

**CPCU SOCIETY: Semi Annual Meeting**  
**Phoenix, Arizona**  
**May 1, 2010**  
**Committee Minutes**

Meeting Date:	Name of Standing, Interest Group, or Other Committee: <b>Claims Interest Group</b>
Time:	<p><b><u>Present:</u></b></p> <ul style="list-style-type: none"> <li>1. Tony Nix</li> <li>2. Barbara Keefer</li> <li>3. Eric Seiber</li> <li>4. Robert Stevens</li> <li>5. Karen Hope</li> <li>6. Maureen Farran</li> <li>7. Theresa Young</li> <li>8. Charles Stoll</li> <li>9. Jim Beckley</li> <li>10. Cecelia Foy-Dorsett</li> <li>11. Andy Zagrzejewski</li> <li>12. Gary Reelinger - observer</li> </ul>
Location:	<p><b><u>Absent: (list one per line)</u></b></p> <ul style="list-style-type: none"> <li>1. Art Beckman</li> <li>2. Barbara Levine</li> <li>3. Donna Popow</li> <li>4. Jane Densch</li> <li>5. Marsha Sweeney</li> <li>6. William McCullough</li> <li>7. Keith Mulvihill</li> <li>8. Rob Riccobono</li> </ul>

Meeting commenced promptly at 7:33 AM

**Agenda Item 1**

Subject:	<b>Circle of Excellence</b>
Discussion:	<p>Eric Seiber gave the report to the committee. Members of Committee include Eric, Karen Hope, Rob Riccobono</p> <p>Items addressed:</p> <ul style="list-style-type: none"> <li>1. Will be doing a couple more e-blasts prior to submission.</li> <li>2. We have 100 points at this point. Need at least 25 more to meet the point goal from last year. Need to check the current list to see if your activities are noted.</li> <li>3. Areas needing some activities – <ul style="list-style-type: none"> <li>a. Conduct workshops outside the society.</li> <li>b. Turn-key programs.</li> <li>c. Conduct a symposium</li> <li>d. Outreach program to CPCU membership.</li> </ul> </li> </ul>
Action(s)	1. Members are to review the present draft submission and advise Eric of any

Taken:	<p>additional tasks that can be added. Submission is due June 30, 2010.</p> <p>2. Subcommittee to review the COE submission and see what can be done to revise it and make it more practical. Eric is to review the submission form and prepare a recommendation to be submitted to the executive committee. This will be for the interest group submission.</p>
Status:	<p>COE submission for 09-10 in very good shape at the moment. We expect many more submissions by the end of the COE submission period. We are on task to receive "Gold with Distinction" once again.</p> <p>Tony commended the COE Subcommittee on a job well done!!</p>

Agenda Item 2	
Subject:	<b>Claims Quorum Committee</b> Marcia Sweeney, Chuck Stol, Barbara Levine
Discussion:	<p>Chuck presented the mid-year report prepared by Marsha Sweeney dated May 1, 2010.</p> <p>Items addressed:</p> <ol style="list-style-type: none"> <li>1. Purpose of the CQ discussed.</li> <li>2. Succession planning – appointment of an assistant director and several roving reporters.</li> <li>3. Looking to publish at least four magazines per year.</li> <li>4. Looking for at least one article per member to go in the quarterly publications.</li> <li>5. Create a compliance corner that will be authored by Bob Stevens.</li> <li>6. Can anyone search past articles on the website? Can we create the ability to search prior articles using a word search for our members to look up information? Eric indicates there is a CPCU library word search feature that allows you to find prior information that was published in the CQ.</li> </ol>
Action(s) Taken:	<ol style="list-style-type: none"> <li>1. An assistance editor has been appointed to the CQ committee – Charles Stoll to take over once Marcia Sweeney comes off the committee in September 2010.</li> <li>2. Anyone interested in becoming a roving reporter should contact Charles Stoll by annual meeting.</li> <li>3. Robert Stevens to look into providing material for a compliance corner that would cover general regulatory changes in various jurisdictions. Idea to be developed more.</li> <li>4. Tony asked Charles to look into creating a standard thank you letter to go to authors that have submitted articles for the CQ. Also looking to see when to send to the author – after publication?</li> <li>5. Andy will develop an article that provides information on how to search on the CPCU site to find information from prior publications.</li> </ol>
Status:	<p>Since the annual meeting in September 2009 the claims group has published three "CQs" – December 2009, February 2010 and April 2010. There will be two more in 2010. Next deadline is July 27, 2010.</p> <p>37% of the content in the three CQs focuses on technical/functional claim topics. There were also three articles on claim leadership and eight other articles that support the Institutes, the Society, or the Claim Interest Group initiatives.</p>

