

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 18TH, 2026

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

SUNDAY, APRIL 19TH, 2026

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

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

6:00pm - 7:00pm **Welcome Reception** *(Pinnacle 2-3)*

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 20TH, 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 21ST, 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 **Michael Little**, Safelite
Vice President of Client Sales &
Support

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

10:30am - 11:15am **Alternate Part Best Practices and**
Trends by **Tom Julius**, Car-Parts.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 22ND, 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

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

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

