

## CPCU SOCIETY Committee Minutes

Meeting Date:	Name of Standing, Interest Group, or Other Committee: Claims, 04/28/12 Start 8:32 am
Time:	Present: (list one per line)  Barbara Levine - Chair Jim Beckley – Vice Chair Kim Riordan Maureen Farran Karen Hope Donna Popow – will be retiring in Oct. 2012. Rick Villela Theresa Young Brian Panebianco Kevin Brown - guest
Location:	Absent: (list one per line)  Adam Kutinsky Eric Sieber Cecelia Foy-Dorsett Charles Stoll – recently resigned as CQ.editor due to work responsibilities Donald Johnson – co-editor for CQ Rob Riccobono

Agenda Item 1	
Subject:	Kevin Brown addressed group
Discussion:	Provided an overview of his view of the Society going forward post merger. Very excited about the future and his new role with society.
Action(s) Taken:	None
Status:	None

Agenda Item 2	
Subject:	Interest Group Leadership Council Meeting – Recap by Barbara Levine

Discussion:	<ol style="list-style-type: none"> <li>1. Feedback that the interest groups will be <b>more</b> relevant. Will be Subject Matter Experts.</li> <li>2. Participation of CPCU's in interest groups in general seems to be going down. Only about 30% of CPCUs belong to an interest group. We need to change that...it costs nothing to belong to an interest group. We brainstormed about ideas for increasing percentage of CPCU's joining/signing up for Claims Interest Group.</li> </ol> <p>Ideas:</p> <ol style="list-style-type: none"> <li>a. Maybe for DC – can connect with local AIC candidates and ask them to come to the claims lunch or some of the seminars and think about joining the claims interest group.</li> <li>b. How can we get more support from organizations for participation in CPCU?</li> <li>c. Consider going to local chapter meetings and have application on national service and bring that up. An idea – take a computer to the lunches and have people sign up for an interest group.</li> <li>d. Take an opportunity to seek/recruit people we know.</li> </ol> <p>3. Revenue sharing is out. Replacement – we can get funds from the Society. We will need to put together a recommendation of upcoming budget – present a business case for money we are requesting– what is the value to members of Society? What do you need? Show how it supports a specific initiative.</p>
Action(s) Taken:	<ol style="list-style-type: none"> <li>1. Need to recruit new members – establish a subcommittee to do ongoing recruitment.</li> <li>2. Need to get budget to Society for September meeting – Kim will handle putting together the budget as it pertains to the speakers we have lined up for September. Budget items will be for lunch expenses, speaker gifts.</li> </ol>
Status:	Update at next meeting on recruitment. Beckley to put together potential “recruitment package”

### Agenda Item 3

Subject:	Website Report: – Rick Villela
Discussion:	<p>On average Claims IG webpage gets 3 hits per day. Mainly come on for CQ and COE submissions. Need to incorporate <b>new content</b>.</p> <p>E-blasts – 4 since October. One E-blast coming up 4-29-12 about COE. Consider having next Eblast cover a couple of topics.</p> <p>Suggestion: Can we create a calendar so that upcoming events come up on calendar and what needs to be published?</p>
Action(s) Taken:	<p>More claims articles are needed. All members of CIG can contribute, don't need to be on national committee to do so. We just need to get the word out.</p> <p>Need to update the Claims IG roster.</p> <p>Suggest we publish Oct. notes and also get an updated Chairman's message.</p> <p>Rick is going to do a communications calendar to outline upcoming publishing needs.</p>
Status:	Continue to work with group to get fresh content and update website.

### Agenda Item 4

Subject:	Update on DC Seminar/Luncheon - Kim Riordan/ Jim Beckley
Discussion:	Seminar: Using Social Media for Claims Investigations. – Sunday afternoon – 2 CE credits. Panel of 3. Each will take a lead – and then interacting. Felt this was a More fluid way to present
Action(s) Taken:	<ol style="list-style-type: none"> <li>1. Asked members of the committee to attend the meetings.</li> <li>2. Luncheon: Consider having an interest group application at the meeting and lunch to sign up for the Claims IG/ committee. Luncheon is Sunday also. Cecelia helping. Speaker – Ed Johnson – National Weather Director with NOAA is going to talk about building a weather ready nation.</li> </ol>
Status:	For Luncheon: Brian P to check with ISO to see if they are sponsoring students at luncheon again this year. Also, are they donating money for prizes (raffle/door ticket). We also discussed Certificates of Appreciation for people rolling off of committee. Also discussed whether and who to award “claims member of the year” award to...will discuss on next conference call, the 2 <sup>nd</sup> week in May. B Levine to set up.

#### Agenda Item 5

Subject:	Circle of Excellent Committee Report – Karen Hope
Discussion:	Kim and Rick also on the committee. One more E-blast – and then review. Looking for the new distinction of “Platinum” level this time. Deadline is June 1. If you attend this meeting – get points for that. If you teach a class – provide what was accomplished. Also if you speak or write – submit the back up material. Last year we had 133 points. You need 125 points to get platinum. Rob is no longer on the committee.
Action(s) Taken:	Submit your actions as you get them. There will be e-blasts to remind you. Remind your members at chapter meetings that they can submit information twice. Karen will have the draft by May 15 and route for approval.
Status:	Ongoing work.

#### Agenda Item 6

Subject:	CPCU Statistics – Donna Popow
Discussion:	1784 people in class of 2011.– estimate 1420 people for 2012. INS also lower. Generated various technical tracks. In the process of updating the WC track. Will also be updating the personal injury track.
Action(s) Taken:	None
Status:	None

#### Agenda Item 7

Subject:	New Orleans Seminars: Ideas
Discussion:	<ol style="list-style-type: none"> <li>1. Insurance Institute for Business and Home Safety (IBHS) - Building safety and damage resistance as studied by IBHS (Theresa)</li> <li>2. Foreclosure fraud and claims. (Brian)</li> <li>3. Balancing claims service and claims loss control. Building off JD Powers claims customer service surveys and the insurance companies need to control loss costs with proper adjusting practices. (Jim)</li> <li>4. Host liquor liability. (Theresa)</li> </ol>

	5. New Orleans levee board issues, seminar or luncheon topic. (Karen) 6. Risk management from New Orleans prison, seminar or luncheon topic. (Karen) 7. Claims issues globally. In person or remote participation by claims people from different countries. Theme of common issues and different practices. (Jim) 8. Intellectual property rights. (Theresa)
Action(s) Taken:	Continue discussions on conference calls prior to DC.
Status:	Continue discussions on conference calls prior to DC.

Agenda Item 8	
Subject:	Miscellaneous
Discussion:	
Action(s) Taken:	1. Need a conference call to help set up budget for Sept. 2012 seminar and lunch speakers. Also need to talk about the Claims Person of the Year/Certificates of Appreciation 2. Teresa will coordinate the dinner for the claims team for DC. 3. Kim will send a request to Mark D. for placing an ad in the program for speakers in lieu of a gift. Is this possible?
Status:	

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

Adjourn: 11: 15 am.
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