### Agenda Item 3

Subject:	<b>Website Committee</b>
Discussion:	<p>Members of Committee: Art Beckman      Art was unable to attend. Tony submitted the website committee report. Art is very proactive and does a great job as the webmaster.</p> <p>Items discussed:</p> <ol style="list-style-type: none"> <li>1. Committee members list was updated on the website.</li> <li>2. On the website a link was created to the current CQ for the users.</li> <li>3. Blog has not generated much interest.</li> <li>4. Special thanks to William McCullough for articles submitted.</li> <li>5. Most articles are property – can we also expand to injury related articles?</li> <li>6. Consider adding pictures to the website from the various events at our meetings. Consider creating a photo gallery online? Send photos to Art.</li> <li>7. If anyone receives awards – consider submission to Art for posting on the website.</li> </ol>
Action(s) Taken:	Reviewed Website report which provided comprehensive breakdown of number of hits, most popular time of day to visit site, type of visitors (i.e. first time visitor vs. repeat visitor). A copy is attached.
Status:	We will need to begin to focus on succession planning in this area in order to be prepared when Art is ready to move out of this position.

#### Agenda Item 4

Subject:	<b>Annual Meeting</b> Seminars: Orlando
Discussion:	<p>We have three seminars going on in Orlando in September 2010. One is sponsored solely by the Claims IG and two are in conjunction with other interest groups.</p> <p>Items discussed:</p> <ol style="list-style-type: none"> <li>1. One seminar topic: "Write Makes Might". Tony Nix and Attorney Tom Martin developed this program. It addresses the issues surrounding effective communication used throughout an arson investigation. It presently is a four hour program and Tony and Tom will be working to narrow the focus as to be presented in a two hour session. This seminar will be presented on Sunday, Sept. 26, 2010 between 9:30 am and 11:30 am.</li> <li>2. Second seminar topic: "Have we really skinned the CAT". This one will be presented with Loss Control. Doing a panel with catastrophe experts. Two speakers have committed to the project and there is a need for a third. The seminar is scheduled to take place on Tuesday, Sept. 28, 2010 between 1:30 pm to 3:30 pm.</li> <li>3. Third seminar topic: "Commercial Property Conundrums". Barbara Keefer is working with the Risk Management and Underwriting Interest Group. Barbara is a moderator for the panel. If any of the panelists back out, she will be on the panel. Further information to come later. This seminar is scheduled to take place on Tuesday, Sept. 28, 2010 between 9:15 am and 12:00 noon.</li> </ol> <p>Discussed "Box Lunch". It will be on Sunday, Sept. 26, 2010, from 11:30 am to 1 p.m. We are doing a presentation on "How to get more for your defense buck". Barbara Levine is working with an attorney in Florida to try to set that up.</p>
Action(s) Taken:	<ol style="list-style-type: none"> <li>1. Tony will work on making sure the program is down to two hours.</li> <li>2. Theresa will continue to work with the Loss Control Interest Group to work on the program.</li> </ol>

	3. Barbara will continue to work with Risk Management and Underwriting Interest Group.
Status:	All programs are progressing well. We should be ready by the annual convention in Sept. 2010.

Agenda Item 5	
Subject:	<b>Webinars</b> Committee Members: Jane Densch, Cecelia Foy-Dorsett & Jim Beckley
Discussion:	<p>Items discussed:</p> <ol style="list-style-type: none"> <li>1. Two webinars sponsored to date – “Legal and Economic Consequences of Reserving Rights” and “Risk Management and Ethical Considerations”.</li> <li>2. Upcoming – 3 webinars <ul style="list-style-type: none"> <li>• May 12<sup>th</sup> – It’s Not Always What You Say, It’s How You Say It</li> <li>• July 14<sup>th</sup> – Correct Methodology for Defending TBI</li> <li>• September 15<sup>th</sup> – Premises Security.</li> </ul> </li> <li>3. Topics to be considered <ul style="list-style-type: none"> <li>• Medical Secondary Payer Reporting</li> <li>• Social Networking as an adjuster tool</li> <li>• Auto Tire Investigations</li> </ul> </li> </ol>
Action(s) Taken:	<ol style="list-style-type: none"> <li>1. Anyone that has a topic that you want considered, clear through Jim and Cecelia.</li> <li>2. Tony is going to talk to the Interest Group Committee and have the Society consider creating a certificate at the end of taking the webinar so that the participant can take the certificate back to his or her employer.</li> </ol>
Status:	Next Webinar: May 12th. Consider attending if you have the opportunity. Jane Densch continues to provide topics already set up for webinars from her library of technical material.

