

## **E&O Risk Management Symposium**

### **Speaker's Bios**

#### **Christopher J. Boggs, CPCU, ARM, ALCM, LPCS, AAI, APA, CWCA, CRIS, AINS**

Independent Insurance Agents and Brokers of America (IIABA or the Big "I") Virtual University executive director. He joined the Big "I" team in November 2016. His current duties involve researching, writing, and teaching property and casualty insurance coverages and concepts to Big "I" members and others in the insurance industry.

During his 27-year insurance career, Boggs has authored nearly 500 insurance and risk management-related articles on a wide range of topics as diverse as Credit Default Swaps, the MCS-90 and enterprise risk management. Additionally, Boggs has written 13 insurance and risk management books:

- *"The Insurance Professional's Practical Guide to Workers' Compensation: From History through Audit,"* now in its second edition;
- *"Business Income Insurance Demystified: The Simplified Guide to Time Element Coverages,"* now in its third edition;
- *"Property and Casualty Insurance Concepts Simplified: The Ultimate 'How to' Insurance Guide for Agents, Brokers, Underwriters and Adjusters;"*
- *"Wow! I Never Knew That! 12 of the Most Misunderstood and Misused P&C Coverages, Concepts and Exclusions;"*
- *"Insurance, Risk & Risk Management! The Insurance Professional's Guide to Risk Management and Insurance;"*
- *"Workers' Compensation: How You Can Effectively Answer Your Clients 12 Most Commonly Asked Questions;"*
- *"Glossary of Insurance Terms;"*
- *"Choosing the Best Risk Financing Option;"*
- *"Writing Property and Liability Coverage for Condos;"*
- *"The Truth about Enterprise Risk Management;"*
- *"The Experience Mod Worksheet;"*
- *"What has ISO Done to us Now?"* and
- *"Cancellations, Non-Renewals & Conditional Renewals: THE Insurance Professional's Guide to Statutory Insurance Carrier Notification Requirements for All 50 States!"*

In addition to his responsibilities at the association, Boggs is a regular speaker at industry events, including the National Association of Mutual Insurance Companies (NAMIC), the National Society of Insurance Premium Auditors (NSIPA), the American Association of Managing General Agents (AAMGA), the Institute of Work Comp Professionals (IWCP) and the Chartered Property Casualty Underwriter (CPCU) Society. He has also earned numerous professional accolades including the 2017 Institute and Faculty of Actuaries (IFoA) Brian Hey Prize as part of a of professional collaboration with a diverse group of professionals.

His professional background includes work as a risk management consultant, loss control representative, producer, claims manager, journalist and columnist, and quality assurance specialist.

Boggs earned a Bachelor of Science degree in journalism at Liberty University in Lynchburg, Virginia, and also holds nine professional designations.

**William S. Cherry III, Manning Fulton**

As a partner in Manning Fulton’s litigation practice, Will regularly represents businesses large and small throughout North Carolina, in state and federal courts, in arbitrations, and before state and federal administrative agencies, including the Equal Employment Opportunity Commission.

For years, Will has led Manning Fulton’s Employment Law practice and is a member of its data security team, effectively counseling business owners on the front end and successfully defending their interests whenever claims are filed.

Also a seasoned insurance litigator, and in addition to employment and data security litigation matters, Will routinely handles cases involving coverage disputes; business policyholder issues; errors and omissions claims; issuance and interpretation matters; and purported malpractice.

A graduate of North Carolina State University and Campbell Law School, Will has been recognized as a “Rising Star” by *North Carolina Super Lawyers*. Prior to law school, Will lived and worked in Nicaragua as a U.S. Peace Corps volunteer, and is fluent in Spanish.

**Teresa Knowles, Deputy Commissioner of Agent Services Division, NC Department of Insurance**

Teresa Knowles is the Deputy Commissioner of the Agent Services Division of the North Carolina Department of Insurance, which licenses and regulates agents, adjusters, brokers, limited representatives, bail bondsmen/runners, corporations, collection agencies, insurance premium finance companies and motor clubs. Teresa’s duties as Deputy include operational, fiscal, and managerial oversight of ASD staff and vendors. The Deputy plans and directs the activities of the Agent Services Division, assists in establishing insurance policies and procedures for the Department and applies insurance laws and regulations. This includes the oversight of financial examination of insurance agencies and monitoring of pre-licensing and continuing education course offerings within the state. Teresa also manages the supervision of complaints received on licensees who may have violated insurance laws or regulations.

Teresa joined the Department of Insurance in August 1991 as a temporary Data Entry Clerk and was hired as Financial Supervisor in November 1992. She has worked under various positions leading up to current position: Assistant Deputy Commissioner, Governmental Accounts Auditor, Licensing Manager and Licensing Supervisor.

Teresa Knowles was born and raised in Weldon, North Carolina. Teresa graduated from Saint Augustine’s College, Raleigh, North Carolina with a Bachelor of Science Degree in Computer Science in May 1991. She has completed 7 courses in pursuit of the Fellow Life Management Institute (FLMI) insurance designation. Teresa has two sons: Derek who is 20 and Devin who is 15 years old.

**Michael T. Medford, Manning Fulton**

A member of Manning Fulton’s litigation section, Michael T. Medford has more than 37 years of experience representing clients in a broad range of complex commercial litigation and insurance disputes. His practice focuses on complex business litigation involving shareholder and partnership disputes, disputes relating to the purchase and sale of businesses, business and legal malpractice claims, lending disputes, employment disputes, securities law disputes and insurance coverage and procurement disputes.

