

**CPCU SOCIETY**  
**Committee Minutes 9/25/2010**

Meeting Date:	Name of Standing, Interest Group, or Other Committee: Claims
Time:	Present: (list one per line)  Tony Nix Barbara Keefer Robert Stevens Eric Seiber Marcia Sweeney Barbara Levine Art Beckman Jane Densch Donald Johnson Kim Riordan Adam Kutinsky Andy Zagrzejewski Rob Riccobono Charles Stoll Maureen Farran Jim Beckley Cecelia Foy-Dorsett Karen Hope Donna Popow
Location:	Absent: (list one per line)  William McCullough Theresa Young

**Agenda Item 1**

Subject:	Institutes Update
Discussion:	Donna gave the AICPCU Report to the Board – AIC exams and completers dropping down.  Discussion around why this is occurring.
Action(s) Taken:	None
Status:	

**Agenda Item 2**

Subject:	COE Update
Discussion:	Eric did an update on the COE for last year - obtained Gold with Distinction – He suggested what we reach out to other Claims people – start submissions for next year – COE – runs from July to June. Also need to reach out to new designees to get involved.
Action(s) Taken:	Tony asked everyone to start submission for the COE as it is easier for the committee if we do not wait until the last minute of submissions.  Andy Zagrzejewski will be doing an article for CQ to request claims people to submit items for the COE for next year.
Status:	Eric indicates we are already working on this year's COE submission. CPCU might be looking at results based COE in the future – Eric volunteered to help with the development of the new COE development if it is wanted.

Agenda Item 3	
Subject:	Claims Quorum
Discussion:	<p>Marsha did an update on the Claims CQ. We did have four publications last year. All were 16 pages or more.</p> <p>Article will be submitted on the claim luncheon to the CQ coming up Try to incorporate more on the claims events from annual in the CQ coming up.</p> <p>Publication – draft article and submit it and then the editor will look at it and determine if we can use it. Good length is up to four pages for an article. Chuck encourages everyone to seek articles from local claims people and submit them to the CQ for publication.</p> <p>Don is joining the CQ staff. Marsha rejoining the CQ staff. Chuck will be the editor.</p>
Action(s) Taken:	<p>Adam will be the “new designee” liaison – tasked with routing the CQ to new claims designees to get them more involved.</p> <p>Committees to do summaries of the annual for the CQ.</p>
Status:	Chuck will be moving into the editor slot.

Agenda Item 3	
Subject:	Website
Discussion:	<p>Art submitted a report of the traffic on the website</p> <p>Several e-blasts were sent out to get traffic on the website and also information on the upcoming annual convention. Still looking for articles for the website. Articles have decreased a great deal this year. Need articles for posting on the website. Need to secure information for posting.</p> <p>The blog has had very little traffic. Last time was March of 2010.</p> <p>.</p>
Action(s) Taken:	<p>Tony will speak to Anthony – chair of the international interest group – to see if there is anything that they would like to see on the claims website.</p> <p>Art will check into whether we can add the language converter to the website. Can we create a reference for people to see what to do for I-Days? What about a speaker's bureau for claims people – reference center – Bob to look at boiling down into five or six areas that we can concentrate on in our reference center.</p> <p>Blog to be deleted from the website.</p>
Status:	Website development of a reference/resource to be looked at. Link for language converter to be looked at.

Agenda Item 4	
Subject:	Box Lunch – Claims Luncheon
Discussion:	Barbara gave an update – Sunday 11:45 – having an attorney coming in to talk to the group – how to get the best bang for your litigation buck.
Action(s) Taken:	Three I-Pads to be given away – we are eligible to for prize
Status:	None -

**Agenda Item 5**

Subject:	Proposed 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.</p> <p>Barbara – Gambling on a jury – mediation, arbitrations, and other ways to approach resolution prior to trial. – Kim, Chuck, and Eric want to help.</p> <p>Jane suggested the topic of bed bugs –</p> <p>Consider the AMA/WC subject for 2012 annual topics – crossover between federal and state laws and the rights of injured workers.</p> <p>Casino fraud – maybe look at that for the claims luncheon.</p> <p>Flood insurance – defining the product and coverage – tabled until the 2012 annual</p> <p>Adam made a suggestion to discuss depositions.</p> <p>Barbara – what about negotiation skills?</p>
Action(s) Taken:	<p>Submit proposals by Nov. 15 – and will get a reply in December.</p> <p>Barbara and Donna to complete proposals – Tony will coordinate.</p>
Status:	

**Agenda Item 6**

Subject:	Webinars
Discussion:	<p>Cecilia – we have had three webinars and one coming up – May 12, Claims handling practices and issues; July 14 – Defending traumatic brain injuries; Sept. 15 – Premises security; Oct. 12 – Medicare secondary payment changes coming up.</p> <p>Asked that members submit ideas for webinars.</p>
Action(s) Taken:	<p>Committee looking to do four webinars in 2011.</p> <p>Art will do an e-blast for the upcoming webinar.</p>
Status:	

**Agenda Item 7**

Subject:	LinkedIn
Discussion:	<p>Tony will check with Theresa about how the email went out for claims. Also want to see if someone else can help Theresa to accept the people. Maybe modify the invite to include the reason for linked in.</p> <p>We have 14 members to date.</p>
Action(s) Taken:	<p>Marsha will work with Theresa on linked in. Andy will help with this also.</p> <p>Adam will reach out to our new designees for linked in.</p> <p>Consider using linked in to discuss webinars and seek ideas for webinars.</p>

Status:	

#### Agenda Item 8

Subject:	Orlando Seminars
Discussion:	<p>Ready to go –</p> <p>Tuesday – Commercial Coverage Conundrums</p> <p>Tuesday – Lessons learned from Recent Catastrophes</p> <p>Sunday – Perspectives in Claims Communication</p>
Action(s) Taken:	Presentations going forward for Orlando.
Status:	Presentations set for Orlando.

#### Agenda Item 8

Subject:	Luncheon for Las Vegas
Discussion:	<p>Leadership and Risk Management seek combining luncheon. Maybe something we can develop for Washington but in a seminar development.</p> <p>Bob to work on casino risk management – speaker – for Las Vegas.</p>
Action(s) Taken:	Bob going to work with risk manager from Las Vegas – with video clips to use – more for entertainment.
Status:	Bob will work on the program for the claims luncheon.

Adjourn: 11:48 am.