

# Asked & Answered



We **Asked** what was going on in Staff Counsel, You **Answered**.

Volume 1, Issue 3

November 2011

## IN MEMORIAM – Joseph S. Stabnick, Jr.

Perhaps no one was asked more questions and provided more answers to the collective members of staff counsel than “Jefferson City Joe” Stabnick. For this reason, this issue of Asked & Answered is dedicated to his memory.



Last month staff counsel lost one of its biggest friends, supporters, and assets. On October 10, 2011 **Joseph S. Stabnick, Jr.** passed away at home surrounded by his loving family after a brave battle with lymphoma. Joe began his career with us in 1964 when he started with Aetna Life and Casualty. His impressive career spanned 47 years, during which he held a series of senior management positions. Joe completed his career as the Chief Administrative Officer of Claim Legal at Travelers.

Joe’s hard work extended outside of the Travelers organization. He volunteered in numerous ways throughout the Hartford community including being a member of the West Hartford Parks & Recreation and the youth hockey organizations. Near and dear to the Travelers, Joe served as the Greater Hartford United Way Fundraising Campaign Chairman in 1982. He continued his community involvement through Habitat for Humanity and various other volunteer positions at the Travelers.

Not all of us were fortunate enough to have met Joe Stabnick. In speaking with those who did, all noted Joe’s unwavering generosity to those around him, Joe was generous of his time, his knowledge, and his humor. In these economic times, we are all pushed to work a bit harder and do a little more. In doing so, we tend to focus on our own work, our own daily struggles, and our own concerns. We sometimes forget to stop and take a look outside of our immediate worlds. Perhaps as a small tribute we can take a minute to look beyond ourselves. Is your co-worker struggling with a heavy work load? Can you help them out? Practicing kindness and generosity to one another may be the best way to pay tribute to a man that spent his life and his career doing just that.



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## Regional Ruminations



**P. James Toolan,**  
Region 2

### **BLOCKING AND TACKLING**

Our days are very full. Travelers Staff Counsel employees are charged with accomplishing a great deal on a day to day basis. Many of us are members of various committees or teams such as the one that will help guide us into the

next generation of case management technology. Others are involved with internal and external training. We have reporting and communication protocols which we are duty and ethically bound to comply with. But we are a hard working, dedicated and resilient bunch. We are more than up to this challenge. Frankly, a big reason Travelers Staff Counsel is the standard setter for similar organizations in the United States is because of all of the extra, important things we do other than pure legal work. And we're very good at it. No other staff counsel organization can match us in expertise, skill, breadth of practice, etc., etc. Still, the amount of "stuff" we have to deal with some days seems to make it difficult to get to the core work that is vital to our success.

A few months ago, Doreen addressed this issue in a Live TV broadcast in which she recognized the pressures on Claim Legal employees. While acknowledging that we are often pulled in many directions, she stated that we need "To do more of what really matters with less." I suggest to you that one way of doing that is to focus on "blocking and tackling", on doing those things that are fundamental and essential to achieving success in what we do. A large part of that consists of providing Travelers insureds with high quality, cost effective legal services. We all need to deliver on the fundamentals of our profession, our business, every day. There is no substitute for effective *Blocking and Tackling* at every turn and, if we apply our energies to that end, our Staff Counsel organization will be poised to continue to be *the* Leader in our industry.

Solid Resolution Management is vital to effective Blocking and Tackling in Staff Counsel. It begins with a well thought out and carefully analyzed Litigation Plan in every file we touch and every activity that we undertake, from every employee at every desk. As the saying goes, "No one plans to fail. However, many fail to plan." The result of any endeavor that lacks clear direction is rarely positive.

A first class litigation plan usually is designed to follow one of two paths: Resolution (ideally *Early* Resolution) or Jury Trial. Early Resolution and Trial Appetite are two prongs on the same fork. It is important that we all keep these two important litigation paths on our collective front burners.

The first prong on the Resolution fork, Early Resolution, is not another "How To" program. That would be little more than rote file handling. Too many of us (I know I did when handling cases) simply "follow accepted procedures" and turn over stone A, then stone B, etc. until stone Z - and then very often settle the case at the last pre-trial conference. What I am talking about is a needed change in our culture, an altering of our mindset, a modification of how we practice law. Can/should the case settle after written discovery? After the plaintiff's depo? If not, what is needed to properly resolve the case? How do we get there? We simply need to continue to cultivate a mindset in all of

us of "getting to the desired end" every time we touch a file.

The other prong of the fork is Trial Appetite. Without a well established reputation of being trial ready, trial willing and trial able, attempts at Early Resolution will fail. If a plaintiff's lawyer knows we'll offer additional money on the courthouse steps rather than "risk" a jury trial, they will simply take us to the brink. Travelers will end up paying more indemnity dollars than cases are worth - in thousands of files. The math becomes staggering and our bottom line is severely impacted. Our Trial Appetite has grown and matured over the past few years, I believe that more and more of us have begun to think of ourselves as true Trial Lawyers. Most Staff Counsel Attorneys are now "walking the walk," not just "talking the talk." The number of Jury Verdicts taken by Staff Counsel Attorneys has increased significantly over the past three years. But we can still do better. And knowing many of you, I know that we will.

So.....What are the benefits to Blocking and Tackling as it relates to Resolution Management - Early Resolution and Trial Appetite? There are too many to list. But here are a few.

