

## Chairman's Corner

by Vernon K. Veal, CPCU, CLU



■ **Vernon K. Veal, CPCU, CLU**, is chairman of the CPCU Society Senior Resource Interest Group Committee. Recently retired, he worked for 40 years with State Farm Insurance. His career involved underwriting, product development, and project management; and he drafted and implemented original versions of many commercial and personal lines policies in use today.

Veal graduated from the University of Nebraska at Kearney, and received the CPCU designation in 1967. He is a past president of the Central Illinois Chapter, and continues to serve as a member of various committees. He has served the CPCU Society for more than 20 years, including stints as director and regional vice president.

**D**o one thing every day that scares you. We begin with this saying. Does anything scare you? As mature adults, most of us anyway, what scares you? Illness, finances, exercise, public speaking, decisions, war, politics, technology, driving, flying, etc. While these may scare us, doing one thing involves more present moment acts. Some examples may be: a scary book, movie, or TV show, meeting new people, learning a new game, a concert or play, etc. As we avoid things that scare us, we limit our lives and enjoyment. Try some and see if you like it. (Anyone for skydiving?)

Aloha! Our Society gathered in Honolulu in early September to welcome approximately 4,000 new designees. Attendees at the meeting was around 7,000 people. This was a beautiful event with fun, learning, and sharing for all who attended.

Let me share some important items with you.

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# Chairman's Corner

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*First*, our Senior Resource Interest Group received the Gold Circle of Excellence again. Thank you to everyone who shared information for us to report as our activities.

*Second*, our Society has decided to change our name to “Interest Groups” replacing the term “Sections.” This aligns us more with other organizations like ours and their use of this new term.

*Third*, beginning in 2009, all CPCU Society members will receive a complimentary membership to one of our 14 interest groups. We hope you make the Senior Resource Interest Group your choice.

*Fourth*, many people are serving on task forces, etc. to look at interest groups and the organization around their work and success. If you want to be involved in part of this, please complete and submit an Application for CPCU Society Service from the web site.

Our leadership and staff work hard to make membership a **great value** for each of us. We share in that effort and discuss **value added** for members of the Senior Resource Interest Group. Your help with ideas and thoughts are requested at all times.

Change is a natural part of life. Being part of the CPCU Society exposes us to change as well. Please know that many people look for the best operating process for the most people. We encourage you to continue your membership in your Senior Resource Interest Group when your dues arrive. **We want and need you!**

Please look at our CPCU Society web site to find information of value and interest to you. Take a special look at our Senior Resource web page, <http://seniorresource.cpcusociety.org> for additional information directed to you, our members. As you use this, please let me know if you have ideas of ways to improve our offering. Information on the CPCU Travel Program for March/April 2008 appears in a number of places also . . . please consider it.

Enjoy life and find some challenging things to expand your mind and body! Try something new every day and maybe some scary things, too.

**Words from my chair . . .  
in your humble service! ■**

# Editor's Corner

by James L. Kirschbaum, CPCU



■ **James L. Kirschbaum, CPCU,** has experience spanning more than 50 years, which has been uniquely varied. He started in accident and health and employee benefits, and was the CEO and chairman of an insurance holding company and two insurance companies. Kirschbaum has served as the director of two major financial services companies, a reinsurance company, an independent agency, a managing general agent, and as a member of three risk management committees, including the United States Olympic Committee.

Kirschbaum served as the 1986-1987 CPCU Society president, and currently serves as the editor of *SRQ*.

As the year draws to a close, one can't help but reflect on personal happenings. As with so many of you, we again have "lost" too many who were strong influences in our lives. Many passed on while some incurred disabilities and/or major health problems that led to significant changes and/or adjustments in almost every aspect of their lives.

How thankful we are, and should be, for many wonderful memories and, above all else, our faith.