Agenda Item 6	
Subject:	<b>Proposed Seminars for Las Vegas (2011)</b>
Discussion:	<p>The theme for Las Vegas is not known yet. When we have that we can tie in the potential topics.</p> <p>Came up with some good ideas for potential presentations:</p> <ol style="list-style-type: none"> <li>1. <b>Advanced Ethics</b> program which Donna Popow has already developed.</li> <li>2. <b>Contractor Fraud</b>. Presentation on failure analysis cases. Things like “Why is my expert’s opinion different from yours”. Tony Nix will develop further.</li> <li>3. <b>Litigation</b> – how you handle juries, selection of types of trial. Resolution strategies countrywide? Mock juries? Eric and Barbara K. to work together to see if there is anything they can develop.</li> <li>4. <b>WC and AMA</b> –looking for some crossover between federal and state laws and the rights of the injured workers – Maureen Farran to see if this topic can be developed.</li> </ol>
Action(s) Taken:	<p>Discussed Box Lunch and possibly look for a forensic scientist person – or look for a risk manager associated with the casinos. Other potential ideas –</p> <ul style="list-style-type: none"> <li>• what is your biggest gamble - Eric Sieber and Barbara Keefer</li> <li>• claims in the casino industry - Eric Sieber</li> <li>• casino fraud – Bob Stevens</li> </ul>

	<ul style="list-style-type: none"> <li>• stunts people pull to pursue claims – Bob Stevens</li> </ul>
Status:	Will discuss more in Orlando; in the meantime people can think of topics; we can always use them for future meetings. Topics – can be considered for either a presentation or the box lunch. Topics will be explored and the group will come back with ideas at Orlando in Sept. 2010.

## Agenda Item : Miscellaneous

### Subject:: Various Items

#### Discussion items:

1. Consider creating a best practices guide that would allow the ability of the committee members to reference how to do various tasks within the committee.
2. Interest Group Chair Meeting Results – social networking – how do we target members in claims that are not interest group members? Challenged the committee members to be contributing – our group does not have that problem. Current membership comparisons 2008 – 1171, 2010 - 1079 membership for Claims.
3. Social Networking – Theresa Young – transitional and real time. Presentation discussed different networks – Twitter, Facebook, etc. Reasons to use for business – low cost, it is limitless and everyone is in it. Theresa Young will be developing a LinkedIn Page for the Claims IG.
4. AICPCU Report to the Board – March 2010 – completed by Donna Popow
5. Conducting a Symposium will be discussed during a conference call to be scheduled in the next 60 days.

#### Action(s) Taken:

1. Tony is going to take a look at the concept of a best practices guide addressing the 5 major areas of activity of the committee.
2. Link-in tool can be better used. The idea is to get connected with our present group and consider other social sites to reach the younger group.
  - Author is Theresa Young
  - Getting it started– Theresa – limit it to paid CPCUs members
  - Consider having the responsibilities shared by the committee
  - What do we use it for? Stimulate discussions – replace the blog. Consider a link on the website.
  - E-Blast and CQ are ways to get it out there.
3. Tony summarized the meeting information.
4. Read the report – most of the exams are going to multiple choice exams. Most are passing at about the same rate. Theresa will look into specific numbers and determine if we can develop an article for the website on the distinction of essay tests and multiple choices.
5. Claims committee would find the speakers and set up the topic. Once determined – advise the Society and suggest where and when to have the symposium.

#### Status:

1. Future conference call to discuss a symposium. Tony will set that up.
2. We need to do a linked in page for the claims interest group. Theresa will work to get it up and running. Charles will work on getting an article in the CQ to notify the group that it is up and running. Theresa will determine how to manage the linked in site.

Adjourn: 10:57 a.m.