



**2019 MSO Symposium**

**Monday, November 4th 11:30 AM - 6:30 PM**

Event Agenda

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|---------------------|--|
| 11:30 am - 12:30 pm | Networking Lunch   |
| 12:30 pm - 1:00 pm  | USA Today - MSO's, Consolidation, Dealers, Franchisees, Networks<br>Speaker: Vince Romans – The Romans Group   |
| 1:00 pm - 1:45 pm   | Collision Industry Insight and Trends<br>Speaker: Susanna Gotsch- CCC Information Services   |
| 1:45 pm - 2:15 pm   | The Future of Insurance and Claims Handling<br>Speaker: Scott Kohl- Liberty Mutual Insurance   |
| 2:15 pm – 3:00 pm   | Dealer Collision Repairers are on the Rise<br>Gene Kozash- Berkshire Hathaway  |
| 3:00 pm – 3:30 pm   | Networking Break   |
| 3:30 pm – 4:00 pm   | Ride Sharing is Changing the World and Collision Industry<br>Speaker: <i>To be confirmed</i>   |
| 4:00 pm - 4:30 pm   | Technology is Redefining the Consumer Experience and Expectations<br>Speaker: Jason Verlens – CCC Information Services   |
| 4:30 pm – 5:30 pm   | The Evolution of the OEM Certification Programs<br>Mark Allen - Audi of North America<br>Mike Anderson – Collision Advice<br>Bob McDonald - Summit International |
| 5:30 pm - 6:30 pm   | Industry Networking Reception  |