On a very positive note, life goes on. Bev and I are very grateful for our good health and growing (net) family. She chaired her very warm and successful 65th high school reunion (123 graduated, and another 23, like me, did not, having joined the WWII armed forces—14 never made it home). Our 17 grandchildren have been slow to marry, and those who have are slow to have children. Despite this we have a total of nine great-grandchildren with four new boys, including twins this year.

Each of you can be of real value by sharing your latest experiences and happenings with us. In particular, readers like to get updated in general experiences and happenings—both good news and challenges, plus reports on travel, volunteering, new career moves, etc. My e-mail address has been changed to [kirsch1312smhspm@pcu.net](mailto:kirsch1312smhspm@pcu.net). Despite all kinds of filters, I was "spammed out" primarily because of stuff coming as attachments.

It is an honor and privilege to be your editor. This has proven to be an excellent vehicle to remain connected to so many long-time friends and associates. Thank you for the opportunity and support. ■

# CPCU-Loman Education Foundation News

## Loman Foundation Appoints New Chairman



*Sleeper*

After more than 15 years of service to the CPCU-Loman Education Foundation, Chairman **Roger W. Joyce, CPCU,** has stepped down from the volunteer

post. Succeeding him is **William E. Sleeper, CPCU, CLU,** vice chairman of the Foundation since 2000.

The change was effective on September 15, shortly after the CPCU Society's 2007 Annual Meeting and Seminars in Honolulu, HI. The Foundation's Board of Trustees elected Sleeper to a two-year term as chairman at its September 9 meeting.

Joyce had served as the Foundation's chairman since 2000. Prior to that, he was vice chairman from 1997 to 2000, and a trustee since 1992.

A CPCU since 1967, Joyce was president of the Society from 1994 to 1995. He lives in Avon, CT, and is a member of the Connecticut Chapter.

Sleeper is president of Sleeper Sewell Insurance Services Inc., and a member of the Dallas Chapter. He earned his CPCU designation in 1973, and served as the Society's 1998–1999 president.

## Interest Group Donates Funds

The CPCU Travel Program, sponsored by the Senior Resource Interest Group, has contributed \$1,000 to the Loman Foundation. Richard A. Vanderbosch, CPCU, CLU, past chairman of the

interest group, presented the check to the Foundation on September 9. The money was generated from a March 2007 trip. ■



*Richard A. Vanderbosch, CPCU, CLU, (left) announced that the Senior Resource Interest Group contributed \$1,000 to the CPCU-Loman Education Foundation as Chairman Roger W. Joyce, CPCU, looks on.*



# AARP Driver Safety Program

by Frances M. Pommer, CPCU



■ **Frances M. Pommer, CPCU**, worked in insurance for 50-plus years. She served as an underwriter, independent agent, surplus lines broker and instructor, professor, editor, and author. In addition to 13 years of teaching the AARP driving safety course, she has served as AARP program recruiter and trainer. Other retirement-era activities involved ombudsman for the elderly and fundraising chairperson. Many years of CPCU Society leadership activities included member of the Senior Resource Interest Group Committee, where she twice coordinated mid-year seminars. Her continuing travel activities were fostered by numerous CPCU Society post-Annual Meeting foreign tours in the 1960s and 1970s.

**T**he AARP (American Association of Retired Persons) Driver Safety program is probably its most used and successful program. It consists of eight classroom hours of specially designed instruction by volunteers for drivers age 50 and older.

Most participants have had years of accident-free driving experience and minimal citations. A surprising high percentage of women have had speeding tickets, and I had one 80-year-old woman who had been cited for driving too slow. So why do millions of drivers continue to enroll? One big motivation is to save money since many states have mandated discounts on some auto insurance premiums for participants who earn course completion certificates. But, drivers attended classes before discounts and continue to do so in states without discounts.

The biggest motivation comes from a very strong desire to continue to have one's own "wheels" and to avoid serious injury or even death. The AARP program addresses needs by initiating and guiding discussions aimed at changing attitudes, which may be as simple as no longer racing through an amber light or driving at night.