- If we have a strong, well established Trial Appetite reputation with the Bench and Bar, our ability to resolve appropriate cases early in the life of a file will be enhanced. ("Those guys mean it when they say 'I'll see you in Court if you don't take this final offer'"). We'll also see a significant savings in indemnity payouts.
- Successful Early Resolution will shorten the average amount of time files remain open. Instead of taking an average of, say, 50 hours to conclude a case, it will take 45. That makes Staff Counsel less expensive and Travelers products more competitive. It also gives us some breathing room if we spend 5 hours less time per case. You'll be able "To do more of what really matters with less".

No NFL team ever won the Super Bowl without effective Blocking and Tackling. I suggest that it is the same for Staff Counsel. 🏈



**On The Line**



**David  
Klosterboer,  
Property Line  
Lead**

Over the past year a new line liaison role has been in place within the Staff Counsel Organization to work with our Claim Partners in the Property Line of Business. The primary goal of the group within Staff Counsel, as with the other Lines of Business Groups, is to enhance and develop expertise and work closely with the Claim Product Line leadership within the Property Line.

Several activities have taken place over the past year:

- Formation of the Property Line Working Group with representation from each Staff Counsel Region
- Set-up liaisons with the Inland Marine Property Line Centers of Excellence in Naperville, Tampa and Hartford
- Establish Staff Counsel quality handling of Examinations Under Oath

A closer look at one of these initiatives is the introduction of a consistent and high quality taking of Examinations Under Oath (EUO) for the Property Line. The Staff Counsel Property Line engaged both Steve Steigerwald and Steve Stein to assist with the planning of the pilot. Both of these gentlemen have a long solid history working with the Property Line. Training materials were drafted and prepared in conjunction with the General Counselor Group and Claim Legal Property Group.

In August, a full day of training was given to the group of (10) attorneys selected by their Managing Attorneys and Regional Attorneys to be a part of the pilot. The offices participating were Alpharetta, Jackson, MS, Hunt Valley, MD, Richmond and Chantilly, VA, Birmingham, AL, and Franklin, TN. Thanks go out to Katie Henderson in Alpharetta for facilitating the training and preparing the extremely well received training materials/notebooks.

We are happy to report that assignments started in late September to three of our Staff Counsel offices in Alpharetta, Franklin and Chantilly. Appropriate follow-up on both the process and quality of these assignments will be closely reviewed. We anticipate moving this pilot to more offices in early 2012 and throughout the country by year end 2012.

This is just one example of Staff Counsel's partnership with our Lines of Business and the Line Partnership with Property.

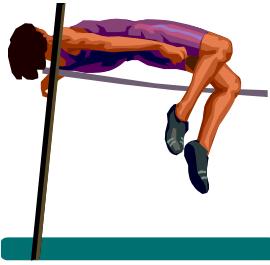
**CURRENT EVENTS**

**Construction Defect Symposium  
rescheduled due to weather:**

**NEW DATE: Tuesday December 13,  
2011 through Thursday December  
15, 2011**

**Trial School:**

The September, 2011 Travelers Trial Advocacy School was held from September 25<sup>th</sup> through October 1<sup>st</sup> at Claim University in Windsor, Connecticut. Attendees included twenty four students from the five Staff Counsel Regions and the First Party office in New York City. Members of the Trial School Steering Committee are **Mark Beachy, Dianne Scott, Nada Sizemore, Bill Staehle, Mel Seifert and Chuck Walker**. Serving as Mentors were **Jack Evans, Gerard DeVeaux, Cindy Garraty, Kate Guarente, Jeff Mazzola and Bill Staehle**. The students were offered presentations by Bill Staehle on "Opening Statements-How to Argue"; "Courtroom Graphics and Technology" by Jim Rohlfig; "Direct & Cross Examination of Lay Witnesses" by Gerard DeVeaux and Jeff Mazzola; "Direct and Cross Examination of Expert Witnesses" by Jack Evans; "Closing Arguments" by Chuck Walker. Each student was required to deliver an opening statement, conduct a direct and cross examination of lay and expert witness and deliver a closing argument during the Monday through Thursday sessions. There were six mock trials held on Friday with live lay and expert witnesses presenting testimony. For the mock trials, each student was assigned a partner with one pair of students representing the plaintiff and one pair representing the defendant in front of a jury of six, chosen from local law/paralegal schools, friends and employees of Travelers. The students described the experience as "rigorous" and "challenging" and all worked diligently in preparing their presentations and in preparation for the Friday mock trial. We are pleased to congratulate **Jonathan Robbins** (Ray Lego & Associates, Greenwood Village, CO) and **Robert Henke** (Law Offices of John A. Biard, Rancho Cordova, CA) as co-winners of the Outstanding Advocate award. We are also pleased to congratulate **Joie Rodolfa** (Law Offices of John Biard, Rancho Cordova, CA) as the winner of the Rising Star award. The students had a very successful week, worked hard, made new friends and enhanced their trial skills. Thanks to all involved for an exciting and informative 2011 Trial Advocacy School



## Beyond The Bar

### Evelyn Pacino Get's the Vote

Chicago, IL Office



**Evelyn Pacino**, staff attorney, was recently elected Councilman-at-Large for the Village of Wheaton, Illinois. Wheaton is the county seat of DuPage County, a major suburban county west of Chicago. 🇺🇸

### Staff Counsel Shows a Giving Spirit

United Way Giving Campaign

Staff Counsel demonstrated that a tough economy will not stand in the way of our desire to give and to help those who are less fortunate. Throughout this year's Employee Giving campaign, many of our offices coordinated local fundraising efforts and also participated in various Claim sponsored events across the country. Capping off what has already been a successful year, Staff Counsel made another huge impact in the Travelers Annual Silent Auction. Co-Chairs, **Tom Marnell, Rana Hampton** and **Michael Galdi**, teamed up with National Auction Chair, Mike Carroll to pull off one of the liveliest events to date. This year, the Staff Counsel organization piloted a program using our Live Meeting technology so that all Staff Counsel Offices has a chance to view items live, as they were being auctioned and then bid using the call in number. Over 30 offices attended this first ever Live Meeting Auction and many of our employees made quite an impact on the bidding. Mike Galdi was in Hartford, running the meeting and said he felt a feisty, but light hearted rivalry brewing between the Home Office and Field Office bidders through the auction. It was a very special event and we are happy that Staff Counsel can now enjoy greater participation in future auctions, after working so hard in raising money and shipping such beautiful baskets to Hartford. The Staff Counsel Co-Chairs are extremely proud of the generosity of all our employees who work so hard to make our organization really stand out this year. They would also like to thank their Regional United Way Champions for keeping the offices engaged and energized. Well done! 🇺🇸

Region 1 – Susan Marks, Theresa Diederich & Laura Guggenheim

Region 2 – Andrea Sawyers & Christine Miller

Region 3 – Kevin Cain

Region 4 – Paul Nicks & Millie Sabbatini

Region 5 – Michelle Woodall & Jennifer Gallagher

Below are just some of the incredible baskets donated by Staff Counsel in 2011:



The Apple I-Pad Basket



Hand Made Sonata Quilt



Beautiful Wine Baskets



Broadway Basket



One of many Keurig Baskets/Giants v. Cowboys NFL Basket 🇺🇸

### Barnard & Associates Have a Recipe for Success

California

LOA **Patty Duke, Chris Boserup** and the team at Barnard & Associates came up with a very clever way of raising money during the Travelers Employee Giving Campaign this year. Each of the employees sent in their favorite recipes towards the creation of an office Cookbook, which they sold at their several locations in California.

Here was their plan:

"Chris and I will be this years Travelers 2011 Campaign Coordinator for the Employee Giving United Way Campaign. We thought it might be a lot of fun to put together a cookbook (which some of us have been talking about for years now and Jackie shared that they did at Liberty). So as soon as possible and no later

than September 16, please give us your best recipes. You can submit as many as you like in all categories (i.e., salads, desserts, main courses, etc.). We will put together a cookbook that will be for sale during the campaign which will take place from September 26 – October 14. If you have any other fun ideas, please let us know by emailing both of us. Patty”

The cookbook idea was an ingenious way to not only raise money, but also engage their employees and make the giving campaign fun and memorable. Their slogan this year was:



## Partnerships

### Florida Staff Counsel Wow Agents



Esther Nickas, Jack Evans, Jim Kehoe and Ed Farres assisted our Claim Partners with their agent vendor fair. Patti Cross with Jack Evans office

assisted with preparing the coverage maps, banner, firm resumes, sign up sheets and candy for the fair. The attorneys provided the suits and discussed selling points for Travelers to the visiting agents. Florida Staff Counsel was well represented - Great job working with our Claim Partners ! 🌎



## Hartford Flocks!

Hartford, CT

What does **Ryan Fleming**, Field, Product Line Manager in Hartford Claim’s Office & **Chuck Walker**, Managing Counsel for the Hartford Staff Counsel Office have in common?

They’ve been flocked!

As part of this year’s United Way Giving Campaign, Connecticut Claims Center and Hartford Claim Legal joined



forces with creative ways to raise money. With daily coffee and baked goods sales, line of business basket raffle, United Way prime parking space raffle, 50/50 raffle...and of course “flocking” your favorite person, Chairwoman and Sr. Financial Consultant

for Hartford Claim Legal, **Kathleen Kamienski**, managed to help Hartford raise over \$4,100.00 for the United Way. Cashing in on the prizes from Staff Counsel included **Lisa Coughlin**, Paralegal \$128.00 50/50 raffle winner; **Tom Chapman**, Attorney along with **Jan Pennitto**, Attorney & 2x winner **Barbara Hansen**, Office Manager winning the prime front row parking space for one month each makes coming together for a good cause good business. Way to go Hartford! 🌎



## Office Buzz

### Austin & San Antonio Bowl it Out

It was announced this summer that the Austin Staff Counsel office would be integrating with the San Antonio offices of David Klosterboer & Associates. In order to assist with a smooth transition for the two

offices and have an excuse to do something fun outside the office, the First Annual San Antonio Bowling Tournament was sponsored by Staff Counsel on September 23. All staff from both offices were in attendance and a fun time was had by all. Three lanes were filled to capacity with strikes and spares and even a Turkey (three strikes in a



row for the novice bowler). **Bret Walton** was high bowler and now proudly sports a Travelers baseball cap and sips coffee from a Travelers travel mug – just reward for his efforts. Bret was also on the winning team which included **Veronica Lana** and **Dianne Buttacavoli**.



Thanks to all and see you next year for what will surely become an annual event. 🎳

## Orlando Welcomes New Additions



Following his stint as a Summer Associate, located through the Diversity program, **Luis Zavala** was hired by the Law Office of Jack D. Evans in Orlando. Luis passed the Florida Bar recently and is now officially an Associate Counsel!

