

CPCU SOCIETY
Committee Minutes

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

Meeting started promptly at 8:08 AM

Agenda Item 1	
Subject:	Circle of Excellence Committee
Discussion:	<p>Karen Hope gave the report to the committee. Members of Committee include Eric Seiber, Karen Hope, Rob Riccobono. Received gold with distinction. E-blast provided a great deal of information. Link on the website allowed people outside the committee to submit information. There are problems of the form itself because it does not allow expansion.</p> <p>Items addressed:</p> <ol style="list-style-type: none"> 1. The subcommittee is gathering the submissions from Claims section members and compiling them as they come in. We have a COE submission form on the website which has been revised for ease of use. More of the members are using the online form than in previous years. Subcommittee worked well. 2. E-blasts did cause an increase in the information submitted for the COE. They were strategically sent. 3. Discussion regarding the COE submission forms itself, and that it really needed to be updated. Many categories have not been revised to reflect the technology which has swept through the industry over the last few years.
Action(s) Taken:	<ol style="list-style-type: none"> 1. Going to put on the website everyone's name that contributed to the gold with distinction. Rob will send the list to Art for use. 2. Going to send out in an e-blast with everyone's name to recognize and thank everyone. Art will do. 3. Recommendation to Board that COE form be revised to better reflect all of the activities which members are adding to the submission. A recommendation will be filed by Barbara Levine. 4. We will review current web COE form for possible revision.
Status:	COE submission resulted in Gold with Distinction. We are especially proud that over 50% of submissions are from members outside of the Committee. Tony commended the COE Subcommittee on a job well done!! We will continue with the subcommittee format.

Agenda Item 2

Subject:	Claims Quorum Committee
Discussion:	Keith is our editor. We have only put out this year – in April. Barbara suggested that we move to the committee format similar to the COE team. This will provide Keith more resources.
Action(s) Taken:	<ol style="list-style-type: none"> 1. Tony is going to call Keith and find out where we are at. Discuss with Keith whether he wants to have a couple of people to assist him. 2. Barbara Levine would like to volunteer to work with Keith to get it out more quickly to remain relevant.
Status:	Unknown where we are on the Claims Quorum, Tony will get more information and let the committee what is going on. If anyone else wishes to join this committee let Tony know.

Agenda Item 3

Subject:	Website
Discussion:	Art Beckman is the committee. Art has done a great job with the claims interest section website. Tracking of usage – Art indicates they redesigned the website for ease of use. Blog does not get much action. Appears that the usage seems to be going up slowly. Wednesday seems to be the highest usage days. A bit of usage from other countries using the website have shown up. E-blasts go to about 1439 folks now. Need current information on the site.
Action(s) Taken:	<ol style="list-style-type: none"> 1. Tony will submit another message from the Chairman to Art for the website. 2. When we send articles for the CQ – also send to Art.
Status:	Consider some other way to reach members. Tony and Art are still working on determining a mentor for Art to work with.

Agenda Item 4

Subject:	Webinar
Discussion:	<p>Jane Densch, Cecilia Dorsett and Jim Beckley are on the committee. Conducted first Webinar February 11, 2009 titled: <i>The Legal and Economic Consequences of Reserving Rights</i>. The webinar was received very favorably with approximately 80 attendees.</p> <p>Next one is on E-Discovery in September – being presented by two attorneys with Jane moderating that one. The Society provides a great deal of support on these. While we are a claims committee – we have asked the presenters to broaden the topics to incorporate more departments within the industry. It is interactive.</p> <p>Our goal was to do two this year. Consider something like "Chinese drywall" or "harvesting black boxes" and get ahead of the problems.</p>
Action(s) Taken:	<ol style="list-style-type: none"> 1. Jim will circulate the list of topics of the webinars to the committee. 2. Start recording the webinars and place on the interest group website for review later. 3. Art will send e-blast to the claims subgroup to determine if it helps improve attendance to the webinar.
Status:	We have completed one seminar this year and will have the second one done in September of this year. More topics to be considered going forward.

Agenda Item 5

Subject:	Seminars – Annual Meeting
Discussion:	<p>Everything is set for Embracing Change in Control of Litigation Expense. Looking at effective tools while in the medication. Everything is set for Medicare Secondary Payer Mandatory Reporting Requirements. Barbara L. is going to moderate the panel. Adjustments were made as the panel members changed last minute.</p>
Action(s) Taken:	
Status:	

Agenda Item 6

Subject:	Proposed Seminars for Orlando (2010)
Discussion:	<p>Came up with some good ideas such as</p> <ol style="list-style-type: none"> 1. How to Use Medical Experts; dropped 2. Multijurisdictional claims handling and challenges with exposures dropped 3. The Good things that Claims Professionals Do dropped 4. Write Makes Might; Tony Nix and Attorney Tom Martin developed this program. It addresses the issues surrounding effective communication used throughout an arson investigation. 5. Advanced Ethics dropped. 6. ADR in Florida program proposal presented by Barbara L. The ADR is for property damage appraisals. Systems that have broken down. 7. Black box technology - 8. Cellphone tracking – software you can buy that will enable you to determine where people are and speed and distances. Consider this one if #4 or #6 do not come through. Might consider working with IT as they have something going on similar topic. 9. Predictive modeling – 10. Box lunch – risk manager from Disney? Risk management institute. <p>It was decided that the Claims IG would present Write Makes Might and at the Orlando Annual Meeting.</p>
Action(s) Taken:	<ol style="list-style-type: none"> 1. Tony will work on the Write Makes Might session to break down to two hours and will submit the template to the Society by November as required.

	<p>2. Barbara will work with the presenter to see how it will link to "Bridge to the Future". Barbara will submit her template to the Society by November as required.</p> <p>3. Barbara will work on seeing if we can get someone from Disney to present at the claims luncheon section. Tony will also check with the executives in that zone to see if they have any contacts. Explore different topics – risk management, or leadership stuff or? Barbara will get back to Tony on this.</p> <p><u>Discussed Box Lunch and possibly inviting some college students since the theme is "Bridge to the Future".</u></p>
Status:	Tony and Barbara will work on getting the two sessions developed and the templates into the Society for approval.

Agenda Item 6

Subject:	Linked-in
Discussion:	Using this technology – smaller groups are using this technology with great success. Can we explore this technology? The Atlanta society has this technology.
Action(s) Taken:	1. Theresa will look into this and provide the committee at Phoenix to give a summary and provide us with a "dummy for linked in" presentation.
Status:	New topic for claims interest consideration.

Agenda Item 7

Subject:	Miscellaneous
Discussion:	Governance of the interest groups – believe we need to have representation at the board. Each governor will be assigned a certain number of interest groups. Start a three year term. Governor will not sit on the board. Would like to have this governor sit from the interest group sections. This would allow interest groups to be heard on specific topics by the board. Committee will recommend proceeding forward with the "proposal interest group governance structure".
Action(s) Taken:	Tony will advise our committee supports this.
Status:	

Add additional agenda items as needed. For recommendations, please use "Knowledge-Based Recommendation Form."

Adjourn: 11:45 am