A different outlook may require being consciously aware that increasing age brings reductions in vision, hearing, flexibility, and reaction time. Another major problem for seniors is the possibility of adverse effects and negative impacts from medications. These changes mandate increased attention to such changes and the overall driving environment and avoidance of potential problems—the potential peril of left-hand turns, especially at uncontrolled

intersections; driving through water or on black ice; the unforeseen actions of an aggressive driver; or the negative impacts of certain medicines.

Participants also discuss potential emergencies and how to handle them to minimize injury from such situations as skids, hydroplaning, speeding, crowding by others, and imminent impacts.



Does the program work? Is there any justification for a premium discount? Are class completers really safer in their own cars? You bet! Studies, including California and New York, indicate 16 to 19 percent fewer collisions involving death or serious injury.

Why volunteer to teach? For most it's the challenge coupled with the rewards that come from helping others—the participants at the conclusion of the class who indicate they will be making a change or the round of applause acknowledging their commitment and appreciation.

I recommend class participation to everyone, and suggest to all CPCUs to become a volunteer to provide others the benefit of your unique qualifications. Check the web site at [www.aarp.org](http://www.aarp.org). ■



# Identity Theft: Targeting a Modern Problem with Modern Solutions—Part Two: How Your Identity Is Stolen

by Lynn M. Davenport, CPCU, AIC, AIM, AIS, AIT



■ **Lynn M. Davenport, CPCU, AIC, AIM, AIS, AIT**, is a claim team manager with State Farm Insurance Companies in Greeley, CO, following eight years in the claims technology and process arena. A member of the CPCU Class of 1999, Davenport currently serves as a CPCU Society governor. She is an active member of the Colorado Chapter, and has served on the Society's Information Technology Interest Group Committee and the Distance Mentoring Task Force. After earning her M.B.A. in knowledge and learning management through Walden University, Davenport has led several process improvement initiatives within a six-state area of responsibility.

**Editor's note:** This article series is based on the Senior Resource Interest Group seminar held in April 2007. The first article appeared in the August 2007 issue of *SRQ*.

## How to Steal an Identity

To steal an identity, thieves need access to your personal information. Your Social Security number is a high risk. Social Security numbers were created in the 1930s, and were not supposed to be an ID number but have become the key identifiers for virtually everything! Look at your medical ID cards, utility bills, property taxes, student ID cards, and driver's license number in some states.



Many of these include your Social Security number; however, this is slowly changing with the awareness of ID theft. In the future, Social Security numbers will no longer be used as personal identifiers by companies. AARP and others are working to change the law to stop Medicare from printing your Social Security number on this card. The Social Security Administration has stopped printing your Social Security number on letters and checks. If your regular insurance card shows your Social Security number, call the

company to ask for a new card with a substitute number. If they won't do it, don't carry the card unless you know you will be using it.

In addition to your Social Security number, ID thieves can gain information from any of your monthly bills, pre-approved credit card solicitations, other applications, the credit card you hand over at the grocery store, unsecured online transactions or e-mails, and your PIN from the ATM machine. The list (and the opportunities) go on and on.

## Common ID Theft Scams

Thieves commonly steal your personal information through old-fashioned paper scams or newer electronic scams. They may steal your wallet or purse. They may perform "dumpster diving," where thieves rummage through your trash at curbside or in the dump to retrieve personal documents with usable information. They can also simply steal mail from your mailbox.

ATM scams are becoming increasingly popular. These scams often employ "skimmers," which are used to capture data from credit cards or ATM cards. These small machines are perfectly legal in most states and are commonly used in grocery stores (e.g. the grocery value card that you swipe) and can be mounted or handheld. The cost of a skimmer is roughly \$300. Tip: Try to use the same ATM every time so you'll notice if something looks different on the front of the machine.

# Volunteering and Travel News from William H. Suter, CPCU



“Pre-texting” is the use of false pretenses to get your personal information. Scammers may call you, pretend they are from a survey firm or one of your trusted creditors, and ask you some questions. When they get the information they want, they use it to call your financial institution and pretend they need information about their account.

