

Claim Section

Agenda/Action Form

Date: 4-16-2005

Location: Phoenix

Attendees: Chairman James D. Klauke, Andrew Zagrzejewski, Art Beckman, Mike Pizetoski, John Giknis, Robert McHenry, Tony Nix, Chris LaChance, Ralph Reimsperger, Dan Finn, Marcia Sweeney, Eric Sieber, Rick Litchford, Barbara LaVine, Jim Beckley, Ferd Lasinski

Agenda topics

- 1) Words from the Chairman
- 2) New Chairman selected following Atlanta
- 3) Symposium / Seminars / Workshops
- 4) Canned Seminars
- 5) Atlanta Seminar review
- 6) Atlanta Box Lunch
- 7) Web Site
- 8) Chapter Liaison Program
- 9) Circle of Excellence Program
- 10) Co-Sponsor Groups
- 11) CQ
- 12) General Discussion

1) Words from the Chair

Discussion: Chairman Klauke relayed the discussion items of the Section Chairs meeting held on Friday afternoon. All section committee members need to re-apply for the committee when each 3-year term expires. I asked about an extension of the 3-year term for chairman position and one year after the chairman position. Because the Society wants more participation by members, it was denied. Staff report indicates declining membership but claims section is still the largest section with 1449 members as of 12-31-04. Betsy, Society vice president advised of the need to do more to attract new members to both the section and the Society. Suggest a letter to attendees of annual meeting seminars about the sections and how to become a member. The Society is going to spot light sections in the up coming CPCU News Letter. Claims will be one of the first spotlighted. Betsy admitted that it would be very difficult to present the quality of education programs at the annual meeting without the sections. In Atlanta, all sections are presenting at least one seminar. Section dues came up for discussion again and Betsy appointed a task force to study the effects of dues reductions and membership. The task force is to report to the Chairs committee just prior to the Atlanta annual meeting. Art Beckman of the claims section committee is on the task force. The Society travel program was discussed and input given to the senior section, which is currently operating it. It is unclear if another discounted trip was going to be offered. The Circle of Excellence program was briefly discussed and no changes were recommended. The annual meeting following Atlanta is Nashville and a theme was discussed for the seminars. The Society is considering a theme of ethics.

Conclusions: It was a good meeting with lots of discussion running from 1:00pm to 4:30pm. All sections made their points on most subjects.

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| Action items: Dues task Force | Person responsible: | Deadline: Atlanta |
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2) : Selection of new Section Committee Chairman

Discussion:

Robert McHenry of the Westfield Group currently from Jacksonville Florida was voted as the Chairman to replace me after the Atlanta Annual Meeting of the Society.

Conclusions: Robert will be chairman through the 2008 annual meeting

3) Symposium / Seminars / Workshops

Discussion:

The Society has been requesting the sections to present Symposium / Seminars in the regional areas. The committee discussed the subject and agreed that we would present a symposium in November at Orlando. The date has not been set but the subject matter will be Auto Technology and its effect on auto repair, underwriting and legal. The Personal Lines and CLEW Sections have agreed to participate as well. The plan is to do a technical program in the morning, the underwriting after lunch and the legal affects to finish the day. It will run from 9:00am to 4:00pm with lunch. It will be filed with the near by states as well as all states requiring CE credits for adjusters.

Conclusions: Bob McHenry, James Klauke and Barbara LaVine will plan and develop the program and

coordinate with the Society and the other sections.

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| Action items: Coordinate with the other sections and the Society. | Person responsible: | Deadline: |
| | James Klauke | June |

4) Canned Seminars

Discussion:

I discussed the “in the can” seminars and appealed to the committee that we need to develop more programs. This is a good tool to help Chapters and gets more members involved in section activities. It was pointed out that a summary of procedures to develop such a program has been placed on the web site and all should go on the site and provide comments. The subject is also in the current chairman article in the CQ.

Conclusions: These are good seminars that members can get from the committee and present to their chapter or in house company training sessions.

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| Action items: More dialogue on the development of these programs. | Person responsible: | Deadline: |
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5) Atlanta Seminar

Discussion:

Chris LaChance and Tony Nix made a presentation of the program to be presented in Atlanta. It is two two-hour sessions on the subject of Fraud.

