

CPCU SOCIETY
Committee Minutes

Meeting Date: 4/16/11	Name of Standing, Interest Group, or Other Committee: Claims Interest Group
Time: 7:30 a.m. – 11:30 a.m.	Present: (list one per line) Tony Nix Barbara Levine Art Beckman Kim Riordan Adam Kutinsky Maureen Farran Jim Beckley Cecelia Foy-Dorsett Karen Hope Donna Popow Guest – Jerry Flowers - Carl Sadler -
Location: Miami FL.	Absent: (list one per line) William McCullough Rob Riccobono Jane Densch Chuck Stoll Bob Stevens – moving off the committee Andy Zagrzejewski Eric Sieber Don Johnson Barbara Keefer Marcia Sweeney Theresa Young

Start: 7:30 am.

Agenda Item 1	
Subject:	Institutes Update
Discussion:	<p>Donna gave the AICPCU Report to the Board – AIC exams and completers dropping down. Moving to separate out programs to specialize training – personal lines vs. commercial lines. Then, move the commercial lines to more specific ones – such as environmental or other specific areas.</p> <p>Most exams are being converted over to multiple choices – not all there yet.</p> <p>CPCU class size is slightly going up. The goal is to have people complete the program in 2 ½ years instead of 5 years or more.</p>
Action(s) Taken:	None
Status:	

Agenda Item 2

Subject:	COE Update
Discussion:	<p>Karen indicated that submission was supposed to be moved to June 1, 2011. However, for this year only it will be June 30 as it was not communicated well. Right now we have a conservative 71 points. Need to send out a final blast for submissions. We do not have a lot on the newsletter. Editor Chuck Stoll and Don Johnson can provide some details for our submission. We need 125 to get gold with distinction.</p>
Action(s) Taken:	<p>Tony asked everyone to start sending in their information for the submission as it is easier for the committee if we do not wait until the last minute.</p> <p>Art will be sending out a blast to get final submissions. It will contain dates for our window to the COE.</p>
Status:	<p>Karen is working on the COE with Rob and Eric. The COE for interest groups has not changed yet. The new format is looking to get the new format out before the next annual meeting. The idea is to go from a task document to a results based document. What was the impact? They will go with Platinum and do away with Gold with Distinction. The breakdown of points will be the same.</p> <p>When we e-blast our membership we tend to get the most information in the next day or two.</p>

Agenda Item 3

Subject:	Claims Quorum
Discussion:	<p>Barbara did an update on the Claims CQ. We did have five publications since last year. Very comprehensive. All were 16 to 18 pages or more.</p> <p>Always looking for articles. If you are doing something for the committee consider writing up an article to share the information with our membership.</p> <p>If you have an attorney doing training and would want to submit an article – consider that as a possible submission.</p> <p>Chuck will continue as the editor with Don Johnson serving as assistant editor.</p>
Action(s) Taken:	<p>Consider submitting an article on any task you are involved with on the committee. The COE committee should consider writing an article to summarize the work that is done on the COE for the interest group.</p> <p>Consider an e-blast to ask for articles. Tony will talk to Chuck about sending out a call for articles.</p>
Status:	On track for the submission of one newsletter per quarter.

Agenda Item 4

Subject:	Website
Discussion:	<p>Art submitted a report of the traffic on the website</p> <p>Little light on articles in general on insurance. We do have a space limitation. Might consider setting an automatic deletion feature to delete old articles.</p> <p>Message from the chair – multiple updates have been made this year.</p> <p>Wednesday is still the most popular day.</p> <p>We have had a counter on the site for about two years – 13000 or so hits since the counter was implemented.</p> <p>Consider having a schedule for the e-blasts so that all committee members will know to submit anything for the upcoming e-blasts.</p> <p>.</p>
Action(s) Taken:	<p>Tony will speak to Mickey Brown – chair of the international interest group – to see if there is anything that they would like to see on the claims website.</p> <p>Maureen to send Art the last meeting notes.</p> <p>Art might send an e-blast with the COE submissions so that claims folks can see what is being done.</p> <p>Blog has been deleted.</p>
Status:	Need to plan a person take over for Art as he is leaving the committee after Vegas – 2011.

Agenda Item 5

Subject:	Claims Luncheon
Discussion:	<p>Tony gave an update – Risk Manager from the Riviera Casino and a claims adjuster for the casino will talk on the unusual claims and the adjustment practices for the casinos.</p> <p>ISO gave us another \$2000 for door prizes. We will work to get the most recognition for ISO and their generous donation. Consider having an ISO Representative present at the luncheon to give out the various door prizes.</p> <p>We will explore to see if we can develop a method in which we can use some of the sponsorship money to allow 10 students at the annual meeting to attend our luncheon at our cost. Barbara Levine will send a note to the Society and see if this is possible.</p>
Action(s) Taken:	<p>Check with the Society on the procedures needed to sponsor students at our luncheon.</p> <p>Barbara Levine will make sure that a sign recognizing ISO is posted prominently at the luncheon.</p> <p>Tony and Barbara Levine will work on getting the door prizes.</p>
Status:	Bob Stevens continues to work with the presenters to get ready for this.