“Phishing” is another scam that is growing with increasing sophistication (it grew 13-fold during 2004). Thieves e-mail you a false link that appears to be from a trusted business such as eBay or your bank. However, when you click on the link and confirm account information or enter passwords, thieves record your personal information and use it later. ■

Bill and his wife love to travel overseas. Recent trips include an Orient Lines cruise in the Baltic region. Another trip was a 30-day Viking River Cruise from the Black Sea to Amsterdam, plus a Holland America cruise from Osaka, Japan to Vancouver. Their favorite cruise ship is the Crystal Symphony with a recent Singapore–Dubai–Rome trip.

When not traveling, Bill is a very active volunteer. He currently works in his library and once a week delivers Meals on Wheels. In the library he works at the volunteer bookstore taking in donations, sorting and pricing, and selling to library patrons. When they are short-handed, he helps shelve returned books. (These opportunities exist almost everywhere—usually through a senior center or directly with the library.)

Bill served four years as a California ombudsman visiting nursing homes. The position involves the whole spectrum of monitoring patient care, protection, and welfare. Bill reports ombudsmen are badly needed nationwide. Training is provided.

Duties include sniffing (if you have ever been in a variety of nursing homes, you know why), checking food, looking into theft situations, investigating claims of brutality, and executing living wills. Too often a living will is executed at the very last hour, when the patient is not mentally competent. In that case, the ombudsman regretfully must refuse to execute it.

Bill also spent two years as a court-appointed special advocate responsible for a single child in the custody of the State of California (he does not know if other states have this or similar programs). After training, the advocate reviews a number of case files to select a likely compatible child. If agreeable, the court appoints you as the guardian ad litem. This enables you to consult with the child's school and spend time with the child as a mentor. ■



*A cruise ship near the Vancouver coast.*

# Meet Mary King Barbieri, CPCU, ASLI, ARM



■ **Mary King Barbieri,**  
**CPCU, ASLI, ARM**

I was asked to write a “chatty” bio about myself and my career. I will try to keep my “chattiness” to a manageable level. Chatty is something I am told I do well. So let’s go back to how I got into this industry. Actually, I was teaching high school in Wisconsin and using a program called “Project InVest” to teach about office procedures and work ethics. This program used insurance as a mechanism to teach all the rest. I ultimately wrote a teacher’s manual, and through the Big I, taught the teachers in the state of Wisconsin how to use the program. During one of my teaching seminars, I was asked how I would like to put to practice what I was teaching—and the rest is history.

I took a cut in pay to manage the Services Department of the Commercial Union Insurance branch

in Milwaukee, WI. I never regretted it and never looked back. I advanced there and did a lot of traveling to CU branch offices helping them to install better procedures. After a while, I knew to move ahead I would have to move to Boston—and with a young family and husband very anchored to Wisconsin, I moved to Northwestern National Insurance Company (NN).

At Northwestern National, I was the training and organizational development manager. Yes, I did work for CPCU Society Past President **Frans R. Eliason, CPCU**, whom many of you know. I developed, taught, and facilitated a variety of insurance and management courses, including CPCU classes, during my tenure there. At that time, NN Risk Management Services was a part of Northwestern and headed by John Hacker. He eventually left to start his own business—National Risk Underwriters. I was recruited to work for him and I did that because I wanted to get into the nitty gritty of the insurance transactions.

NRU was an underwriting management firm specializing in handling captive insurance programs. I joined NRU as an account executive and was promoted to assistant vice president after only five months. While there, I helped develop new business, negotiated contracts and fees on behalf of our clients, and structured a variety of captive and self-insurance programs, including the placement of reinsurance.

As you know, Wisconsin can be very cold and I was getting tired of it, so I sent my résumé to warm places and ended up in Atlanta, GA. In Atlanta I worked for an excess and surplus lines brokerage firm and reinsurance

intermediary. We were specializing in excess worker compensation for self-insured associations.