Congratulations Luis and welcome to the team!!! 🎉



**Kay McCabe** and **Melody Butler** joined the Law Office of Jack D. Evans in Orlando in October. These ladies come to us with many years of experience in multiple lines of business. We look

forward to utilizing their many skills. Welcome aboard ladies! 🎉

## Marlton Shows some Hillbilly SRC

Marlton, NJ Office



Marlton SRC Designee, **Bob Ayik**, coordinated a wonderful and very unique pizza and entertainment lunch on 7/28/11 for the entire office to show appreciation for all the hard work being done in Marlton Office. Bob sent out

an email a week earlier stating it was being sponsored by the "SRC committee" and telling people in the office that pizza would be supplied, entertainment provided and that they should bring their favorite non-alcoholic beverage. For one week, Bob received a lot of inquiries as to what the entertainment was. The only hint he gave was that "they would never, ever guess it." His secretary **Maureen Persicketti** was asked numerous times what it was (and she did not know). On the day of the event, a projector was brought in along with speakers and screen set up. After everyone was settled with their pizza and soda, Bob fired up the video: Season 1, Episode 32 of the Beverly Hillbillies (from 1962 – a public domain show): The Clampetts in Court. In that episode, the Clampetts were parked in their truck when a car backed into them. The operator was hung over from drinking the night before and was attempting to get a bank loan to pay his bookie. Once the operator and his wife found out the Clampetts were rich, they pretended to be hurt and sued them. The majority of the show was set in Court where the Clampetts, *pro se*, defended themselves. The episode was over the top with one plaintiff in a wheelchair (with his head wrapped in a bandage) and the other with a neck brace. The plaintiff's attorney was obnoxious and pushy. Naturally, good old country honesty prevailed and the episode ended with the Judge looking to arrest the plaintiffs for perjury. The lunch was a smashing success and everyone spent the entire time laughing at the episode and perhaps, learning a bit of hillbilly law in the process. 🎉

## Chicago Bids Fond Farewell to One of Their Own

Chicago, IL Office



After 34 years with the Company, **Ken Knight** of our office is retiring. In August of 1977, about a year after his assistant Jackie Bivens (still with us!!), Ken started with the Company, and he was a participant in the original (1980) trial advocacy

program. Ken and his wife Kristina will be residing in Green Lake, Wisconsin. Ken is a graduate of Northern Illinois University and what is now known as the Chicago-Kent College of Law at the Illinois Institute of

Technology in Chicago, and he has had 10 or 11 managing attorneys over the years, including Roanne Maisel, Tom Marnell, Ed Malek, and Mike Tyrell. Ken will be spending his well-deserved retirement in the outdoors of Wisconsin and the Upper Midwest, and spending time with his children and grandchildren. Ken will truly be missed for his commitment to the practice, his dedication to his clients, and his loyalty to his colleagues. 🇺🇸

## Chicago's Summer Intern Makes it to the Show

Chicago, IL Office



A new addition to our office is **Richard Lee**, a summer intern of 2010. Richard received his law degree from Indiana University and passed the bar exam this year. Richard grew up in Palatine, Illinois, a northwest suburb of Chicago, and he just completed his first Chicago Marathon. Richard will be sworn in by the Illinois

Supreme Court in November and will make a great addition to our team in Chicago. 🇺🇸

## Marlton has a Haunting Good Time

Marlton, NJ Office

The "Spirit Committee" of the Law Office of Edward Keiper hosted a Halloween lunch on 10/31/11. Festivities included pizza & soda, as well as various contests. The best costume award was won by **Maureen Persicketti**, our own Ms. Fruit of the Loam spokesperson. The floor raffle prize was won by **Jo-Ann Armstrong**, one of our resident witches. Jo-Ann also won the "guess whose baby picture this is." Jo-Ann amazingly correctly guessed 8 out of 10. (The 2<sup>nd</sup> place winner only guessed 5.) A ghastly time was had by all. 🇺🇸



## Morristown Weighs in on SRC

Morristown, NJ Office

The Morristown SRC team held a "Guess the Weight of the Pumpkin" contest to celebrate Halloween this year.

With a special thanks to **Mike Galdi's** wife, Dinh, who made all those little pumpkin cut-outs, everyone was invited to make a guess as to the exact pounds and ounces of our office pumpkin. Even our special visitor, **Tom Broderick**, took a stab (no Halloween pun intended) and almost won the event, taking second place and



perhaps the pumpkin back with him to Chicago! (Sorry Tom, the extra baggage weight would not have been reimbursed) Our winner was paralegal, **Tom Campobasso** who was only two ounces off with a guess of 20 lbs even. The actual weight was 20 lbs, 2 oz. This event keeps our SRC contest streak alive for Mr. Staehle who now has zero wins in 2 years. However, this year Bill officially protested his loss, claiming that the pumpkin dehydrated for two weeks during the contest by the exact amount of weight he was off. It's an interesting legal theory and perhaps one we will bring up at our next attorney meeting. Congratulations again to the real winner, **Tom Campobasso** who takes home the pumpkin, two bags of candy (that he shared with his co-workers) and 2 weeks of underground parking this winter, which he donated to our third place contestant, **Annie Kruger**. What a true gentlemen. 🇺🇸

## Chicago Kicks it 80's Style

Chicago, IL Office

Maisel & Associates went retro during their employee appreciation luncheon with a 1980's theme that was both funny and enjoyable for all. There were several pieces of 80's memorabilia including Michael Jackson posters and a full cardboard cut out of Ronald Reagan. They also had the movie "Footloose" playing on the big screen. The party was a smash and it was a really clever way to show appreciation for all the hard work their employees do. Special thanks to **Terina Calmese**, **Gina Mitchell**, and **Maribel Sandoval** (pictured above) for their efforts. Way to go Chicago! 🇺🇸



## The Chairman of the Board Grants a Pass

Morristown, NJ Office

## inadmissible

**MCLE Mulligan** — If you got a letter charging you \$150 because you failed to satisfy continuing legal education requirements, you're not alone. Thousands of lawyers failed to report compliance and got a letter last month demanding they pay \$150 or face administrative suspension.



