

YOST & BAILL
ATTORNEYS AT LAW

Nicole M. Kustermann

Partner

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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 has devoted many years of service to the National Association of Subrogation Professionals (NASP), a non-profit trade association dedicated to the mission of providing education and networking opportunities 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, Conference Chair, Chair of the Minnesota Chapter and Co-author of the Certified Subrogation Recovery Specialists (CSRP) guidebook. Nicole served several terms



on the Board of Directors since 2008; participating on Conference Planning committees, Strategic Planning committees and Nominations committees. She served as the organization's Secretary, Vice-President, and President. 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

Other Leadership Roles

- Served on Board of Directors for non-profit organization, Jenny's Light (www.jennyslight.org)
- Assistant Secretary on Board of Directors of Osseo Maple Grove Hockey Association

Professional Associations & Memberships

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

Presentations

2017

Nationwide Insurance – Des Moines, IA.
“Worker’s Compensation Subrogation”

Westfield Insurance – via Web-Ex. “The Complex World of Worker’s Compensation”

Continental Western Insurance – Lincoln, NE.
“Worker’s Compensation Subrogation”

Nationwide Insurance – Des Moines, IA. “Just when you think you have it all figured out, Work Comp Subro!”

2014

NASP Annual Conference, Orlando, FL,
“Resolving Worker’s Compensation Subrogation Claims: The Future is Negotiable,”

Federated Insurance – Owatonna, MN.
“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

Farm Bureau Insurance – Des Moines, IA,
“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*