

YOST & BAILL
ATTORNEYS AT LAW

Nicole M. Kustermann

Partner

Phone: (612) 338-6000

Fax: (612) 344-1689

Email: nkustermann@yostbaill.com

Nicole Kustermann's practice involves the litigation and oversight of worker's compensation subrogation claims across the country. Whether advising and assisting her clients through the recognition and investigation phase of a claim, or taking the necessary steps to perfect, prosecute and settle a worker's compensation lien, Nicole is a knowledgeable resource in a complex area of the subrogation field. Nicole is proud of the co-counsel and expert witness relationships she has built with attorneys and experts throughout the country and considers these relationships to be a vital component of success for her clients.

In addition to her subrogation practice, Nicole is highly involved in the National Association of Subrogation Professionals (NASP), a non-profit trade association dedicated to the mission of education for the subrogation industry. Over the years, Nicole has volunteered in a variety of capacities, including serving as a long-time editor of the Subrogator magazine, chair of the Minnesota Chapter and co-author of the Certified Subrogation Recovery Specialists (CSRP) guidebook. Nicole has served on the Board of Directors since 2008. As a Board Member, Nicole has served on Conference Planning committees, Strategic Planning committees and Nominations committees. She served as the organization's Secretary, Vice-



President, and began her two year term as the President in October, 2016. She is a proud holder of the CSRP designation.

Education

J.D. (cum laude), William Mitchell College of Law

B.B.A. Finance & Marketing, University of Wisconsin-Madison

Admissions to Practice

Minnesota State Courts and United States District Court, District of Minnesota

Honors & Awards

-2010 NASP Board Member of the Year

-Named 2008 Rising Star Attorney by

Minneapolis St. Paul Magazine, Law & Politics Magazine and *Twin Cities Business*

-Awarded Certified Recovery and Subrogation Professional designation by NASP

-Recipient of 2004 External Customer of the Year Award from the Civil Filing Staff at Hennepin County District Court

Leadership

-Current President of the National Association of Subrogation Professionals

- 2013 Chair of NASP Nominations Committee
- Current Member of NASP Board of Directors
- Former Vice President of NASP
- Current Board Liaison to *Subrogator* editorial staff
- Current Co-Chair of NASP Website Committee
- Current Member of NASP Conference Planning Committees
- Current Co-Chair of NASP Website Committee
- 2013 Chair of NASP Nominations Committee
- Former Secretary of NASP
- Former Co-Chair, Minnesota Chapter of NASP
- Former member of NASP Committee to re-write manual for Certified Subrogation Recovery Professional designation
- 2009 Co-Chair of NASP Subrogation Litigation: Skills and Management Conference
- Auto Track Chair for 2008 and 2006 NASP Annual Conferences and 2008 NASP Subrogation Litigation: Skills and Management Conference
- Auto Track Co-Chair for 2007 NASP Annual Conference
- Former multi-year Editor in Chief of NASP *Subrogator* magazine
- Served on Board of Directors for non-profit organization, Jenny's Light (www.jennyslight.org)

Professional Associations & Memberships

Hennepin County and Minnesota State Bar Associations
 National Association of Subrogation Professionals

Presentations

2014
 NASP Annual Conference, Orlando, FL,
 “Resolving Worker’s Compensation Subrogation Claims: The Future is Negotiable,”
 Owatonna, MN for Federated Insurance:
 “Worker’s Compensation Subrogation: Making the Case with Product Liability Claims”

Westfield Insurance, St. Charles, IL. “Worker’s Compensation Subrogation”

Iowa Symposium, West Des Moines, IA.
 “Worker’s Compensation Subrogation in Iowa”

2013
 Des Moines, IA, for Farm Bureau Insurance,
 “Solving the Worker’s Comp Subro Puzzle.”

2012
 NASP Annual Conference - Las Vegas, NV.
 “Evaluating and Negotiating Complex Worker's Compensation Claims: A Workshop”

NASP Subrogation Litigation: Skills and Management Conference - Chandler, AZ.
 “Deposition Preparation”

2011
 Webinar presentation for Fireman’s Fund Insurance Company, “Worker’s Compensation Subrogation: A Team Approach”

NASP Subrogation Litigation: Skills and Management Conference - San Diego, CA.
 “Direct and Cross Examination”

2010
 NASP Annual Conference – Dallas, TX. “Psst, Don’t Just Hear It Through The Grapevine: Increased Recoveries from the Uninsured”

2008
 NASP Subrogation Litigation: Skills and Management Conference – Las Vegas, NV.
 “Everyday Customer Service Issues in Auto Subrogation”

2007
 NASP Subrogation Litigation: Skills and Management Conference – Las Vegas, NV.
 “Managing High Volume Litigation”

2006

NASP Annual Conference – Orlando, FL.

“Black cow at night, white pig in a snowstorm;
When is the farmer caught in the headlights?”

NASP Subrogation Litigation: Skills and
Management Conference – San Diego, CA.

“Auto Subro: A to Z”

Publications

“Don’t Let Your Credit Right Impede
Settlement,” Fall 2016, *Subrogator*

“Why Multiple Levels of Collaboration Are
Critical for Recoveries,” September 2016,
Claims Management

"A Balancing Act: Ethical Considerations for
Litigating with a Pro Se Party," Fall 2008,
Subrogator

"Auto Claims Involving Animals; A checklist to
turn the 'dog' case into a winner," Summer 2006,
Subrogator

“Small Subro, Big Rewards,” Winter 2005,
Subrogator

“A Means to an End - Trying the Small Subro
Case,” Spring/Summer 2004, *Subrogator*