PHOTO BY GEMINI/REXUS  
**WILLIAM STAEHLE**

In the face of numerous complaints from attorneys and the State Bar Association, the Board on Continuing Legal Education, chaired by William Staehle of Morristown, announced Sept. 22 a one-time fee waiver and refunds to those who had already paid. It will also refund the \$50 fee for those who obtained extensions.

For the first time, the annual registration form required lawyers to check off whether or not they completed their CLE credits. A separate CLE certification section appeared on the back. About 7,000 people did not fill out and sign the CLE portions properly or did not return the form, and another 3,000 were late, says Winnie Comfort, a spokeswoman for the judiciary and the board.

One lawyer awaiting a refund, who did not want to be named, says that when so many people make similar mistakes, the problem is with the form, not the filers. The same lawyer says those who missed the check-off should not have to pay the same \$150 as those who don't take the courses at all.

"We will certainly look at the form to see if it can be improved and will continue to work to educate lawyers who were unaware of their CLE requirements," Comfort says.

check off whether or not they completed their mandatory CLE credits. About 7000 attorneys did not fill out the CLE portion which appeared on the back of the form and another 3000 were late. The large amount of discrepancies this first year has prompted the board to reexamine the form to see if it can be improved, as well as increased efforts in educating NJ attorneys who were unaware of their CLE requirements. 📄

## NY State Knows the True Meaning of Teamwork

Rochester & Buffalo, NY

Georgette McDermott of the Law Offices of Laurie G. Ogden in Rochester, New York writes: I wish to extend a big, heartfelt THANK YOU to **Diane Greco** of the Rochester office and **Pat Malecki, Karen Sixt, Luann Nolan** all of the Buffalo office for their help. Diane, Pat, Karen and Luann showed the true meaning of teamwork in my absence due to surgery in which my down time unexpectedly turned out to be longer than the original 3 weeks that was planned. Throughout scheduled vacations, a file review and their own work, my work was also covered and the attorneys in the Rochester office felt the little impact during my absence. I am proud to know and work with people who not only understand, but practice the true meaning of team. 📄

*I can no other answer make, but, thanks, and thanks.*  
-William Shakespeare

## Ogden's Crew Set Sail

Rochester & Buffalo, NY

The Buffalo and Rochester offices of Laurie G. Ogden enjoyed a beautifully warm August afternoon waiting to ride the Moondance Cruise boat on Lake Erie. Present

Our own **William Staehle**, who chairs the Board on Continuing Legal Education here in New Jersey, announced that all NJ attorneys who did not complete the new portion of the annual registration will get a one time fee waiver or refund of the \$150 penalty for non compliance. For the first time, the annual registration form in NJ requires lawyers to

in the photo from left to right are **Karen Sixt, Pat**



**Malecki, Diane Greco, Georgette McDermott, Laurie Ogden, and Tina Hassler** (in front). This was a lovely way to get everyone to spend some time together out of the office and really

enjoy each other's company, free from the daily grind. 📄

## Desa O. Calder Green Receives Supreme Honor

Melville, NY Office

"Being inside the United States Supreme Courthouse was quite the experience. The courthouse is beautifully designed and decorated, and filled with such history!" exclaimed **Desa O. Calder Green** about her recent tour of the historical landmark just a few minutes before she was officially sworn in to the United States Supreme Court.



On April 4, 2011, Desa was one of ten Hofstra University School of Law

alumni who were admitted to the Bar of the United States Supreme Court, an honor that only a small number of attorneys in the country enjoy. The Clerk of the Supreme Court administered their oath in the presence of all nine Supreme Court Justices. Following the ceremony, the lawyers entered one of the Robing Rooms for brunch, where they were personally congratulated by Associate Justices Ruth Ginsburg and Samuel Alito, Jr.

Desa received her Bachelor of Laws degree (LLB) (cum laude) from the University of Guyana in South America and her Master of Laws degree with a concentration in American Legal Studies and Intellectual Property Law from Hofstra University School of Law. She is admitted to practice law in the state of New York and Washington D.C.

