



Agenda &
SPEAKERS



AGENT CONFERENCE





Agenda

iA American Live 2022

Day One: Wednesday, February 9

6:00 PM Welcome Reception | Beachside at Resort Pool
Attire - Resort Casual

Day Two: Thursday, February 10

8:00 AM Breakfast Buffet Open | Flagler Hall

8:45 AM General Session Doors Open | Grand Ballroom

9:00 AM Welcome & Introduction of the iA American Team
Tony Dupaquier, Matt Romanowski

9:15 AM iA American Vision
Kristen Gruber

9:40 AM CAVU
Keynote Speaker Dan Rooney

10:30 AM Break

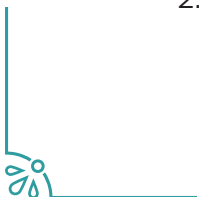
10:45 AM Claims Overview
Doug Guziec

11:15 AM Lunch | Flagler Hall

12:15 PM VSC Products
Matt Romanowski, Glenn Nielsen

1:15 PM Ancillary Products
Jeremiah Lasyone, Tabor Davis

2:15 PM Break





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| 2:30 PM | RV Products
Matt Romanowski, Carrie Burch |
| 3:15 PM | Closing Comments & Awards
John Lutman, Carmen Torres, Glenn Nielsen, Tabor Davis |
| 7:00 PM | Dinner & Entertainment Beachside at Courtyard Lawn
Attire - Cocktail |

Day Three: Friday, February 11

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| 8:30 AM | Breakfast Buffet Open Flagler Hall |
| 8:45 AM | General Session Doors Open Grand Ballroom |
| 9:00 AM | Welcome
Tony Dupaquier |
| 9:05 AM | Wealth-Building Opportunities
Kirk Borchardt |
| 9:50 AM | Break |
| 10:00 AM | Harnessing 1P Data to Thrive
Tony Carroll |
| 10:30 AM | Introducing: iA American Training Institute!
Tony Dupaquier |
| 10:45 AM | How to Lead on the Battlefield of Business
Eric "Frenchy" Mélon |
| 11:45 AM | Closing Comments
John Lutman, Carmen Torres |
| 12:00 PM | Lunch & Farewell Flagler Hall |



Speakers

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Kristen Gruber

President

Kristen is a highly respected F&I leader with three decades of industry experience, most of which have been spent in the Dealer Services niche. Her background spans many sides of the Dealer Services distribution channel, from insurance company to administrator to broker. Kristen joined iA American in 2014 as President of Dealers Assurance Company (DAC). Under her leadership, DAC achieved its first “A” rating from A.M. Best in 2020, after 34 years with an “A-” rating. Kristen was named President of iA American in January 2020. Early in her career, she spent 13 formative years with Great American Insurance Company in various management roles, including underwriting, product development, and data analytics. Kristen completed her Chartered Property Casualty Underwriter (CPCU) designation, earned her business degree from St. Mary’s College in South Bend, Indiana, and her MBA from Thomas More University in Crestview Hills, Kentucky.

Doug Guziec

Chief Operating Officer

Prior to joining iA American in 2017, Doug led strategy and business development for Rent-A-Center, Inc., along with Vizient, a privately held healthcare services firm. Doug also has experience with consulting firms Booz & Company and Bain & Company, and the Strategic Planning/M&A group at JPMorgan Chase. Achieving top honors as a Palmer Scholar, Doug received his MBA from the Wharton School at the University of Pennsylvania with majors in Finance and Strategic Management. He graduated Magna Cum Laude from Southern Methodist University with a Bachelor of Science degree in Mechanical Engineering and a degree in Mathematics.

John Lutman

Senior Vice President of Enterprise Sales

A seasoned automotive professional, John joined iA American in 2012, and has over 25 years of experience in the industry. Prior to his current role, he served as Senior Vice President, Head of Agent Channel, and National Sales Director for Agent and Dealer Development. Prior to his time with iA American, John served in a variety of roles such as General Manager, Controller, and CFO of major dealerships in the Washington D.C./ Baltimore areas. In addition, he served as an Account Executive within a general agency where he trained, coached, and developed business managers, and provided turnkey reinsurance management financial plans for dealerships and their principals. John is a graduate of Howard Community College, with a degree in Business Administration. He also completed the NADA Dealer Academy.



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Carmen Torres

Senior Vice President of Agent Sales

Carmen has been with iA American since 2003. Prior to her current role, she also served as VP of Sales and Marketing and VP of Client Services. She has spent her career working with general agents to develop client-centric reinsurance solutions, facilitate development of private label programs, structure dealer cap loans, and provide support to drive business growth goals. In her current position, she leads a team of seasoned industry experts that support iA American's national agent base. Carmen studied Communication and Economics at the University of New Mexico, and holds Fellow, Life Management Institute (FLMI), and Associate, Reinsurance Administration (ARA) designations. She is licensed for Life, Accident & Health Insurance in the state of New Mexico, and has the authority to do insurance business in 30+ other states.

