



5th IATA Air Cargo Claims and Loss Prevention Conference 2009
03 – 05 November 2009, Dallas, U.S.A.

DAY ONE	Tuesday, 03 November 2009
0800 – 0900	Registration and Networking
0900 – 0915	Welcome Remarks <ul style="list-style-type: none">• Ajay Pande, Manager Cargo Agency Policy, IATA
0915 – 1000	Inauguration of the Conference and Keynote Speech Enhancing the Cargo Customer Experience: Synchronising processes and stakeholders in the supply chain to reduce air cargo claims <ul style="list-style-type: none">• David R. Brooks, President, American Airlines Cargo
1000 – 1045	Preventing Damage and Loss in the Air Cargo Supply Chain <ul style="list-style-type: none">• Ken Nienze, General Manager Europe, AIRDEX INTERNATIONAL INC
1045 – 1115	Networking Break <i>Sponsored by LifeConEx, LLC</i>
1115 – 1200	Preventing loss and minimizing claims by managing end to end transportation process: Temperature Sensitive Goods <ul style="list-style-type: none">• David Y. Bang, CEO, LifeConEx
1200 – 1245	Integrating Air and Road Carriage: Operational and Liability Issues in the New Virtual Reality <ul style="list-style-type: none">• Dan Soffin, Partner, Gates & Partners Solicitors
1245 – 1400	Networking Lunch <i>Sponsored by Gates & Partners Solicitors</i>
1400 – 1600	Judges Corner An interactive discussion on legal cases submitted by Claims Managers from around the world with expert opinion given by a panel of eminent lawyers <ul style="list-style-type: none">• Dan Soffin, Gates & Partners Solicitors• Frank Montbach, Mound Cotton Wollan & Greengrass• Ricardo Bernardi, Bernardi & Schnapp Advogados• Manuel García Pimentel Caraza, García Pimentel y Asociados, S.C.• Michael Gill, IATA (Moderator)
1600 – 1630	Networking Break <i>Sponsored by Delta Cargo</i>
1630 – 1715	Liability in the Paper Free Environment (e-AWB) <ul style="list-style-type: none">• Barry Alexander, Associate, Beaumont & Son - Aviation at Clyde & Co LLP• Roger Whipp, Barrister, Gates & Partners Solicitors
1800 – 2000	Welcome Cocktail Reception <i>Sponsored by AIRDEX INTERNATIONAL, INC.</i>

- DAY TWO** **Wednesday, 04 November 2009**
- 0900 – 0915 **Reflections: Day One**
- **Ajay Pande**, Manager Cargo Agency Policy, IATA
- 0915 – 1000 **US Domestic Air Cargo Claims:** A comprehensive review
- **Frank Montbach**, Partner, Mound Cotton Wollan & Greengrass
- 1000 – 1045 **Using Automation to Manage Air Cargo Claims:** Leveraging technology to enhance efficiency and customer service in the claims handling process
- **Sandeep Fernandes**, Market Development Manager, Mercator
- 1045 – 1115 ***Networking Break Sponsored by Mercator, Dubai, U.A.E.***
- 1115 – 1200 **Air Cargo Claims and Legal Issues in Latin America (Mexico)**
- **Manuel García Pimentel Caraza**, Partner, García Pimentel y Asociados, S.C.
- 1200 – 1245 **Implications of Revision of Limitation of Liability Under Montreal Convention 1999**
- **Michael Gill**, Senior Legal Counsel, IATA
 - **Berno Mulder**, Supervisor Cargo Claims, Martinair
- 1245 – 1400 ***Networking Lunch***
- 1400 – 1600 **Experts' advice on Claims Cases**
An interactive session involving discussion on actual claims cases submitted by participants beforehand, with expert opinion from experienced Claims Managers.
- **Cheryl Ortiz**, Manager Loss Prevention, Continental Airlines Cargo
 - **David Harris**, Cargo Claims Manager, British Airways (Retired), currently Claims Advisor to Beaumont & Son - Aviation at Clyde & Co LLP
 - **Jimmy Hebert**, Claims Manager, American Airlines Cargo
- 1600 – 1630 ***Networking Break Sponsored by Beaumont & Son - Aviation at Clyde & Co LLP***
- 1630 – 1715 **Air Cargo Claims and Legal Issues in Latin America (Brazil)**
- **Ricardo Bernardi**, Partner, Bernardi & Schnapp Advogados

DAY THREE Thursday, 05 November 2009

0900 – 0915 **Reflections: Day Two**

- **Ajay Pande**, Manager Cargo Agency Policy, IATA

0915 – 1000 **Cargo 2000: Using Quality Standards to Prevent Air Cargo Claims**

- **Tom Presnail**, Director Asia Pacific, Cargo 2000

1000 – 1045 **Complexities of Managing Airmail Claims**

- **Mark Gilbert**, Manager Postal Affairs, American Airlines and Chairman, IATA Airmail Panel

1045 – 1115 ***Networking Break***

1115 – 1200 **Complexities of Interline Claims**

- **Dave Suhadja**, Manager Claim Administration, Atlas Air
- **Berno Mulder**, Supervisor Cargo Claims, Martinair
- **Cheryl Ortiz**, Manager Loss Prevention, Continental Airlines Cargo

1200 – 1330 **Closing Remarks and announcement of next conference**

Lucky Draw