In 2007, Desa joined Traveler as Staff Counsel working in Melville, New York at the Law Offices of Karen C. Dodson. In this capacity, she has gained extensive litigation experience, and in a short time, she has become the office's Subject Matter Expert in Medicare and Personal Injury Protection. 📄



In order to qualify for admission to the Bar of the Supreme Court of the United States, applicants must meet all of the following criteria: (1) Have been admitted to practice in the highest court of a State, Commonwealth, Territory or Possession, or the District of Columbia for a period of at least three (3) years immediately before the date of application; (2) Have not been the subject of any adverse disciplinary action pronounced or in effect during that three (3) year period; and (3) Appear to the Court to be of good moral and professional character (This requirement is evidenced by completing the Application for Admission to Practice, which requires the signatures of two sponsors). 📄

(Desa is fourth from the left in the photo)

## Baltimore Says “Thank You” with Cheesecake

Baltimore, MD

On October 7th, the Baltimore office held a “thank you” luncheon for the staff at the Cheesecake Factory in gratitude for their dedication and hard work in 2011. A great time was had by all. 📄



## Oklahoma Celebrates its First Anniversary

Oklahoma City, OK



In August of 2010 the Oklahoma City office opened with one attorney, **Brian McMahan**, in temporary space on the outskirts of Oklahoma City. In October of that same year the office moved into

its permanent location in downtown Oklahoma City with the addition of a legal secretary, **Susan Smith**. One year later, two Workers’ Compensation attorneys, **Brad Avey** joined in February 2011, one Liability attorney, **Greg Kirby** came on board in October 2010, and two Senior Legal Secretaries, with **Frankie Mass** starting in July 2011, all gathered to celebrate their 1<sup>st</sup> anniversary with a Halloween Bowling event in downtown

Oklahoma City. Coming along for the festivities were Managing Counsel **David Klosterboer** and Legal Office Administrator **Julie Griffin**.



After a furious two game match **Brad Avey** was crowned top bowler with **Brian McMahan** a close second. The Oklahoma City office has grown in the last year and continues the tradition of providing high quality legal work on behalf of our clients and insureds. It has been an eventful year opening up an

office in a new jurisdiction and certainly the Sooner state will continue to be served by our Staff Counsel organization for years to come. 📄

## Legoland Has Much to Celebrate

Las Vegas, Denver & Salt Lake

Ray Lego and Associates welcomes several new additions to its family. Senior Paralegal **Shannon Kozak** welcomed baby Beau Hunter on August 25, 2011. Congratulations Shannon! The Las Vegas office also welcomed two new liability attorneys: **Eddie Gulbenkian** and **Tim Hunter**. Welcome to the family! The Denver office celebrated **Nicoal Miller’s** passage of the Colorado Bar. Nicoal started as an associate counsel already with a deposition under her belt! Congratulations Nicoal. We would like to congratulate **Sara Walsh**, **Eddie Gulbenkian**, and **Jenna Mullin** on their weddings – Congratulations and best wishes to you all. Finally, we would like to congratulate our very own **Jonathan Robbins** on his “best advocate” award at trial school – way to go Jon! It’s been a busy few months!!! 📄

## Blue Bell Picks Up Veteran Free Agents

Blue Bell, PA Office



William J. Ferren & Associates has had a wonderful year gathering a variety of talent in 2011 to fill vacancies on their attorney and support staff rosters. The experience they acquired will certainly add to what is already a talented crew. We welcome their recent hires to the

Travelers Staff Counsel Family:

**Leticia Santiago**- She came to us from the New York City Law Department, Office of Corporate Counsel where she specialized in Civil Rights, Labor and Employment Law. She has been practicing since 1997. She will handle General Liability and Public Sector in our office.

**Jim Fields**- He came to us for the Law Offices of Robert Stutman, where Jim specialized in Subrogation matters. He has been practicing for 21 years. He will specialize in subrogation in our office.

**Ken Sykes**- He returned to us after a 15 year hiatus. He was with Aetna/Travelers until 1996. He most recently worked at Harleysville Insurance Company. He will do some General Liability and some Auto for our office.

**Anne Marchesa** - She was hired as a Senior Legal Secretary. She comes to us from the firm of Cipriani & Warner. Anne has 21 years of experience in the legal profession.

**Tammy Santiago**- Tammy also comes to us from the firm of Cipriani & Warner. She is a Legal Secretary. Tammy has 8 years of experience. 🇺🇸

The program was structured to not only welcome the soon-to-be attorneys, but also to teach them valuable skills to assist in their future careers at Travelers. **Lael Abaya**, of Susan T. Marks & Associates, says "The Travelers Claim Legal Summer Associate Program melds the experience of exploring litigation-oriented practices in a corporate, in-house setting. The program provides law students practical training that is valuable in today's competitive job market, as well as an opportunity to network with a diverse group of business and legal professionals. The program is a truly unique experience – professionally challenging and personally rewarding." Likewise, **Caridad Peña-Colon**, who accepted with the Law Offices of John A. Biard, states "It was a great learning opportunity! It was very well structured, and I was able to take on great responsibility, which has served me well in my new position as staff counsel."

The diversity summer associate program continues every year to provide soon-to-be staff attorneys with the skills, knowledge, and the experience to succeed. Welcome to all of our new Associate Counsel who join us as a result of this fantastic program! 🇺🇸

## Claim Legal Rolls Out New Diversity Committee Strategy

Claim Legal, Hartford, CT

Claim legal renews its ongoing commitment to diversity by reorganizing the Claim Legal Diversity Committee. In order to enrich our organization and provide clear attainable objectives, the Claim Legal Diversity Committee will be working in six sub-committees. The sub-committees will be organized as follows:

- **Recruitment--led by Karen Dodson;**
- **Mentorship/Development (internal/external) (includes retention)--led by Karl Armstrong;**
- **Outreach--led by Adrian Britt;**
- **Publicity--led by Catharine Ching;**
- **Diversity Awards--led by Cathy Gofrank;**
- **Diversity K--led by Lou Rosario and Cheryl Frierson.**

Each subcommittee will have quarterly teleconferences in place of our "Quarterly Diversity Teleconference" to formulate, develop, and execute the initiatives which are the focus of their individual groups and of the prescribed objective. As part of the new organization we will have quarterly meetings with the Diversity Liaisons in each region. It is our hope that the reorganization will be the catalyst for ongoing engagement. The benefit to this structure is sharing information quickly and changing course where we need to do so. It is our hope that the reorganization will give us greater functionality and speed in determining our direction and acting on specific initiatives. We are excited at the opportunity to continue working and growing with our Claim Legal Team! 🇺🇸



## Diversity Spotlight

### Summer Interns Graduate to Counsel

As July bar results continue to post, those a part of the 2010 Travelers Summer Associate Diversity Program begin to enter staff counsel offices as new attorneys. During the program, summer associates were flown from staff counsel offices all over the nation to Claim U in Hartford. While there, the two and a half day program was filled with presentations, tours, and activities, culminating in the associates' presentation of opening and closing statements. The summer associates also had the opportunity to meet several key people within the Travelers organization, including Nick Seminara and John Humphreys, as well as many managers and leaders within staff counsel. **Reza Haery**, from Law Offices of Karen C. Dodson, noted that "The diversity program provided a spectacular opportunity to meet attorneys from different offices throughout the country, gain insight into the various different practice areas that Travelers deals with day-to-day and experience a true welcome in such a large company."



## Milestone Anniversaries

### *Look Who's Celebrating:*

#### 10 years:

Patsy Mundy, Richmond, VA  
Anne Keller-Diggs, Birmingham, AL  
Caroline Murphy, Chicago, IL  
Chauna Owens, Morristown, NJ  
Paul Pearson, Chantilly, VA  
Janet Zimmerman, Chantilly, VA

#### 15 years:

Bob Ayik, Marlton, NJ  
Kathy Cline, Marlton, NJ  
Cheryll Johnson, Richmond, VA  
Debby Gillman, Morristown, NJ

#### 20 years:

Robbye Hill Toft, St. Louis, MO

#### 25 years:

Kelly McDermott, Philadelphia, PA

#### 30 years:

Jill Aspiazu, Morristown, NJ  
Edward Szewczyk, Merrillville, IN  
Marsha Rawlins-Oholrogg, Indianapolis, IN  
Lynn Newmark, St. Louis, MO  
Wanda Oldham, Houston, TX

## CONGRATULATIONS EVERYONE!

### 30 Year Flashback:

1981

- Iran released the hostages held for 444 days
- The Challenger Space Shuttle makes its maiden voyage
- MTV debuted
- Lady Diana Spencer Married Prince Charles of Great Britain
- Sandra Day O'Connor is nominated by then President Reagan to be the first female Supreme Court justice.
- Gas costs a mere \$1.25 per gallon

On September 27, the Houston Staff Counsel office co-sponsored with the Workers' Compensation Line of the Houston Claim Center a 30<sup>th</sup> Anniversary Celebration for **Wanda Oldham**. Wanda has been with Travelers for the past 30 years and has held various roles in the Workers Compensation area. Three years ago Wanda joined the Houston Staff Counsel office of David Klosterboer & Associates. While memories and fun times were shared by all at the afternoon reception, one highlight came when John Humphreys called and thanked Wanda for her service to Travelers over the previous three decades. Staff Counsel and Claim Professionals alike came out to help Wanda celebrate her tenure with the red umbrella. Congratulations to Wanda.



## WHERE'S THE WIZARD???

## MEMPHIS, TENNESSEE

This issue, the Wizard travels to the Memphis Staff Counsel Office, the Law Offices of Scott C. Campbell



Memphis: (L-R) – Millie Sabbatini, Wm. David Darnell, Scott Campbell, Joe Broy, Lisa Lunamand, and Kris Williams.

**MEMPHIS STAFF COUNSEL OFFICE**

The Memphis Staff Counsel Office, which is also known as the Law Offices of Scott C. Campbell, has served insured clients and business partners in western TN since 1998. Over the years, the office has expanded its footprints in the region to include the entire state of TN in subrogation and fire liability matters as well as northern Mississippi in general liability and worker’s compensation matters. Our office covers major population centers such as Memphis, Jackson, Oxford, Tupelo and Southaven. Our attorneys have regional and national roles and responsibilities within Staff Counsel, including the Northland Product Line Lead, a Member of National Ethics Committee, and the Southeast Regional Attorney for Travelers’ Fire Liability Team.



Attorney Paul Nicks (L) holds the much coveted Wizard next to Managing Counsel, Scott Campbell (R).

Managing counsel Scott Campbell along with the firm’s three staff attorneys are supported by a very experienced, knowledgeable and talented support staff. Noteworthy, all administrative support personnel have at least a certificate in paralegal studies and possess a passion for the law. Collectively, our attorneys are licensed in four states and their practice

areas include workers compensation, general liability, auto liability, fire liability, products liability, property, premises liability, trucking and transportation, subrogation, and construction litigation.

Memphis, Tennessee

Memphis, also known as the Bluff City, sits on the Mississippi River, many hours upstream from its sister in music, New Orleans. For history enthusiasts, President Andrew Jackson is considered one of the founders of Memphis, and the Bluff City became the headquarters for Army General Ulysses S. Grant during the Civil War.

