



Summit Agenda

Morning:

- **8:30 AM - 9:30 AM: Coffee with Curtis**
 - Welcome!
 - Tom Adams goes one-on-one with Curtis Pilot and will also be joined by Hunter Pilot to Recap 2024 and looking ahead to 2025
- **9:30 AM - 10:15 AM: Breakout Session 1**
 - **Beyond the Claim: A Customer-Centric Approach**
 - Presenter: Tom Adams, Sr. Director of Flood Operations and Client Service at Pilot
 - Introduction - The Importance of Customer-Centricity
 - The Power of Personal Branding - Part 1:
 - Building Your Brand: The Foundation of Trust
 - The Power of Personal Branding - Part 2:
 - Key Elements of Your Adjuster Brand
- **10:15 AM - 10:30 AM: Networking Break**
 - Refreshments and opportunity to visit with managers
- **10:30 AM – 11:30 AM: Breakout Session 2**
 - **Connecting Personal Branding and the PILOT Framework**
 - Introducing the PILOT Framework – Turning ideas into action

Lunch:

- **11:30 PM - 1:00 PM: Lunch TBD**



Afternoon:

- **1:00 PM - 1:45 PM: Afternoon Kick-Off featuring Col. Jeff Snyder**
 - **Embracing the Challenges of Flood Adjusting:**
 - Be methodical. Have a process. Follow the process. Don't try to do everything at once. The storm can be overwhelming, don't let it overwhelm you.
 - The importance of empathy and communication when working with distressed homeowners.
- **1:45 PM - 2:00 PM: Networking Break**
 - Refreshments and opportunity to visit with managers.
- **2:00 PM - 3:45 PM: Career Counseling & Networking (Drop-In Session)**
 - Opportunity for all attendees to connect with Pilot managers and industry experts.
 - Get one-on-one advice on career advancement, skill development, personal branding, and networking.
 - Get onboard with Pilot. We will verify your information in our deployment system to best position you for future opportunities.
- **2:00 PM - 2:45 PM: Breakout Session 3 (Concurrent Tracks)**
 - **Track 1: Julian Badillo**
 - Elevating Your Expertise - Xactimate Mobile for Flood**
 - Setup & Requirements
 - Fundamental Sketching
 - On-Site Inspection Workflow
 - Advanced Sketch
 - Photo Documentation & Annotation
 - Enhanced Estimating (Line Items & Macros)
 - Reports, Forms & Notes
 - Sketch AR (Video)



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- **Track 2: Pilot Flood Team**
Foundations of Flood Adjusting - Intro to flood claims...Part 1: Initial Claim Intake and Loss Assessment
 - The First Call: Gathering Essential Information
 - Reviewing the Flood Policy and Understanding Coverage
 - Site Inspection and Loss Documentation
 - Communicating with the Insured and Setting Expectations
 - **2:45 PM - 3:00 PM: Networking Break**
 - Refreshments and opportunity to visit with managers.
 - **3:00 PM - 3:45 PM: Breakout Session 4 (Concurrent Tracks)**
 - **Track 1: Julian Badillo**
Elevating Your Expertise - Xactimate Mobile for Flood
 - Setup & Requirements
 - Fundamental Sketching
 - On-Site Inspection Workflow
 - Advanced Sketch
 - Photo Documentation & Annotation
 - Enhanced Estimating (Line Items & Macros)
 - Reports, Forms & Notes
 - Sketch AR (Video)
 - **Track 2: Pilot Flood Team**
Foundations of Flood Adjusting - Intro to flood claims...Part 2: Evaluating, Negotiating, and Settling the Claim
 - Evaluating and Estimating the Damage
 - Handling Special Loss Scenarios (Mold, Structural Integrity, etc.)
 - Negotiation and Settlement Strategies
 - Finalizing the Claim and Ensuring Satisfaction
 - **3:45 PM - 4:15 PM: Quick Wrap-Up & Prize Drawing**
 - Key takeaways
 - Drawing for great prizes



PILOT



Pre-Summit Event

- **Topgolf Event:** Thursday May 15, 5p-7p
 - Unwind and have some fun with your peers at an exclusive Topgolf event!
 - Complimentary Golf and Appetizers
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