I also worked for two regional brokerage firms there. At Powell & Company (now an Aon company), my role was two-fold, I worked as a consultant in its risk management consulting division and managed the Services Department for both personal and commercial lines. I also worked at Pritchard & Jerden as the services manager. By this point, I had worked with three former CPCU Society past presidents.

I was recruited to move to California, and the offer was too good to refuse. While in California I worked for Cigna Special Risk, ARM Tech (a risk management consulting company) and Deloitte & Touche in its Risk Management Consulting division. I left Deloitte & Touche when it decided it shouldn’t be in so many businesses other than auditing. I went from there to become the branch manager of Swett & Crawford in Los Angeles, who is the nation’s largest wholesale insurance broker and general agent.

Things changed and I went to work for Keenan & Associates, who specializes in forming and managing Joint Powers Authorities in the state of California primarily for school districts. I was senior vice president of the Commercial P&C Department.

In August 2007, I retired and then was asked to teach insurance. I have come full circle. I am retired but teaching CE insurance classes in California for Insurance Skills Center. I try to fit the teaching in around my golf game. I am trying to improve that. I also love to read and take long walks along the ocean.



I am now free to travel to Wisconsin and Minnesota to visit my three children and 10 grandchildren. My six brothers and sisters are still all in Wisconsin so I visit as often as I can.

My career has spanned three states, Wisconsin, Georgia, and California. I am an educator at heart and have taught many insurance classes and seminars over the years including several CPCU classes, all ARM and IIA classes, and several other technical seminars.

■ ***I love CPCU and all it has given me. I have friends all around the United States and have such a great time going to conferences to catch up and make new friends.***

I received my CPCU designation in 1982, ARM in 1983, and ASLI in 2002. I am past president of both the CPCU Society's Orange Empire and Los Angeles Chapters, and was president-elect of the Atlanta Chapter before transferring to Los Angeles. I have served on the Board of Governors for the CPCU Society. In 2006 I received the coveted Rie R. Sharp Insurance Person of the Year award presented by three CPCU Society Los Angeles-area chapters. I received this award as recognition for my many contributions to the insurance industry over the years.

I am a graduate of the University of Wisconsin, Whitewater with both a bachelor's and master's degree in business education.

I love CPCU and all it has given me. I have friends all around the United States and have such a great time going to conferences to catch up and make new friends. I have so many examples of how I have met and kept friends. One such example that comes to mind—I remember meeting **Jack P. Gibson, CPCU**, years ago. We were both scuba diving in Hawaii and got to talking about insurance. I didn't recognize the name IRMI—but I did recognize the "owl" on the books. We have been friends ever since.

It's about the networking. I have been involved in this organization since 1982. I met **Betsey L. Brewer, CPCU**, on my way to California from Georgia at the CPCU Society Annual Meeting and Seminars in Chicago. I went to the western regional area and just asked for someone from Los Angeles. We met and again we have been friends ever since. I have met all kinds of important people through CPCU, and I plan to keep doing so. ■

# How Much Is Your Home Really Worth?

**Editor's note:** Most of the research and interviews for this article were done 15 to 24 months ago before most of the real estate market "went south." Current research indicates a general widescale slump in many areas, but not all. Utah and Idaho, for example, are currently booming in most sections. Elsewhere in some areas prices are way down, in others only slightly, and in others stable. Whatever the area situation, unless a real disaster, homes are still selling though it may take longer, require some downward adjustment in selling price and/or incentives. Despite problems with sub-prime loans, balloon payments, adjustable rates, etc., money is still available.

