

Claims Interest Group Agenda/Action Form

Date: 9/8/2007

Time: 8:30a.m. – 12:00 p.m.

Location: Honolulu, Hawaii

Attendees:

Bob McHenry, Art Beckman, Tony Nix, Andy Zagrzejewski Jim Beckley, Ken Hoke, Rodney Caudill,
Marcia Sweeney, Bill McCullough, Keith Mulvihill, Cecelia Foy-Dorsett,

New Member: Robert Riccibono.

Guests: Pat Jeremy, James Klauke, Pat Coleman, Jim Franz, Philadelphia Task Force person.

Agenda topics

- 1) Introductions and updates
- 2) Welcomes & Goodbyes
- 3) Committee Reports - COE, CQ, Website, Claims Seminar,
Claims Breakfast
- 4) Annual Meeting Seminars Proposed for 2008
- 5) Interest Group Task Force
- 6) AICPCU Report
- 7) Challenges
- 8) Succession Planning
- 9) Miscellaneous

**Interest Group
Agenda/Action Form**

Agenda topics

1) Introductions and updates		
Discussion: Aloha!		
Bob explained the absence of John Giknis and reported that Bill McCullough would chair the Claims Breakfast meeting.		
Bob also reported on the discussions held at the Interest Groups Chair's meeting. The new name will be phased in over the year and fully effective for 2009.		
Bob thanked Marcia for obtaining the Claims Ribbons, and the they were passed out to committee members to use for networking during the week.		
Bob advised that he has joined the Interest Group reorganization committee.		
Bill McCullough advised the group that he has been appointed by the Institute's President Pete Miller to the Institute's Board of Ethical Inquiry.		
Bob advised the committee that the new Interest Group liaison in Malvern will be Pat Coleman in lieu of John Kelly. Pat later joined the meeting for a few minutes and was introduced. She is a CPCU and has been a Claims Section member for many years.		
Conclusions: None		
Action items:	Person responsible:	Deadline:
Activity in interest group reorganization task force	Bob McHenry	4-1-08
2) Welcomes & Goodbyes		
Welcome to 2 new members: Robert Riccibono who attended the committee meeting and Karen Hope. Robert introduced himself and gave us a brief work history.		
Goodbye to 1 member: John Giknis has now served the last of his third, 3-year terms and hopes to stay involved in national service by joining an interest group task force committee.		
Conclusions: None		
Action items: None	Person responsible:	Deadline:

3) Committee Reports

Circle of Excellence (COE): We won the Gold for the 5th year in a row and this year we were so far ahead of the other interest groups that we won "Gold with Distinction". This is the first year this new category was awarded.

Claims Quarterly (CQ): Editor Bob Kelso did not attend the meeting, Keith Mulvihill who is on the Editorial Team presented the CQ report including the number of articles, pages, etc. The past 4 CQs averaged 19 pages and had 7 articles each covering a whole range of topics. Bob announced that Bob Kelso is stepping down as Editor at the end of the year and that Keith will become the new Editor of the CQ in January 2008. An email blast will be considered to go to all Interest Group members as a "call for articles".

Website: Art Beckman presented his report including the number of hits, busiest day, etc. There has been no changes to the organization of the website in the past six months but there has been a lot of more current information added to the site. One major addition is a collection of new insurance claim related articles and Art encouraged the group to continue to send them to him. The busiest day is still Wednesday but Monday and Tuesday seem to be also getting a lot of activity. His written report will be attachment #1 to these minutes.

Claims Seminar: "When The Lit Hits The Fan". Jim Beckley gave an over view of the presentation. It will be a panel discussion work shop with a real claim. It is how a file changes from the initial investigation through the litigation process. The seminar will be held Tuesday morning and Bob, Tony, Keith and the original trial attorney on the case will be the presenters.

Claims Breakfast: It is sold out at 100 people attending. In John Giknis' absence, Bill McCullough will introduce the speaker Ken Kanehiro, CPCU a Hawaii native and a CPCU Governor. Ken will present his perspective on handling claims in Hawaii's unique environment.

Conclusions: CQ continues to be a quality publication with timely and pertinent articles. Our website will continue to change to meet the needs of our members. The seminar proposals for Philadelphia in 2008 are well underway.

Action items:	Person responsible:	Deadline:

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Agenda topics

4) Annual Meeting Seminars - Proposed for 2008

Four topics were presented and discussed:
Ethics & Diversity,
E-Discovery,
Insurance Coverage Overview, and
Investigation for Dummies

Conclusions: Yes to "Ethics & Diversity" Cecelia Foy- Dorsett, Rodney Caudill to coordinate

Yes to joining CLEW in a Mock Trial for 4 hours

Hold "Investigation for Dummies" and "E-Discovery" for 2009 in Denver.

