

Global Warranty and Service Contract Association
Announces the Third Annual
Conference on Warranty and Service Contracts
September 20-22, 2016

Louisville, KY

For immediate release

In the closing session of its highly successful Second Annual Conference, GWSCA President, Terry Hawkins, and Conference Chairman, Paul Wojcicki, announced that the gathering will return to Chicago in 2016. The site has yet to be determined, but the dates are set: September 20-22, 2016.

Wojcicki, Senior Shareholder in the Chicago office of national law firm, Segal McCambridge Singer and Mahoney, Ltd., said that “Chicago is the ultimate city for any business conference. Accessible from virtually anywhere in the world, it is ideal for a gathering with an international draw.”

GWSCA held its most recent Conference at the iconic Palmer House Hilton. The event featured 35 industry experts discussing issues relevant to emerging warranty and service contract matters. Wojcicki believes that “distinguished presenters and decidedly relevant topics have driven our success for two years now. . . Attendance was up over 30% from last year’s inaugural gathering.”

This year’s Keynote Speakers were, Sue Zwinger (Vice President and General Manager of Oracle Corporation’s Global Systems Support Innovation & Technology Office) and Lawrence D. Mason (Senior Shareholder In Segal McCambridge Singer & Mahoney’s Chicago office). Ms. Zwinger’s talk focused on managing “Big Data” and included specific examples of Oracle’s efforts to use “Big data” to improve its product quality and serviceability. Larry Mason also talked about Big data, and cautioned attendees about the need to guard against the growing “cyberliability” risks service contract and warranty providers face. He also outlined the significant legal and regulatory challenges created from the increase in international data usage. Mr. Mason stressed the importance of limiting exposure and noted various steps that companies can take to do so.

Terry Hawkins, GWSCA President stated, “We were extremely pleased by the great attendance, the high quality presentations from respected experts, and the magnificent Palmer House Hilton facilities and staff.” Hawkins went on to say, “As an industry

association, we take very seriously our mission to “Educate, Innovate, and Advance” warranty and service contract management. In fulfilling that mission, we provided a series of free training seminars this year. These sessions were very well attended, demonstrating the need for an industry specific, training program.”

Speakers and attendees also had a chance to get to know one another in an informal setting during an evening cruise onboard the Anita Dee. The cruise started on Lake Michigan, went around famed Navy Pier and then travelled down the Chicago River for a view of the newly renovated Chicago Riverwalk. The cruise featured Chicago cuisine and great networking.

Wojcicki concluded, “This was fantastic. We’ve already started preparations for GWSCA III in 2016.”

See photos of the event at: <https://gwsca.org/events/photo-gallery>

GWSCA is a nonprofit organization managed by industry professionals passionate about the issues facing warranty and service contract programs and their managers. GWSCA also provides training at no charge through regularly scheduled webinars. To learn more about the training offered, check at gwsca.org.