Many seniors are shocked when they find their home hasn't sold after being listed for more than six months. Worse yet, when finally sold their shock is joined with depression when they receive far less than anticipated. These negatives can and do occur except in those few but highly reported extreme market situations where buyers go "nuts" because of huge, huge demand and almost no supply. Interviews with a number of realtors resulted in what hopefully will be a list of recommendations that will help senior readers, whether sellers or buyers. Interestingly, all realtors interviewed were consistent as respects the first three recommendations. Here is their key list:

1. The most critical first step in every situation is choosing the "right" realtor. The right realtor will almost certainly result in a faster sale and maximum final price received. Some of the factors brought up were: experience in your immediate area and very important with



homes in your price range; history relative to actual sales versus listings; inventory of potential buyers; name recognition; selling strategies (mode of specific advertising, Internet, open houses, broker incentives, etc.); commission (especially in areas with extreme recent real estate inflation or deflation most brokers will negotiate downward). Lest the reader assumes this recommendation would naturally be first from a group of realtors, each went on to recommend that both sellers and buyers aggressively interview a number of potential realtors before reaching a decision.

2. Senior sellers have to face up to the fact that their long-time house may be "tired." This could be a key element in choosing a realtor. Have each of your prospective realtors come out to your house and go through it offering suggestions as to how to make it more sales attractive. Be sure and get their

thoughts on the outside since first impressions are extremely important—it's known in the profession as "curb appeal." Fresh paint and other cosmetic improvements usually pay off handsomely. On the other hand, unless something stands out as a real turnoff, major improvements may not be a good investment. They can however be reserved as part of your negotiations. For example, offer a floor or window covering allowance or a new water heater, etc. Here again, rely on your realtor.

3. Remove excess furniture, amenities, and "clutter" whether in the house proper, the garage, basement, attic, patio, or yard. In many cases, a short-term rental of an off-site storage unit will pay big dividends. Keep the premises functional but everything to a minimum. If nothing else, the result will be to make the house overall, and by room, look larger. Another usually desirable look is to make the house appear more open and lighter. Pictures, especially personal/family ones and wall hangings should either be removed or kept to a minimum. Repairs to holes and "cleanup" of the exposed area should be made, and if bad enough, the area should be repainted.
4. Cosmetic activities can be rather far-ranging; for example, filling cracks, replacing worn or damaged screens or window shades, polishing door knobs and locks, removing previous paint overlaps, cleaning carpeting, trimming trees and shrubs, etc., etc. The list can go on and on. One person said he had a family "field day" with kids and grandkids tackling the spruce-up



jobs while another said it was worth bringing in a “cleaning” professional.

5. Believe it or not there are a growing number of firms out there who will work with sellers to do the whole job of helping sellers prepare their homes for maximum sales appeal. Most can be located through realtors *and* make sure you get references. Fees are usually in the range of

1 to 1½ percent, but can prove to be a great investment rather than simply an expense, e.g. faster sale, minimum problems, maximum selling price, etc.

6. Many are now buying or selling via the Internet. This appears to offer some very real new opportunities. There were several local cases where large six-figure deals were done, and each case was done sight unseen.

## Ten Ideas to Make Your Home More Marketable

1. Purchase a new doormat.
2. Add a fresh layer of mulch to flower beds.
3. Use potted plants or hanging flower baskets on decks.
4. Have blooming or flowing plants in flower beds.
5. Keep porches, stairs, and entrance areas swept clean.
6. Make sure all lighting is in working order.
7. Keep lawns mowed and trimmed and get rid of grass clippings.
8. Get rid of excess patio or deck furniture and keep remainder clean and attractively arranged.
9. Make sure house numbers are in good condition and visible.
10. A nice wreath on the front door adds a welcoming touch and complements bright and shining door knobs and metal door plates. ■

## CPCU Travel Program

Check out the information on pages 12 and 13 for details of the exciting 2008 river cruise. While sponsored by the Senior Resource Interest Group, it is open to all CPCUs and their family and friends. The reserved cabin date is past, so if interested you must act at once to be assured of being included.