Yes to "Insurance Coverage Overview" for 2008

Action items: 70% of the program should be ready for presentation at Mid Year in April 2008	Person responsible:	Deadline:
Ethics & Diversity	Cecelia and Rodney	4/5/08
Mock Trial with CLEW	B. McHenry, T. Nix, E. Sieber	4-1-08
Insurance Coverage Overview	Andy Z. and Barbara K.	4-1-08

5) Interest Group Task Force

Discussion about the Task Force results to-date and plans:

"Interest Groups"

The Society has voted at this annual business meeting and announced the change from Sections to "Interest Groups" and the term "National" is being deleted and replaced with "International". The changes will be phased in over the year and completed for 2009.

Dues have been voted to be increased and each member will be allowed to chose and belong to one Interest Group as part of their membership.

SWOT Analysis discussion held: the Strengths, Weaknesses, Opportunities and Threats for the Claims Interest Group were discussed and one strength was proposed to be added: "aligning ourselves with outside organizations". The written analysis will be added to these minutes as exhibit #2.

A lively discussion was also had on how to recruit more 20-30 year olds into CPCU.

Task Force Volunteers are still being recruited. There are over 200 people on the list of volunteers and everyone is encouraged to get involved and get on a sub task force committee.

Conclusions: Every section member should read the IGRG Strategic Plan and become informed as to what is happening at the Society.

Action Items:

SWOT Analysis

Task Force Volunteers

B. McHenry

Interested people

10-1-07

10-1-07

6) AICPCU Report

Discussion:

Written report was given to all committee members. A brief general review of the report was held, the highlight was the low number of expected new designees for 2008. The report will become attachment #3 to these minutes.

Conclusions: None

Action items: None

Person responsible:

Deadline:

7) Challenges

Discussion led by Chair. Bob had 3 challenges to the Group:

1. His first challenge to the committee is to have everyone write an article for the CQ or at least collaborate on one.
2. He wants everyone on the committee to volunteer and have a specific duty.
3. He encourages everyone to contribute to the Circle of Excellence for both Claims and for their Chapter.

Conclusion: Get involved

Action items:	Person responsible:	Deadline:
Write an article, volunteer for a duty, submit COE activities	All committee members	9/2008

8) Succession Planning

Discussion:

Bob's term as Chairman expires at the 2008 Annual Meeting. Tony Nix has expressed an interest in being appointed as the next Claims Interest Group Chairman and Bob asked if anyone else had an interest to let him know so all nominations can be considered.

Tony has only 2 years remaining until his term expires and the Chairman position is a 3 year term.

Standing committees were discussed and there will be no changes in the way the committee is organized for the coming year. But, we do need to get people on the sub committees very active and in line to take over when openings do occur on the COE, CQ and Website.

Ken Hoke will chair a new subcommittee to help balance the mix of personal lines vs. commercial lines articles, seminars, etc. He was charged with running his group as he sees fit and to seek additional members as needed.

Conclusions: Term limits need to be modified

Action items:	Person responsible:	Deadline:
Research Term Limits further	Bob and Tony	9/2008

Subcommittee for personal lines balance	Ken Hoke	4-1-08
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9) Miscellaneous
A (name unknown) Task Force person for next year's Annual meeting in Philadelphia joined us for a short period of time and led a discussion looking for ideas to promote attendance in Philadelphia. The theme will be "Heritage & Horizons".
Mid Year Meeting to be held in Orlando at Shingle Creek Resort on April 4&5, 2008
Meeting was adjourned at 11:35 a.m.

Board Recommendations:

1) Waive 9 year term limit on all Interest Group Positions:
Chairman, Editor, Webmaster, etc.

Description/Value: Strict adherence to the rotation of people off Interest Group committees when their 3, 3 year terms expire upsets the balance within the Interest Group and demotivates individuals from continuing to volunteer and stifles individual developmental opportunities.

Implementation/Impact: Keeps valued committee members active and productive and maintains a balanced group. Allows for more meaningful succession planning when the experienced committee has a longer period of time to develop others.

Resource/Cost: No monetary cost to retain a volunteer until their term of office expires.

2) Eliminate term limits

Description/Value:

Implementation/Impact:

Resource/Cost:

3) _____

Description/Value:

Implementation/Impact:

Resource/Cost:

