida Farm Bureau</i>	<b>Jeff McLain</b> .....	<i>Tennessee Farm Bureau</i>
<b>Constance Gore</b> .....	<i>Georgia Farm Bureau</i>	<b>John Wood</b> .....	<i>Tennessee Farm Bureau</i>
<b>Jeremy Phillips</b> .....	<i>Georgia Farm Bureau</i>	<b>Craig Schuler</b> .....	<i>Tennessee Farm Bureau</i>
<b>Jake Carr</b> .....	<i>Indiana Farm Bureau Insurance</i>	<b>Dustin Parker</b> .....	<i>Tennessee Farm Bureau</i>
<b>Dennis Burkett</b> .....	<i>Indiana Farm Bureau Insurance</i>	<b>Charlie Massingill</b> .....	<i>Texas Farm Bureau Insurance</i>
<b>Geoffrey Brown</b> .....	<i>Kentucky Farm Bureau</i>	<b>Angela Bell</b> .....	<i>Texas Farm Bureau Insurance</i>
<b>Oston Hughes</b> .....	<i>Louisiana Farm Bureau</i>	<b>Brad Penton</b> .....	<i>Texas Farm Bureau Insurance</i>
<b>Larene Spitzley</b> .....	<i>Michigan Farm Bureau</i>	<b>John Wright</b> .....	<i>Texas Farm Bureau Insurance</i>
<b>Krista Vera</b> .....	<i>Michigan Farm Bureau</i>	<b>Brian Carlock</b> .....	<i>Texas Farm Bureau Insurance</i>
<b>Trey Proctor</b> .....	<i>Mississippi Farm Bureau</i>	<b>Mark Mitchell</b> .....	<i>Texas Farm Bureau Insurance</i>
<b>Kari Schaller</b> .....	<i>Missouri Farm Bureau</i>	<b>Randy Rogers</b> .....	<i>Texas Farm Bureau Insurance</i>
<b>Harold Mitten</b> .....	<i>Missouri Farm Bureau</i>	<b>Cody Martin</b> .....	<i>Texas Farm Bureau Insurance</i>
<b>Don Fountain</b> .....	<i>North Carolina Farm Bureau</i>	<b>Tony Mendoza</b> .....	<i>Texas Farm Bureau Insurance</i>
<b>Tolson Willis</b> .....	<i>North Carolina Farm Bureau</i>	<b>John Adkins</b> .....	<i>Texas Farm Bureau Insurance</i>
<b>Brian Wolf</b> .....	<i>Oklahoma Farm Bureau Insurance</i>	<b>Roby Young</b> .....	<i>Virginia Farm Bureau</i>
<b>Greg Godinez</b> .....	<i>Oklahoma Farm Bureau Insurance</i>	<b>Tim Mumpower</b> .....	<i>Virginia Farm Bureau</i>
<b>Travis Rider</b> .....	<i>Oklahoma Farm Bureau Insurance</i>	<b>Anne Baskette</b> .....	<i>Virginia Farm Bureau</i>

# S P O N S O R S

**ACE - American Computer Estimating**  
Karl Miller

**Alacrity Solutions**  
Rob May  
Kevin Shumate  
Tom Diehl

**AmericanAg**  
Evan Robinson

**American Computer Estimating**  
Jim Peterkin

**Caliber Collision**  
Kimberly Yow  
David Kulkis  
Eric Clark

**CARFAX For Claims**  
Steven Jones

**Car-Part.com**  
Tom Julius  
Tim Schneider

**CCC Intelligent Solutions**  
Jessee Van Huss  
Jack Flanagan  
Jim Munsterman

**Claimsolution Inc**  
Bud Jumper  
Wayne Cody  
Dave Mosbaek

**Classic Collision**  
Eric Anderson  
Stephen Dec  
Kayla Clark

**Copart**  
Paul Koecke  
Angie Johnson  
Kelly Shook  
Jeff Hubbard  
Jeff Thieman

**Crash Champions**  
Tim Cusic  
Michael Barber

**Crawford & Company**  
Dia Kelly  
Kyle Buchecker  
Griff Rogers  
Chad Thrash

**DCI Solution**  
Darren Dimaria  
Yesenia Barreto

**Dentsmart LLC**  
Tim Kopriva  
John Williams  
Nathan Webb

**Driven Claims**  
Buck Morris  
Nate Edwards  
Sarita Negron

**Elitek LKQ**  
Chris Courtney

**Enterprise**  
Ashley Selawski  
William Newgard  
Brandee Couvillion

**FE2**  
Eric Fontenet  
Jodi Mckee

**Fix Network World**  
Timothy Barnes  
David Higginbotham

**Gerber Collision & Glass**  
David Wilson  
Douglas Addington  
Mike Kellman

**IAA**  
Ryan Harrington  
August Cauduro  
Pam Dodd

**LKQ Corporation**  
Ron Smallwood

**MAST, LLC**  
Cameron Pendley  
Wally Hoyhtya  
Jimmy Hissong

**Mitchell International**  
Erik Pierron  
Brad Keatley  
Ryan Mandell  
Chad Whitlock

**ProColor Collision**  
Robert Aldridge

**Safelite**  
Elliott Asch  
Mike Little  
Chris Franklin

**Salvato**  
Peter Jebson

**Solera-LYNX**  
Logan Stillman  
Ken Neuburger

**SolvdUS, Inc.**  
Amye Chow  
Sonya Corey-Garcia

**The Best Claims**  
Todd Yanak

**Yassi**  
Scott Westbrook  
Lee Perine

# S P O N S O R S



# S P E A K E R S

- Joe Kleine ..... Former NBA Player
- Mike Thur ..... VP of Operations Performance Excellence, IAA
- Joe Rossi ..... VP of Title Administration, IAA
- Mitch Becker ..... Training and Compliance Manager, Protech
- Stacy Bartnik ..... Global Key Account Manager, Intertek | CAPA
- Bekka Jackson ..... Global Key Account Manager, Intertek | CAPA

