

# Interest Group Agenda/Action Form

**Date: April 5, 2008**

**Time: 9:00 AM**

**Location: Rosen Shingle Creek; Orlando, Florida**

**Attendees:** Bob McHenry, Tony Nix, John Giknis, Art Beckman, Andrew Zagrzejewski  
Cecilia Foy Dorsett, Barbara Levine, Ken Hoke, Jim Beckley, Eric Fitzgerald

**Robert Riccobono, Karen Hope**

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## Agenda topics

1) COE: Barbara Levine, Esq., CPCU

We have not had as many submissions as we did last year at this point in time. All submissions are due by the very end of May, for the time frame June 1, 2007 – May 31, 2008. Section members encouraged to submit all activities related to insurance profession, community service activities, speaking and teaching engagements, etc.

Some members have reported some difficulty when trying to use the online COE submission form. Art Beckman made note of this and will check into it.

2) Claims Section Web Site:

Art Beckman circulated report prior to meeting regarding activity on the Claims Section portion of website. The activity is picking up on the weekends as well as during the week. The heaviest traffic occurs on Wednesday from about 11:00 a.m. – 12:00 p.m. There have been several E-blasts over the course of the year. These e-blasts touched on COE and CQ submissions as well as other Claims section issues such as locations of future meetings, creation of blog on Claims Section website.

Many thanks to Bill McCullough for keeping the articles section of the site updated with current

Committee members need to send Art dates of upcoming events; Midwest claims conference, PLRB/LIRB, etc.

industry news.

We need to do a better job advertising our annual meeting and claims section seminars as well as the box lunch.

3) John Giknis; update on our lunch meeting for Philadelphia/annual meeting. The Box lunch will run \$45.00; plated lunch \$50.00. The lunch will be Sunday, 11:30 – 1:00 pm. We are looking to get as a speaker for the luncheon a risk manager for the Philadelphia Phillies.

Suggestions were to advertise the lunch to the Philadelphia chapter. Possibly get a give away of Philly's caps for the section lunch.

#### 4) CQ

Ken Hoke: personal lines v. commercial lines analysis of Claims Quarterly. Objectives of Chief Editor to keep a balance of property and casualty articles. There were 15 articles with mixed topics; 5 which were clearly personal lines; and 13 which were clearly commercial lines.

There have been many articles on Katrina litigation. Analysis of annual meeting seminars; its hard to see the annual meeting seminars claims has given in the past.

Always looking for articles; hard to keep the CQ full. Marsha makes up a list of topics and tries to find authors. We do not have deadlines for submitting articles so submissions accepted at all times throughout the year.

Suggestions: Put deadlines on website; give recognition to people who contribute. Generally the CQ Newsletters have at least 15-20 pages of information.

5) Cecelia: seminars in Philly; on schedule for Sunday at 2:45; three panel members; Rita had conflict and Roosevelt Haywood filled her spot. Trying to get approved for CE credits

6) Topics for Seminars: Preventing E & O claims; Andrew Z and Barbara: "Agent E and O coverage and avoidance". Intending to have five panel members; 15 min each; prepared questions for them; Mock trial; we have partnered with CLEW; have speakers lined up and four hours of CE

credits. Time spot for these seminars is Tues 3-5;  
Sunday 2:45

7) IGRG: looking for task force volunteers

8) Donna Popow: report on annual meeting in Hawaii: there were 3900 new designees: 2008 will be about 750-800; number of CPCU exams being taken are down

New: there are now 15 courses: online learning courses; COMET; no designations in place; but can be used towards CPD

New initiatives: shared vision; ways to enhance the CPCU experience; keeping potential members enticed to start program and stay with it.

Joint marketing initiative b/w society and institutes; all aspects from joining to matriculation; increase number of CPCU's in pipeline; strategic branding; there was a re organization in 2007 to align people with their competencies; COMET modular is self directed

9) Bob McHenry: board book update since annual meeting: James Klauke:

Ron long island claims manager for TPA

Donna Popow: knowledge specialist cpcu/ia

John Giknis: ISO Claims search; claims data base for industry

Karen : auto manager pd

Andrew farmers ins; handles complaints for the exec office on national bases

Art Beckman: auto and ho claim technology

Jim Beckley amer agricultural

James Klauke executive GA for Crawford and co

Regional governor and former chair of claims : atty; 400 atty defense litigation term

Also former national governor

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Topic 1. E - Discovery and IT Seminar for next annual meeting after Philly; ISO Claims Search does E discovery. John Giknis.

There are 27 people on claims section committee: we need for everyone to have "a job".

Possible Topics for annual meeting seminars:

Investigation for Dummies: ethics; communication with policy holders, law enforcement; basic claim handling; documenting claim file; Articulation and arson cases.

Expert witness seminar: how to break that down/ how to select an expert

Suggestions: 18,000 people to join interest group within next year

Data base showing what members do; we need to reach out to potential members; possibly splitting up the claims interest group into sections.