History, music and great food come together in Memphis. Graceland Mansion, the former home of Elvis Presley, is the biggest draw in the Bluff City and is also a Travelers’ insured. Other “must-do” items when visiting Memphis include: listening to Blues music on Beale Street; enjoying unbeatable barbecue from restaurants such as Rendezvous, Corky’s, Cozy Corner, and The BBQ Shop; a visit to the National Civil Rights Museum, which was built on the site where Dr. Martin Luther King, Jr. was assassinated; a tour of Sun Studio, arguably the roots of Rock N Roll and where artist such as Johnny Cash, Jerry Lee Lewis, Carl Perkins, Roy Orbison and Elvis Presley all recorded; a peak at the marching Peabody ducks at the Peadoby Hotel (also a Travelers’ insured); and a stroll at the world famous Memphis Zoo. If you’re here in May, you must make a trip to the very edge of the Mississippi River where our very own staff attorney Joe Broy, the custodian of the Wizard, annually participates on a rib cooking team in the World Championship Barbecue Cooking Contest. (Don’t be surprised if the Wizard visits the next city with a little barbecue sauce on his chin).

Our attorneys and staff are regarded in the legal community as being competent, courteous and charming – southern attributes that we enjoy cultivating. Our managing counsel, Scott Campbell has adapted well to life below the Mason Dixon line after joining us from the Indianapolis Staff Counsel Office some years ago. We like to think that we’ve rubbed off some of that polish he showed up with.

Our staff and families are active in bass fishing, fly fishing, cheerleading, bicycling, football, basketball, volunteer activities, church, and reading. The modest weather of Memphis (it ain’t hot until it reaches 103 degrees and 100% humidity) allows us to enjoy outdoor activities throughout all but three months of the year. Memphis Grizzlies basketball, University of Memphis Tiger basketball, and Memphis Redbirds’ AAA baseball take our minds off of Nashville’s Tennessee Titans and that little orange team out in Knoxville that so many of our neighbors seem smitten by.

Southern hospitality remains alive and well in Memphis and our staff counsel office. If you find yourself passing through, please feel free to stop in for a hearty helping of howdy. 🍷



# Knowledge Exchange

Knowledge Exchange is moving to Share Point! In the coming months, the Knowledge Exchange Community will be migrating to a Share Point Format which will allow for greater access to content and easier navigation to the each of the rooms. You can still visit your favorite KX sites in Quick Place until the migration takes place. For this reason, this issue of A&A will not immediately be published in KX – we will post as soon as Share Point is up and running.

Remember to visit the Staff Counsel Secure, Respected and Cared For Room to read about recently submitted employee feedback and to submit your own ideas and suggestions to the Feedback Committee on how we can make our organization the best it can be. 📧



## MHP

### Our Top Picks

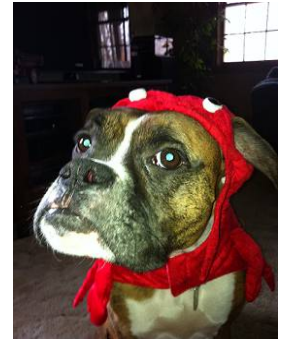
#### Halloween Feature

For this edition of Asked & Answered, we asked all of you pet lovers, or should we say, pet “humiliators” out there to send us pictures of what your little furry friends were for Halloween this year. Well, let us just say that you should all be ashamed of yourselves! Here is a sampling of what you people are doing to “Man’s best Friend.”



This is “Bubba” the caped Jack-O-Lantern submitted by **Pam Schaller** in our Buffalo, NY office. Pam, we will not be asking you how you got this dog to light up.

This one is “Murphy” the not too happy looking dog submitted by **Karen Sixt** in our Buffalo, NY office. Okay Karen, how long did this really stay on his head after you took the photo?



This cute little lady is “Lucy” the princess submitted to us by **Diane Briggs** in Orlando, FL., who obviously had to keep her still with both hands to get this shot!

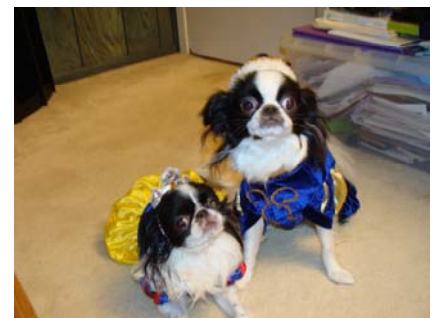


Who says you can’t aspire to be something bigger than you are? Not Little “Jake” submitted by **Patti Cross** in Orlando, FL. If you’re going to aim big, you might as well be the biggest, right Jumbo?



Say hello to “Cutie” the cheerleader from Buffalo, NY who actually looks she is about to fly away. Can we blame her?

These wide-eyed pair of fuzz balls are “Lilly” and “Tommy Bahama” posing as a “Prince” and “Princess”, submitted by **Christine Blum** in the Morristown, NJ Office.



Looking at the expressions on their faces, one might think they were looking into a mirror. Poor little guys. 🐾

## A Note of Gratitude:

Thanks to everyone for their support and submissions. We hope to highlight the great things that are occurring within Staff Counsel so that we might learn more about each other and what we are doing everyday to make our clients and each other feel more Secure, Respected & Cared For.

Special thanks to the Newsletter Committee Members:

Patti Cross

Sandra Erskine

Mike Galdi

Laura Kennedy

Luann Nolan

Kelly Rodieck

Lisa A. Roy

Sara Walsh

Jason Zajicek

Keep sending in your articles and photos throughout the holidays. The 4<sup>th</sup> Quarter publication will be February, 2011.

Bob Dolack, Laura Nigro, & Janet Wells