Mike has extensive experience representing insurance professionals, insurance carriers and businesses in disputes relating to the procurement and issuance of insurance, interpretation of insurance policies and handling of claims under insurance policies; and he has substantial experience representing employers in claims alleging breach of employment contracts, discrimination, sexual harassment, violation of restrictive covenants, wrongful interference with contractual relations and ERISA disputes.

Mike has represented clients in complex litigation in all three North Carolina federal district courts, the U.S. Fourth Circuit Court of Appeals, the North Carolina Business Court, state courts throughout North Carolina, the North Carolina Court of Appeals and Supreme Court, and various administrative and arbitration forums. He is a certified mediator in North Carolina.

Mike has been inducted as a Fellow into the Litigation Counsel of America (LCA), a Trial Lawyer Honorary Society. He is [AV rated in the \*Martindale-Hubbell Law Directory\*](#)

### **Eric Moberg**

Eric has an extensive insurance background that spans over four decades. Eric's career has included management and executive positions with insurance companies, vendors providing services to the insurance industry, as a successful agency owner, and currently as President/CEO of The Moberg Group, Inc. (TMG). TMG is the leading provider of Insurance Agency Errors & Omissions loss control programs. And, as the endorsed E&O Audit provider for several state agency associations and E&O carriers, TMG has developed a standard audit process and reporting format preferred by many E&O underwriters.

### **Dr. Michelle Flynn Osborne, MBA, CIC**

Currently, I serve as the Chief Deputy Commissioner for the North Carolina Department of Insurance. Previously I was a professor at Campbell University in the Lundy Fetterman School of Business and an adjunct professor at N.C. State MBA Partnership International School of Knowledge, Management, and Economics and North Carolina Wesleyan. The courses that I have taught include Business Ethics, Investments, Human Resources, Organizational Behavior, Marketing Research, Elements of Marketing, International Business, Strategic Management, and Professional Selling. My educational background includes a Doctorate of Business Administration degree from George Fox University, Newberg, Oregon and a MBA from Campbell University.

I have worked in the insurance industry since 1990, starting two insurance agencies from scratch—Allstate and an independent Erie Insurance agency. Furthermore, I worked the latter 16 years of that time as a district sales manager for a Fortune 500 company. My responsibilities included auditing, recruiting, managing, and training insurance agents throughout the state of North Carolina. I am also a certified insurance counselor (CIC) and a state certified insurance instructor. In addition, I previously operated a real estate firm as I hold a real estate brokers license, which remains in inactive status. My hobbies include composing and playing music, flying private aircraft, traveling, bicycling, kayaking, and just sitting on the beach reading!

### **Stuart Powell, CPCU, CIC, CLU, ARM, ChFC, AAI, ARe, CRIS**

Stuart has been personally involved in the insurance business for over 40 years. He started his career in the industry as the owner of The Powell Agency of Reidsville, NC – a family agency whose roots can be traced back to the 1890's. He joined the Independent Insurance Agents of North Carolina staff as Director of Education in 1995. In 2004, he assumed the supervision of IIANC's insurance operations. As Vice President of Insurance Operations and Technical Affairs, he managed the designated insurance agency for the State of North Carolina, placing all coverages which the State does not self-insure. In this

role, he was also responsible for insurance benefits operations for members of the Association. In 2016, our recipient joined the staff of the Brantley Center at Appalachian State University as Executive-in-Residence. He continues to serve as a valuable technical resource for the membership of IIANC.

He is on the National Faculty for the Society of Certified Insurance Counselors and has taught in many CIC Institutes and Graduate Seminars. He is the author of numerous articles on insurance and related matters. He is also a past president of the Piedmont North Carolina Chapter and former board member for the Eastern North Carolina Chapter of the Society of CPCU. Our recipient served on the National Producer Advisory Council for Commercial Union Insurance Company from 1979-1981. In 1991, he was presented the Ernest F. Young Education Award by IIANC.

He is a member of the Business Advisory Council for the Ralph W. Ketner School of Business at Catawba College and the Board of Directors for the North Carolina Community Colleges Foundation, Inc. He also serves on the Advisory Board for the Risk Management and Insurance program at East Carolina University. In 2013, he received the Distinguished Alumnus Award for Catawba College. To honor him for his dedication to IIANC and in the insurance industry, IIANC established The Stuart Powell Scholar in 2015, a \$100,000 endowed scholarship at East Carolina University for a student in the Risk Management & Insurance program.

**Rebecca A. Shigley, FLMI, AIE, AIRC, ACS, CICSR, IIANC/NCAIA**

Rebecca has broad insurance industry experience spanning twenty-six years that includes insurance company employee in various roles, sales agent, agency owner, insurance regulator, and insurance association employee. Rebecca is currently the Vice President of Agency Resources at the Independent Insurance Agents Association of North Carolina (IIANC). Rebecca previously worked for the North Carolina Department of Insurance with her last role as Deputy Commissioner of the Agent Services Division with regulatory oversight over agent/agency licensing requirements, collection of state licensing fees, agency examinations, and administrative complaint investigations on agents/agencies. Rebecca previously represented North Carolina as a member of the National Association of Insurance Commissioners (NAIC) Producer Licensing (EX) Working Group, and served as Chair of the Uniform Education (EX) Subgroup. In 2015, Rebecca was the recipient of the Walter Spruill Regulator Recognition award from the Securities and Insurance Licensing Association (SILA).