Kirk Borchardt

Executive Vice President and Chief Legal Counsel

Kirk is a leading expert on the regulatory, tax, and corporate structural aspects of the service contract and ancillary products industries. Kirk began his career in 1981 as an attorney in the Chicago offices of Lord, Bissell and Brook, rising to the level of partner and managing partner of the firm's Los Angeles office. He was an original member of the NAIC Service Contracts Act Working Group, whose efforts spawned the adoption of the Service Contracts Model Act, a necessary progenitor to the proliferation of the administrator-obligor corporate structure. Kirk promoted the adoption of insurance company tax treatment for service contract providers, which he successfully achieved for his client through the issuance of Technical Advice Memorandum 9601001 by the IRS in 1996. From 2006-2013, Kirk was President and CEO of Dealers Assurance Company. Today, his unique ability to find creative solutions, coupled with his 40 years of regulatory, tax, and corporate experience in our industry, helps us deliver on expected shareholder returns.

Tony Carroll

Vice President, Strategic Accounts and Marketing Services

Tony began his career in retail automotive as a New Car Salesman and later, Sales Manager. Over the next 10 years, he held a variety of roles at Chrysler and Gulf States Toyota. He then spent five years at Google, where he was a founding member of Google's Auto Retail team and helped shape the way dealers transform their business by embracing digital and understanding today's auto consumer. Now with iA American, Tony serves as Vice President of Strategic Accounts and Marketing Services, shepherding the company's Credit Acceptance client relationship.



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Eric “Frenchy” Mélon

Senior Vice President of Sales, Head of Training & Development

An industry legend, Eric, or “Frenchy” as he is widely known, has spent more than 32 years in the automotive industry, training thousands of successful sales and management personnel throughout the world. Prior to joining iA American, he directed sales training initiatives and national dealer relations growth for First Dealer Resources. Frenchy also served as a Dealer Development Consultant for Chicago-based Stuker & Associates, a world-renowned sales training organization. While there, he was responsible for both national and international accounts, training management, and sales personnel throughout the United States, Australia, Canada, and Europe. Prior to Stuker, Frenchy enjoyed a successful career working in automotive retail, with extensive experience in sales, sales management, and upper management.

Tony Dupaquier

North American Training Director

Tony Dupaquier has more than 30 years of automotive experience and is considered the industry’s most forward-thinking F&I and sales trainer and consultant. He has held nearly every position in variable operations, from salesperson to general manager, and is a former Nissan National Walk-Around Champion. Tony has been a featured workshop presenter and master of ceremonies at numerous industry conferences, including NADA and Industry Summit. He has addressed international dealer groups on F&I and sales techniques, and has spoken at numerous 20 Groups and dealer associations. Tony is also a member of the Board of Directors for both the Ethical F&I Managers Conference and Women in Automotive. As national director of iA American Training Institute, Tony leads the team of training & development specialists and is responsible for curriculum, training material, and marketing.

Glenn Nielsen

National Sales Director

Glenn has over 20 years of experience in the automotive industry and has been with iA American since 1999. In his current role as a National Sales Director, he is responsible for servicing and training general agents and dealers across the country on iA American’s aftermarket products and services. He also oversees a team of Regional Sales Managers that supports these efforts. Prior to joining iA American, Glenn worked in copier and insurance sales. He has a property & casualty license (registered in all 50 states) and a life insurance license. He also holds a Bachelor of Science Degree in Finance from the University of New Orleans.



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Tabor Davis

National Sales Director

As a 28-year veteran of the auto industry, Tabor has extensive experience in many aspects of the business. His previous roles include automotive sales, F&I management, dealership income development, and sales training. In 2005, Tabor joined iA American and now lends his expertise in leading a team of Regional Sales Managers and coordinating the support and training of general agents and dealers across the country, with an emphasis on iA American's products and services. He holds a BBA in Finance from the University of North Texas.

Matt Romanowski

Regional Sales Manager

Since earning a BA from Towson University in Visual Communications and Marketing, Matt has spent 24 years building his career in the auto industry. For the first 18 years, he worked for an automotive group in Maryland, starting out in sales and marketing. During his time there, he also worked in sales management, business development, finance, parts, service, and body shop. In 2012, he became General Manager and Operations Director for the organization, which included seven franchises and four rooftops. Matt graduated from NADA Academy in 2014, and in 2016, he joined iA American as the Mid-Atlantic Sales Representative. His expertise is in dealership marketing, sales and leadership training, product and software training, and business development.

Jeremiah Lasyone

Regional Sales Manager

Jeremiah began his automotive career in 2003, working retail for a dealer group in Tennessee. In 2006, he started working in the Claims Department at iA American, before transitioning to the Sales Team that same year. As a Regional Sales Manager, he now works with general agents, specializing in product training, dealer installs, dealer prospecting, and other new business growth. He also worked with the National Accounts team for two years concentrating on product growth with iA American's Penske, Sonic, and Group 1 dealer partners.





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Carrie Burch

Regional Sales Manager

Carrie's automotive career spans over two decades, beginning in Minnesota and eventually moving to Austin to assist with the startup of a new used car facility. After 10 years overseeing the company's finances, collections, and contracting, and helping grow the company to four locations, she became a Training & Development Specialist with iA American in 2012. In this role, she worked with various dealership F&I departments to develop their teams and increase production. She has since been in account management roles over New Mexico and Colorado, and now serves as Regional Sales Manager for iA American's Agent Sales Channel. Carrie assists agents and dealerships with product sales, training, and business development.

