



DAY 1

Monday, October 6, 2025

3:00 PM GENERAL REGISTRATION / CHECK-IN OPENS

3:45 PM WELCOME / OPENING ANNOUNCEMENTS

4:00 PM "WHY WE SELL DI: A PERSONAL STORY"

Todd Shield – NorthCentral DI

Darwin Pichardo – WAIN Insurance

During this session, Darwin Pichardo will share his story of recently entering the insurance industry with firsthand experience as both a policyholder and claimant, following a motor vehicle accident that nearly ended his ability to return to his profession as a diver in the maritime industry. That personal experience revealed the barriers high-risk individuals face in securing adequate protection through traditional carriers, and Darwin was inspired to launch WAIN—a mission-driven agency dedicated to helping workers in high-risk industries access the coverage they deserve with clarity and confidence.

4:45 PM – 6:00 PM WELCOME RECEPTION WITH EXHIBITORS
Sponsored by Petersen International Underwriters

6:00 PM CARRIER DINNERS OR DINNER ON YOUR OWN

Experience the Best Reno Restaurants

Looking for the best restaurants in Reno? Grand Sierra Resort is your hub for culinary excellence in Northern Nevada. Dining at Grand Sierra Resort isn't just about the food — it's about the experience. Whether you're looking for a cozy spot for a quiet meal, a bustling sports bar to catch the game, or a sophisticated fine dining atmosphere, our wide selection of dining options at Restaurant Row offer great food, exceptional drinks and memorable moments.

**[Click here](#) for more information for on-site restaurants, lounges,
and entertainment options.**

[Click here](#) to inquire about booking a group event.

DAY 2

Tuesday October 7, 2025

8:30 AM **BREAKFAST**
Sponsored by RISK Insurance

9:00 AM **KEYNOTE: "LISTEN CAREFULLY...RESPOND CREATIVELY"**

[Darren Ross](#) - Keynote Speaker

With over 25 years of experience in hospitality and customer service, Darren Ross has honed a powerful philosophy that's transformed businesses across industries: "Listen carefully... respond creatively." This mantra has been the foundation of his work, guiding organizations toward delivering exceptional customer experiences that exceed expectations. A sought-after speaker and executive coach, Darren shares his wealth of knowledge through interactive keynotes and workshops. His insights into customer service are a game-changer for businesses in any industry, helping companies elevate their customer interaction to create loyal, happy clients who keep coming back. Darren's work is a testament to the idea that no matter the business, the foundation of success is always exceptional customer service.

10:00 AM **"WHAT'S NEW IN DI: AN INDUSTRY UPDATE PANEL"**

[Maxwell Schmitz](#) - Yetworth Insurance Solutions

[Josh Lubas](#) - MassMutual

[Reed Schnittker](#) - The Plus Group Texas

During this session, a panel of industry experts will share the latest developments in disability insurance.

10:45 AM **BREAK WITH SPONSORS/EXHIBITORS**

11:00 AM **CARRIER "SPEED DATING"**

Attendees will be broken into small groups to meet with carrier reps for 15-minute rotating sessions. This speed-dating style format, will provide attendees the opportunity to ask important questions and have in-depth discussions with various carriers.

12:15 PM **LUNCH**
Sponsored by The Plus Group

1:30 PM **"INDIVIDUAL DISABILITY MARKET REVIEW & UPDATE"**

[Steve Woods](#) - GenRe

How does the DI industry get ready for the future? Join us for an overview of the changes DI faces in underwriting and product development for new medical, financial, and occupational risks.

2:00 PM **"CAPITOL INSIGHTS: NAVIGATING THE LEGISLATIVE LANDSCAPE FOR DI INSURANCE"**

[Mike Hedge](#) - NAIFA

With the legislative climate in Washington, DC, and across the country constantly evolving, staying informed is more critical than ever. Mike Hedge, NAIFA Government Relations, will provide attendees with an insider's perspective on the latest policy developments.

DAY 2 CONT.

Tuesday October 7, 2025

2:20 PM "HOW DI AGENTS CAN LEVERAGE SOFTWARE AND AI TO BOOST PRODUCTIVITY AND SALES"

[Ken Leibow](#) - *Insurtech Express*

In today's competitive environment, technology isn't just a support tool—it's a strategic advantage. DI agents who integrate the right software solutions into their workflow not only save time, but also significantly increase client engagement, retention, and revenue.

3:00 PM BREAK WITH SPONSORS/EXHIBITORS

3:15 PM SALES IDEA PRESENTATION CONTEST

More details to come!

4:00 PM "NAIFA: HELPING TO SHAPE OUR INDUSTRY'S FUTURE"

[Kevin Mayeux](#)- *NAIFA*

Join us as Kevin Mayeux, CEO of NAIFA, shares how advocacy and strategic partnerships are opening doors for agents and advisors like you. Discover how NAIFA is fighting for your clients, your business, and your future—and why your voice matters more than ever. Don't miss this chance to get motivated and see how, together, we can achieve more.

4:30 PM RECEPTION WITH EXHIBITORS & CARRIER DINNERS OR DINNER ON YOUR OWN

DAY 3

Wednesday October 8, 2025

8:00 AM BREAKFAST

Sponsored by Guardian

8:30 AM AWARDS & BUSINESS MEETING

9:30 AM MEETING ADJOURNS

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