Conclusions: It tracks with the Society theme of Fraud and should be an excellent program. It will qualify for CE credits.

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| Action items: None. The program is ready to go. | Person responsible: | Deadline: |
| | LaChance & Nix | Atlanta |

6) Atlanta Box Lunch

Discussion:

This was discussed and members selected to develop the program. Subjects were discussed and suggestions given as to potential presenters and subjects. People in charge will develop and communicate via e-mail to the committee.

Conclusions: A formal program was preferred and will be developed.

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| Action items: Will be completed by summer. | Person responsible: | Deadline: |
| | John Ginkis & Mike Pizetoski | Summer 05 |

7) Sub-committee report – Web Site

Discussion:

Discussed the recent changes to the site and asked that all members of the committee go to the site and check out the changes. Eric made a presentation about the web blast and some of the problems getting it out and the results. He then chose to be replaced as the time was causing some problems with his business as an independent. Ferd Lasinski has agreed to replace Eric and work with Art Beckman as the Web Site Sub-committee. Art discussed keeping the site more current and moving older material to back pages via links. We have also added the minutes of committee meetings back to 2002 and will keep this current following all meetings.

Conclusions: The site will be kept more current including the calendar. More material will be moved from the front page to the back pages via links.

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| Action items: None at this time | Person responsible: Art Beckman & Ferd Lasinski | Deadline: None |
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8) Chapter Liaison Sub-committee

Discussion:

Paul Burke volunteered to assist Tony Nix on the Liaison sub-committee. A letter has been prepared and will go out to all Chapter Presidents about the program and asking them to help getting a liaison person at the chapter level assigned as the liaison to our committee. There are currently 15 active liaison people working with Tony and Paul. Once more are developed, we need to get more of them active planning claims programs in their local areas.

Conclusions: Program is still active and expanding. We now need to make more use of the program getting claims programs into the Chapters in the form of meeting speakers or I-Day programs.

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| Action items: Develop and put program into more use | Person responsible: | Deadline: |
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9) Circle of Excellence Sub-committee

Discussion:

Barbara LaVine has agreed to work with Rick Litchford on the sub-committee. Rick asked that information on all programs presented or developed that get points be sent to him and Barbara via e-mail. He will contact the people directly if more information is needed. The information is needed in their hands by the end of May. It has to be accumulated and sent to the Society no later than June 1st.

Conclusions: Everyone needs to get an e-mail to Rick immediately.

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| Action items: Provide information to Rick now. | Person responsible: Committee | Deadline: May 30th |
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10) -- Co-Sponsor Groups Sub-Committee

Discussion: The sub-committee Pat Jeremy was not present as the PLRB Meeting was the same day in San Antonio and it is one of our co-sponsor groups. Paul Burke has volunteered to be on the sub-committee and work with Pat. The section committee is to consider creating a “transition task force” at Atlanta chaired by Pat Jeremy to coordinate the Co-Sponsor Groups. This will be a way for Pat Jeremy to stay with the committee since he is term limit out after Atlanta.

Conclusions: Continue the program

Action Items: Create task force and continue the co-sponsor activities with PLRB and talk about RPA at Atlanta.

Person Responsible: Pat Jeremy and Paul Burke

Deadline: Atlanta Annual Meeting

11) – CQ sub-committee

Discussion: Everyone in agreement on how great a job Marcia is doing with the CQ. Keith Mulvihill and Jim Beckley have volunteered to assist Marcia on the CQ sub-committee. The next deadline is July 11th and this issue is the one to be given out at the annual meeting in Atlanta. We are planning 24 pages and Marcia put out the call for articles again. Would like to see articles on the following subjects: Managing run off operations; How to prepare for a reinsurance audit; Quality review audits; Aviation Claims; and Marine Fraud.

Conclusions: Continue current activities and seek more articles from the membership.

Persons Responsible: Marcia Sweeney, Keith Mulvihill and Jim Beckley.

Deadline: None

12) – General discussion

Many issues were discussed including the section dues and a code of ethics for claims people. We also decided to leave these issues for further discussion.