Agenda Item 6

Subject:	Webinars
Discussion:	<p>Jim/Cecilia gave an update. We have been meeting the 3 to 4 seminars per year.</p> <p>Since the annual – we have had two webinars. First one was Premises and Security and second one was Medicare Secondary Payer seminar. Upcoming – 3 for the remainder of 2011 – the first one on Multiple Claimants – Insufficient Limits, the second one is – Slip and Fall Liability, and the third one is on Social Networking.</p> <p>Working heavily from Jane Densch's library. We have done 2 original ones.</p> <p>What about revenue sharing? Tony drafted a recommendation on this issue that was voted down at the last annual meeting. It has been redrafted and was approved by the Board. Starting budget 2011-2012 – from Vegas forward. Look at the things that generated profit – primarily webinars. They will give the earners 20% of that profit to cover things like speaker gifts – for use by the committee. Capped at \$5000. It does not carry over to the next year.</p> <p>Why are the fees so high? Any chances of getting it lower in order to increase attendance?</p>
Action(s) Taken:	<p>Art to send e-blast to go out for upcoming webinar on the Multiple Claimants session coming up.</p> <p>Tony will check on a “kitchen fire” presentation and get back to the group.</p>
Status:	Continuing to meet at least one webinar a quarter.

Agenda Item 7

Subject:	Seminars for Las Vegas 2011
Discussion:	<p>Donna – advanced ethics – 30 minute refresher – recognizing ethical dilemma – then play a game – tables of 8 – winner at each table – 1 decision maker, 7 stakeholders – and ultimately one winner per table.. The table chooses who wins. It is filed for CE. Two hour class.</p> <p>Kim – Gambling on a jury – mediation, arbitrations, and other ways to approach resolution prior to trial. Working on the panel – will be filing for CE credits.</p> <p>Co-sponsoring with Leadership – Best Practices – current trends – top topics of that moment. We do not have to do anything – we are just co-sponsoring.</p> <p>Co-sponsoring with Reinsurance and Underwriting – Commercial Conundrum - same format as Florida – Adam and Barbara K. – our point person. There is a panel presents problems – and everyone votes on them.</p>
Action(s) Taken:	<p>Various individuals continue to work on the four seminars that we are involved in.</p> <p>Art needs a short recap of each one by July 1 to send an e-blast on this.</p> <p>By June 1 – Elizabeth Carter – Elizabeth.carter@21st.com - each point person to send the name of the seminar, the interest group sponsoring and a contact number so that she can get in contact with you and a quote to be included in the message. They want to use social media – like Twitter, LinkedIn and Facebook – to advertise the workshop. She will notify the contact when the blurb will go out.</p> <p>Draft in 75 words or less – will be featured on the Society website – to allow you to use a drop down on the interest group so you can get more information. Cecilia will do that.</p>
Status:	Workshops are moving forward and should be ready for the upcoming Annual convention.

Agenda Item 8	
Subject:	LinkedIn
Discussion:	<p>Adam is going to work with Theresa on this going forward.</p> <p>We have 37 members to date. Might be being over filtered. When Adam tried to get in – unable to do so.</p> <p>Adam is going to work on getting access. Then get participants involved. Make sure that you sort out people like headhunters. Start working on substantive posts. Make sure that it is members of the claims interest group.</p>
Action(s) Taken:	<p>Tony will contact Theresa to get co-editing approval for Tony and Adam.</p> <p>Everyone in attendance should get answers to the survey passed out to Adam.</p> <p>Tony, Theresa and Adam will get together to determine the profile by Vegas.</p>
Status:	Adam is on the committee now.

Agenda Item 9	
Subject:	New Designees
Discussion:	<p>Adam - look to do site visits. Go to companies and see what they want from the CPCU to get more. Yes – this is connections visits. There is a disconnect between the local business management and the corporation management. Also be sure you address the idea about getting support beyond the payment of the designation.</p> <p>Try to get a claims person in the local visit. Getting the claims person and the underwriting for the organization in the meeting.</p> <p>Consider writing up a short “talking points” for claims to be used by the connections folks.</p>
Action(s) Taken:	None
Status:	

Agenda Item 10	
Subject:	Miscellaneous
Discussion:	<p><u>Interest Group Chair Committee meetings</u> –</p> <p>400 people here at the Leadership seminar, 22,425 members in the Society – it is down.</p> <p>Interest group networking event – on Sunday evening – all interest groups invited to cash bar, networking to see if it works.</p> <p>Dues going up \$10 and annual meeting going up \$20.</p> <p><u>Symposia</u> – day long training conference, etc., outside the Society meeting. Would like the claims group to it – not planning on doing.</p> <p><u>Succession Planning</u> –</p> <p>Art needs a replacement. Thinks about talking to his staff who is a CPCU and see if he can find somebody to do that. Need to do the one day training session by Malvern. Need to learn about e-</p>

	<p>blasts and how to do it.</p> <p>Tony ends in Vegas – going to Interest Group governor. Barbara moving into the chair role. If anyone is interested in serving as Vice Chair, they should let Tony know. Maybe define the specific duties for the vice-chair role going forward.</p> <p>COE chair – Eric rolling off the COE chair – look for either Karen or Rob to take over the committee chair slot. Discuss in Vegas. Karen and Rob should take it over.</p>
Action(s) Taken:	
Status:	.

Adjourn: 10:43 am.