Idea of webinars: other sections have done them; we haven't; they have been effective. Section members would not pay to attend; non section members would pay. They should not be more than one hour long.

Discussion:

Ken H & Andy Z. to put together SWOT group analysis for task force (the overall SWOT vs. interest group)

Karen: organizing dinner in Philadelphia

Expert witness: Bill McCullough and Barbara Levine

2010 Disney has people to speak at meetings. Good for luncheon speaker.

Bob McHenry: His term as chairman is up at the annual meeting in Philly. Tony Nix nominated to be incoming chair of committee; has been on committee for 6 yrs. All members present were in favor of Tony accepting the position. There was discussion regarding creation of other positions such as vice chair, secretary, etc. We will formalize upon fuller discussion in Philly.

Webinars: Cecelia and another member volunteered to look into producing a webinar. If I recall we tabled this until more interest group committee members attend in Philly to spread out the work load.

Term Limits: 3 YR TERM CAN REVIEW THOSE WHO WANTS TO RENEW; TO MAKE SURE PEOPLE ON COMMITTEE WANT TO PUT IN THE TIME

EVERYONE CHALLENGED TO WRITE ARTICLE FOR CQ and submit items for  
CIRCLE OF EXCELLENCE

Conclusions: Proposed Seminars for Denver 2009, E-Discovery, Prepare general outline

Action items:	Person responsible:	Deadline:
Prepare outline	J. Giknis, B. Keefer, M Farran	9-6-08

Topic 2. Proposed Seminar for Denver 2009, Investigation for Dummies		
Discussion: Tony Nix has presented this and it is a beginning to end of an investigation.		
Conclusions: Present an outline at 2008 Annual meeting.		
Action items:	Person responsible:	Deadline:
Outline of Investigation for Annual Meeting	Tony Nix	9-6-08
Topic 3. 2010 Seminars for Orlando		
Discussion: My notes appear to indicate Robert Riccobono, Eric Fitzgerald, Barbara Levine and Bill McCullough may want to present a seminar on Expert Witnesses. Please confirm the discussion and let me know. I will then amend the minutes to include this discussion. I also have a note re: worker's compensation but it is incomplete.		
Conclusions: None—prepare outline once it is determined who is working on this proposal		
Action items:	Person responsible:	Deadline:
Determine who is working on this proposal & prepare an outline	R., E., B., and Wm.	9-6-08

Topic 4. Campaign to garner new Interest Group Members via information from Malvern

Discussion: We discussed preparing a campaign to get new interest group members on board via the Information from Malvern. Per John Kelly there is information available on the disciplines yet it may not be completely accurate.

Conclusions: Seek volunteers to staff this sub-committee and then begin the campaign

Action items:	Person responsible:	Deadline:
Solicit volunteers from the Interest Group Committee	Bob McHenry	9-6-08

Topic 5. 2-3 Webinars

Discussion: We discussed preparing up to 2-3 webinars. This was tabled to Philadelphia since our attendance was limited.

Conclusions: Tabled to Annual Meeting

Action items:	Person responsible:	Deadline:
Appoint task force or sub-committee	Bob McHenry	9-6-08

Topic 6. Committee to prepare SWOT Analysis

Discussion: Ken Hoke accepted the challenge of staffing a committee to review the over all SWOT analysis once it is published. We do not know this time frame and assume it will be around the Annual Meeting.

Conclusions: None—Appointed Ken Hoke

Action items:	Person responsible:	Deadline:
Form sub-committee to prepare SWOT analysis	Ken Hoke	9-6-08
Solicit member from Claims Interest Group	Ken Hoke	9-6-08

Topic 7. Formalize “Vice-Chair” role for Claims Interest Group, Information “Officer”

Discussion: The size of our Interest Group will grow significantly on the first of the year. We determined that the “vice-chair” role needed to be formalized. This is to prepare for increase in membership and for succession planning. We also discussed establishing an “information officer” role to help update the CQ and website with information.

Conclusions: We will complete this process in Philadelphia when more membership attends the Interest Group meeting.

Action items:	Person responsible:	Deadline:
Formalize Vice Chair and Information Officer positions	Interest Group	9-6-08

Topic 8: Lunch/Breakfast Meeting Annual Meeting 2010 Orlando

Discussion: We discussed possible speakers for our breakfast/lunch presentation at the annual meeting in Orlando 2010. It was felt that either Disney’s risk manager or Customer Service Manager would be a great speaker if willing.

Conclusions: Solicit Risk Manager or Customer Service Manager as a speaker

Action items:	Person responsible:	Deadline:
Establish (or established) committee	B. McCullough and/or	9-6-08
	John Giknis	

Topic 9

Discussion:

Conclusions:

Action items:	Person responsible:	Deadline:

## Board Recommendations:

Recommendation 1

Description/Value:

Implementation/Impact:

Resource/Cost:

Recommendation 2

Description/Value:

Implementation/Impact:

Resource/Cost:

Recommendation 3

Description/Value:

Implementation/Impact:

Resource/Cost: