



Chairman's Corner

by Joseph A. Wilkerson, CPCU, CIC



■ **Joseph A. Wilkerson, CPCU, CIC**, is principal consultant of Wilkerson Associates in Carrollton, Texas, and is the outgoing chairman of the Senior Resource Section Committee. A graduate of the University of Texas at Austin (bachelor of business administration), Wilkerson began his career as a claims adjuster in 1952. Along the way, he has attained additional professional designations—including the Associate in Claims; Associate in Reinsurance; and Certified Insurance Counselor; and was a course leader for CPCU and IIA courses for more than 15 years. He is a past chairman of the Claims Section and a past president of the CPCU Society's Dallas Chapter. He and wife Shirley—a former corporate risk manager—have been married for more than 18 years and work together in the insurance consulting practice.

Thanks to the good work of **Warren G. Brockmeier, J.D., CPCU**, and **John L. Crandall, CPCU**, the Senior Resource Section conducted an outstanding symposium May 4 to 6 in Tampa, "Dealing with Problems Associated with Retirement." A majority of the attendees rated the conference as "excellent." **Raymond M. Normann, CPCU**, **William J. Warfel, Ph.D., CPCU, CLU**, and **James W. Hamilton, CPCU, CLU**, conducted quality lectures and discussions, intermingled with delightful bonding and visits with friends at such venues as the Columbia Cuban Spanish Restaurant in the Ybor City section of Tampa. Having been established in 1905, it is the oldest Spanish restaurant in the United States, and it is still noted for talented flamenco dancers.

This successful symposium was followed later in the week by the annual spring business meeting of your section governing committee. Plans made by **Justin N. Tierney Sr., J.D., CPCU**, are now complete for the New Orleans financial planning seminar in October to be held at the CPCU Society's Annual Meeting and Seminars. This year's meeting theme is "Jazz Up Your Career." **John A. Lindquist, J.D., CPCU**, is investigating suitable reasonable hotels and a site for the New Orleans "30+ Dinner." **Joseph H. Long, CPCU**, is "finalizing" plans for the first weekend in May 2004 symposium at the affordable Inn at Mystic in Connecticut, overlooking the Mystic Harbor and the Long Island Sound. **Warren G. Brockmeier, J.D., CPCU**,

is searching for speakers for the Los Angeles Annual Meeting and Seminars in 2004. **Michael S. Smith, Ph.D., CPCU**, and his charming spouse are working on the May 2005 symposium to be conducted in Branson, Missouri. Along with other interesting subjects, the committee is "testing the waters" to include computer skills and information technology seminars to benefit "us mature folks."

Given that my term as chairman expires in October, chairman-elect **Dick Vanderbosch, CPCU, CLU**, is very actively involved in all aspects of the future planning for the section. I wish all a happy, healthful, and safe summer and fall, and thank you for your input and help. ■

What's in this Issue?

Chairman's Corner	1
Small Mistakes to Avoid in Retirement	2
The Power of Volunteers—Lakeview Community Library	4
The Editor's Column	5
Skills & Expertise	7
Senior Resource Section Committee Members	8

Small Mistakes to Avoid in Retirement

by Raymond M. Normann, CPCU



Editor's Note: The following article is based on the outline prepared by Ray Normann, CPCU, for his presentation at the Senior Resource Section seminar this spring in Tampa, Florida. As Ray said, his goal is to pack more enjoyment into retirement—surely a worthwhile objective.

Mistake #1

Not preparing for the change of pace that comes with retirement. There is a change in tempo that comes with retirement, and one should ease into it. Recommendation:

- Manage your time. Have personal goals, possibly a five-year plan. Setting priorities, such as family, travel, health issues, etc., helps.

Mistake #2

Not taking time to develop new skills. Brain cells, like muscles, become more powerful with use and exercise. Recommendation:

- Lifelong learning is important. It may be formal, such as college courses, or it may be informal, such as presentations at lectures, libraries, or senior centers. Challenge your mind with crossword puzzles or games.

Mistake #3

Failing to make the work/no work decision. There will be a number of options for you when you retire from your career job. Income needs may force this decision, as may the need to occupy your time in a meaningful way. Recommendation:

- Work should be satisfying and contribute to your personal goals. Consider turning a hobby into a business.

Mistake #4

Not anticipating that things may go wrong while traveling. You may become ill or have an accident just before starting a planned trip or during the course of the trip. The discomfort may be unavoidable, but it helps to have a traveling companion who can help out. Recommendation:

- Avoid traveling solo. As to the monetary considerations, travel insurance is available over the Internet at www.insuremytrip.com. You can buy coverage packages that include emergency medical evacuation, medical and dental benefits, travel accident benefits, lost baggage, and trip interruption.

Mistake #5

Relocating without a “live-in” test period over different seasons.

Research the new location. Rand McNally published a softcover book titled *Retirement Places Rated*, which was a good source of information, although it is now out of print. There are several other more current guides of similar nature. Recommendation:

- When you decide on a place, rent a condo, and visit it at various times through the course of a year before you make a final decision.

Mistake #6

Being unaware of hidden costs or restrictions when you move.

Recommendation:

- Research carefully. Talk to potential neighbors about existing or potential problems. These may range from taxes and financial matters to pets and decorating restrictions.

Mistake #7

Holding on to the “old homestead.”

Most retirees don't move.

Recommendation:

- Be sure that the benefits outweigh the costs of maintenance.

Mistake #8

Not being prepared for “boomerangs.”

Many adult children move back in with their parents, for one reason or another. Recommendation:

- If it happens to you, set “house rules” and make it a business deal (i.e. charge rent).

Mistake #9

Overdoing “togetherness” with your spouse. Share love, feelings,

communicate, and certainly spend time together. Recommendation:

- But also keep your independence; have a private place, whether it be a den, a workshop, or a chair of your own.

Mistake #10

Having a negative outlook on life.

Research shows that attitude affects overall health. Author Dr. George Vaillant says “You don't have to feel sick even if you are ill.”

Recommendation:

- How you feel is a decision you make every day, so start each day

in a positive way. As you go about your day's activities, always expect the best. Avoid "toxic people," those who make you feel insecure.

Mistake #11

Acting like you are an "old person" just because you are retired.

Recommendation:

- Avoid smoking, use alcohol moderately, and exercise regularly—and you might live to be 100. Continue to think young!

Mistake #12

Letting the loss of a spouse be the end of your life. Recommendation:

- Stay involved with your family and friends, contribute time and energy to your community.

Mistake #13

Not protecting yourself against identity and credit card theft.

Recommendation:

- Shred documents containing your name, address, Social Security number, or bank account number(s). Get a free copy annually of your credit report from the three agencies that compile them—TransUnion, Equifax, and Experian.

Mistake #14

Failing to prevent injury from falls in the home. Recommendation:

- Have adequate lighting at night, handrails on all stairways, grab bars at your showers and tubs, and remove tripping hazards such as area rugs and extension cords.

It's avoiding the small mistakes that will make your retirement years enjoyable instead of miserable. ■

Let the Good Times Roll at the 59th Annual Meeting and Seminars!

"The Crescent City" . . . "The Big Easy" . . . "The City that Care Forgot" . . . "Paris of the Americas"

The city of New Orleans may be known by different names by different people, but everyone is drawn there for the same reasons—for fun, celebration, and easy living! Make your Annual Meeting experience extra special this year by enjoying the sights, sounds, and tastes of "the Big Easy" from A to Z!

Albino alligators at the Audubon Zoo

Bourbon Street restaurants, taverns, and music

City Park and Creole/Cajun cooking

D-Day Museum

Emeril's restaurants

French Quarter shopping, food, and fun

Gallier Hall, the Garden District, and golf

Harrah's New Orleans

IMAX Theatre

Jackson Square and jambalaya

King for a day

Louisiana swamps and bayous

Mansions on St. Charles Avenue

Napoleon House

Old U.S. Mint

Preservation Hall and plantation homes

Queen and king cakes

Riverboat cruises

St. Patrick's Church

The Cabildo

Undead Tours: cemeteries, ghosts, and vampires!

Voodoo Museum

Weekly Farmers' Market

Xylophones for playing the blues

Young-at-heart

Zydeco music

Get Ready for *Your* New Orleans Experience!

See page 6 for more details.

The Power of Volunteers—Lakeview Community Library

by Suzanne Biedenbender



Random Lake is a small community of 1,500 residents in eastern Wisconsin, just 40 miles north of Milwaukee. Its first library was started by the efforts of the Random Lake Garden Club in 1957. It was a small room in the Ed-Lee Inn Annex with 1,065 library materials and was open for only 11 hours per week.

In 1961, the library moved two doors east to a slightly larger building, which now houses the local newspaper—*The Souder*. Then in 1972 the library moved into the vacated State Bank of Random Lake building. Two local families who were members of the Garden Club bought this building and they donated its use for the library. Library materials now numbered 5,740 and the library was open for 22 hours per week.

In 1980, some members of the Garden Club formed the Friends of the Library organization. A joint agreement was reached between Random Lake, the Village of Adell, the town of Sherman, and the town of Scott to operate the library. At this

time the library staff and the Friends saw the need for a larger facility in the near future. The library had books stacked to the ceiling and on the floor. There were no chairs or tables for reading hour or activities. The librarians had to wear coats in the wintertime because the book drop was so drafty and the building had no insulation.

The Friends attended numerous board meetings in each village and town

promoting a new library and asking for tax dollars to support the building project. This met with much opposition. Instead of a new structure, it was finally decided to renovate an unused 110 x 50-foot auditorium, which had been built in 1921 and was situated on the lakeshore. The old auditorium was the high school gym until 1959 and was used extensively through the mid-1980s for wedding receptions, village board meetings, and the like. By 1991, the old auditorium sat vacant and boarded up—an eyesore in the community.

The renovation of the upper level cost \$600,000 and began in 1995. The four municipalities agreed to pay \$275,000, the Friends raised \$200,000, and they received a federal grant of \$125,000. The Friends raised the \$200,000 through a mailing campaign, soliciting local businesses and numerous bake sales, pizza sales, raffles, Holiday Tour of Homes, and the like. Many volunteers pitched in to run the fundraisers and actually moved the books on moving day in April 1996. On May 5, 1996, the new library was dedicated and the name changed from the Random Lake Joint



The Editor's Column

by Warren G. Brockmeier, J.D., CPCU

Community Library to the Lakeview Community Library reflecting the lake it overlooks and the joint communities it serves. The building has a high-arched ceiling and long windows, which bring in lots of natural light. The old stage area became a reading and periodic area with windows to the ceiling overlooking the lake and with a couch and high-back chairs. The building received "Landmark" status from the Sheboygan County Landmarks Ltd. since this renovation.

With this milestone completed, the Friends spent the next five years running more fundraisers to build a reserve to renovate the lower level. This was part of the original plan, but defeated by the municipalities as too expensive. So the Friends knew that they would have to finish the project on their own. This renovation would cost an additional \$195,000 and would be used for an expanded children's library, a community activity room, and librarian work area. By the beginning of 2002, the Friends had raised \$115,000. At that point, a benefactor challenged the Friends to a 2-1 matching grant up to \$15,000. With this incentive, the Friends again approached local residents and businesses and some Foundations for contributions. By June 2002, the Friends had met this challenge. It was decided to begin renovation, even though more money was needed. The lower level was completed and the children's library moved in April 2003. Today's library has 31,319 books, 91 subscriptions, 530 audio materials, 1,040 videos, and six Internet stations. The library is now available to the public 52 hours per week. This has been a volunteer's dream come true, but it took a lot of blood, sweat, and tears. ■



In this issue of *SRQ* we have featured an article by **Raymond M. Normann, CPCU**, titled "Small Mistakes to Avoid in Retirement." Ray's insight comes through very well in his writing, but his presentation made it even more effective and enjoyable.

One of the major "occupations" of retirees is frequently volunteer work. **James L. Kirschbaum, CPCU**, a couple of years ago, did a presentation on this at a seminar we had in Utah, and the input from attendees was truly astounding—everything from auxiliary policy work to moving patients in wheelchairs at the local hospital, and operating a non-profit job placement service. As a demonstration of what can be done

by volunteers, I am including an article on the development of the community library in Random Lake, Wisconsin, in this issue of *SRQ*. Random Lake is a little town in a rural area, which includes a picturesque lake nestled at the edge of a hilly countryside carved out by ice-age glaciers. When my late wife, Virginia, and I bought a vacation home there in 1991, we looked for the town hall, and thought it might be in something that looked like a municipal building. Alas, it was a deserted hall, with a basketball court that had fallen in, and it was in deplorable shape. We did find the library, which was crammed into an old bank building, but it couldn't accept donations of books from us because there was no space for them. This article, prepared by the chairman of the Friends of the Library, tells of the development since then of an outstanding community facility.

The next issue of *SRQ*, which will be my last as editor, will place the emphasis on travel, with articles by two of our well-seasoned travelers. I hope you will look for it. Have a great summer, and I hope to see you in New Orleans in October. ■



Plan on joining us in Mystic, Connecticut, May 2-4, 2004, for the Senior Resource Section's Spring symposium.

Watch future issues of *SRQ* for more details.

Are You Ready to . . .



Jazz It Up in the Big Easy?

59th Annual Meeting and Seminars
New Orleans, LA • October 11-14, 2003

Make your plans today for **the premier event in the P/C industry**. Join your fellow CPCUs, the Class of 2003, and top industry leaders for the best in leadership, education, and networking at the CPCU Society's 59th Annual Meeting and Seminars, being held this year in the great city of New Orleans.

Jazz Up Your Education

Continue your commitment to lifelong learning with **Property and Casualty Insurance Track Seminars**, for the latest in P/C insurance education. Participate in **Leadership and Career Development Track Seminars**, offering expert training in leadership "best practices" and career management. And come early for two days of pre-meeting **National Leadership Institute (NLI)** courses, October 9-10, with interactive sessions on topics ranging from communication skills and project management, to resilience and facilitative leadership.

Jazz Up Your Connections

Connect and network with your friends and your fellow Society members, colleagues, and industry leaders at the many special events—the General Sessions on Leadership and Success, the 2003 AICPCU Conferment Ceremony, the Loman Foundation Luncheon, an Expo of Industry Resources, Interest Section Luncheons, Receptions, and the great Final Night Celebration!



Special Seniors Pricing

Be sure to check out the special registration pricing for retired and lifetime retired members and their guests. Go to the web site or call the Member Resource Center for more information.

Connect with Cal Ripken, Jr.

Hear **Cal Ripken, Jr.**, the retired, record-setting Orioles shortstop and **the CPCU Society's 2003 Keynote Speaker**. Known as baseball's "Iron Man," Ripken played more consecutive games than any other baseball player in history. This baseball legend will be talking about the value of hard work, leadership, and perseverance—qualities that lead to success both in baseball and in business.



Enjoy New Orleans!

Plan some time to explore the Crescent City, renown for its history, cuisine, shopping, and more. Tours are available—from city, plantation, and garden district tours, to the opportunity for "Cookin' in the Quarter" or coasting through the Honey Island Swamp!



Register Today!

It's easy! To get further information or to register, just go to **www.cpcusociety.org**. If you have questions, contact the Member Resource Center at (800) 932-CPCU, option 5, or at membercenter@cpcusociety.org.

Join us in New Orleans!



Skills & Expertise Available

Consulting, Mediation & Expert Witness

Billy L. Akin, CPCU, ARM, President

Professional Consultants & Services, Inc.
1012 Forestpointe Drive
Hendersonville, TN 37075-5908
Phone: (615) 826-7294 Fax: (615) 826-7294
E-mail: bakinpcs@aol.com

Thirty-five years experience with P&C company and M.G.A.
Ten years experience as legal consultant, expert witness, company receivership activity, and research. Certified mediator, member ARIAS U.S. International Association of Insurance Receivers, and licensed P&C and L&H agent.

Consulting and Expert Witness

Norman F. Steinberg, CPCU

104 Church Lane, Suite 300
Baltimore, MD 21208
Phone: (410) 484-7000 Fax: (410) 486-1663
E-mail: norman.steinberg@usa.net

Forty years experience as licensed broker, agent, and adviser.

Marketing Assistance to Clients & Underwriters

Donald L. Dildy, CPCU

13283 Avenue 232
Tulare, CA 93274-9326
Phone: (559) 685-8215 Fax: (559) 684-1513
E-mail: dondildy@aol.com Cell: (559) 260-9244

Many years experience in successful new and renewal sales. Expertise to external and internal markets. Currently consultant to agents/brokers in these endeavors. Available to work anywhere.

Technical Consulting

John H. Ellen, CPCU, ARM, AU

Insurance and Risk Management Services
PO Box 641
Bloomfield, CT 06002
Phone: (860) 243-3128 Fax: (860) 243-3128

Sixty plus years of industry experience to analyze, research, or advise property/casualty and risk management situations. Willing to travel.

Consulting, Expert Witness & Outsource Risk Management

John A. Lindquist, CPCU, ARM, J.D.

1505 Highway 6 South
Suite 275
Houston, TX 77077
Phone: (713) 789-0563 Fax: (713) 789-1042
E-mail: grmc@pdq.net

Forty-two years experience as casualty underwriter, risk manager, and consultant. Testified as an expert witness in both claim and coverage disputes.

Consulting, Arbitration, & Expert Witness

Frank E. Raab, CPCU

1280 Monte Cielo Drive
Beverly Hills, CA 90210
Phone: (310) 273-9258 Fax: (310) 276-1026

Retired president, Insurance Co. of North America.
Underwriting, claims, administration, agency relations, and bad faith.

Lobbyist, Consultant, Arbitrator

W.B. Allison Jr., CPCU, AIM

W.B. Allison Jr., Consultant
PO Box 6020
Ridgeland, MS 39158
Phone: (601) 427-1309 Fax: (601) 856-7626
E-mail: ballison@cctb.com

Considered an expert in general and auto liability, workers compensation, agent/company relations.
AAA-trained arbitrator.

Consulting and Expert Witness

Richard P. Sutkin, CPCU

2600C Turkey Springs Road
PO Box 2032
Pagosa Springs, CO 81147
Phone/Fax: (970) 731-3514

Custom & Practice Standard of Care—Agency and Company.

Consulting and Expert Witness

Jerome Trupin, CPCU, CLU, ChFC

10 Beechwood Way
Briarcliff, NY 10510
Phone: (914) 762-1842 Fax: (914) 762-1842
E-mail: jtrupin@compuserve.com

Co-author of current CPCU 3 text (*Commercial Property Insurance and Risk Management*) and four other Institute texts. Forty-five years experience as agent, broker and consultant. Testified as an expert witness in numerous coverage disputes.

Consulting and Expert Witness

Walter C. Zimmer, CPCU

5809 Spring Hollow Lane
The Colony, TX 75056-3696
Phone: (972) 625-3260 Fax: (972) 625-0032
E-mail: mrzim@flash.net

Retired claims executive with over 40 years experience in all lines in Property and Casualty Claims relating to claim practice and procedures. Testifying Expert Witness in numerous claim disputes.

Notice: If you would like to place an ad in subsequent issues, please submit your ad to the editor. All ads must be of business card size. Please remember that the Senior Resource Section Committee has directed that each ad automatically expires at the end of each calendar year and must be resubmitted before January 1 of the following year.

Senior Resource Section Committee Members

Chairman

Joseph A. Wilkerson, CPCU, CIC
2511 Lake Bend Terrace
Carrollton, TX 75006-2130
E-mail: wilkersonj@aol.com

Warren G. Brockmeier, J.D., CPCU
600 S. Stone
La Grange, IL 60525-2722
E-mail: wbrock@speedsite.com

Cleo R. Cline, CPCU
11816 W. Rockhampton
Boise, ID 83709
E-mail: crcline@attglobal.net

John L. Crandall, CPCU
10000 US 98N #913
Lakeland, FL 33809-8083
E-mail: jlc913@juno.com

John A. Haight, CPCU
107 South Phelps Avenue
Arlington Heights, IL 60004-6826

James L. Kirschbaum, CPCU
1507 Mt. Logan Drive
Logan, UT 84321-6710

John A. Lindquist, J.D., CPCU
2024 Valley Drive
Canyon Lake, TX 78133
E-mail: grmc@pdq.net

Joseph H. Long, CPCU
73 Grennan Road
West Hartford, CT 06107-1616
E-mail: joejer@prodigy.net

Frances M. Pommer, CPCU
520 Dubois Avenue
Barrington, NJ 08007-1012

Michael S. Smith, Ph.D., CPCU
GROWMARK Inc.
PO Box 2500
Bloomington, IL 61702-2500
E-mail: msmith@growmark.com

Justin N. Tierney Sr., J.D., CPCU
Apt. 613, 3225 Freeport Blvd.
Sacramento, CA 95818
E-mail: jtierneysr@aol.com

**Richard A. Vanderbosch, CPCU,
CLU**
2018 Dream Drive
Normal, IL 61761-2297
E-mail: rbosch@aol.com

Liaisons

**Kenneth R. Dauscher, Ph.D.,
CPCU**
AICPCU
PO Box 3016, 720 Providence Road
Malvern, PA 19355-0716
E-mail: dauscher@cpcuiia.org

John J. Kelly, CPCU
CPCU Society
720 Providence Road
Malvern, PA 19355-0709
E-mail: jkelly@cpcusociety.org

Senior Resource Quarterly

is published by and for the members of the Senior Resource Section of the CPCU Society.

Senior Resource Quarterly Editor

Warren G. Brockmeier, J.D., CPCU
600 S. Stone
La Grange, IL 60525-2722
E-mail: wbrock@speedsite.com

Senior Resource Section Chairman

Joseph A. Wilkerson, CPCU, CIC
2511 Lake Bend Terrace
Carrollton, TX 75006-2130

Sections Manager

John Kelly, CPCU
CPCU Society

Managing Editor

Michele A. Leps, AIT
CPCU Society

Production Editor/Design

Joan Satchell
CPCU Society

CPCU Society
720 Providence Road
PO Box 3009
Malvern, PA 19355-0709
(800) 932-2728
www.cpcusociety.org

Statements of fact and opinion are the responsibility of the authors alone and do not imply an opinion on the part of officers, individual members, or staff of the CPCU Society.

© 2003 CPCU Society



Senior Resource Quarterly

Volume 14

Number 3

August 2003

CPCU Society
720 Providence Road
Malvern, PA 19355-0709
www.cpcusociety.org

PRSRT STD
U.S. POSTAGE
PAID
BARTON & COONEY