# CPCU TRAVEL PROGRAM

## Old World Prague & the Blue Danube

Please be sure  
to mention  
Service Code  
**GG83319**

aboard the private Grand Circle river ship M/S River Aria  
**BUDAPEST, HUNGARY • BRATISLAVA, SLOVAKIA •  
VIENNA, AUSTRIA • PRAGUE, CZECH REPUBLIC**

12 days from only **\$2395**

including roundtrip airfare from New York

Plus, enjoy these optional extensions:

**Budapest, Hungary:** 3 nights from only **\$525**

**Prague, Czech Republic:** 3 nights from only **\$445**

### SPONSORED BY THE SENIOR RESOURCE SECTION

**F**ollowing the footsteps of the Hapsburgs, this River CruiseTour showcases the Danube's most riveting locales and the historic ports of the former Austro-Hungarian Empire. Besides the grand capitals of Prague, Vienna, and Budapest, you'll discover picturesque Linz and dramatic Bratislava, Slovakia's capital—destinations rarely featured on ordinary tours. A three-night hotel stay in Prague, sightseeing, and exclusive Discovery Series events round out your central European discoveries. Plus, based on your requests, we're now offering a three-night extension in historic Budapest and a three-night extension in Prague, the stunning capital of the Czech Republic.

### WHAT'S INCLUDED

#### ◆ Roundtrip transatlantic air

**transportation**—aboard regularly scheduled flights from New York to Budapest, returning from Prague

#### ◆ Airport welcome by a Grand

Circle representative at your destination and private, roundtrip airport/hotel/pier transfers

#### ◆ Accommodations—for 7 nights

aboard a private Grand Circle river ship in an outside cabin and 3 nights in Prague at the First-Class Hotel Don Giovanni or similar

#### ◆ 25 meals—10 breakfasts, 7 lunches, and 8 dinners

#### ◆ 5 exclusive, guided sightseeing tours:

- Budapest
- Bratislava
- Vienna
- Prague Castle & St. Vitus
- Prague

#### ◆ Exclusive Discovery Series events:

- Apfelstrudel baking lesson
- "Student Life in Today's Slovakia" discussion
- School Visit

#### ◆ Exclusive services of up to 4 experienced Grand Circle Program Directors

#### ◆ Shipboard commentary during cruising

#### ◆ Informative handouts featuring maps and tips for discovery on your own

#### ◆ Captain's Welcome and Farewell Receptions and Dinners

#### ◆ Private motorcoach land travel

#### ◆ 5% Frequent Traveler Credit toward your next Grand Circle trip—at least \$119 per person

#### ◆ Baggage handling for 1 piece of luggage per person, including tips



### ITINERARY

**MARCH 25, 2008**

**PRE-TRIP OPTION: 3 NIGHTS IN BUDAPEST, HUNGARY FROM ONLY \$525**

DAY	ARRIVE	DEPART
1	Fly U.S./Budapest, Hungary	
<b>Cruise schedule</b>		
2	Embark pm Meals: D	
3	Budapest	9pm
4	Bratislava, Slovakia	noon 11:30pm
5	Vienna, Austria	7:30am
6	Vienna, Austria	overnight
7	Cruise the Wachau Valley Melk, Austria	1:30pm 6pm
8	Linz	overnight

#### Land tour: Prague

**9-11** Linz/Prague, Czech Republic  
Disembark am  
Transfer to Prague (Day 9)  
Hotel: Hotel Don Giovanni ★★★  
or similar  
Meals: Daily B, 1L, 1D

**12** Fly Prague/U.S.  
Meals: B

**POST-TRIP OPTION: 3 NIGHTS IN PRAGUE, CZECH REPUBLIC FROM ONLY \$445**

**Please note:** Days 3-8 include daily breakfast, lunch, and dinner.

Itinerary subject to change.

Hotel ratings are based on Hotel and Travel Index classifications:

★★★—First-Class

Reservations & Information: Call Grand Circle Travel Toll-Free 1-800-597-2452 Option #2



## OLD WORLD PRAGUE & THE BLUE DANUBE

Prices are per person for 10 nights, based on double occupancy, and include roundtrip airfare from the cities below, and meals and sightseeing as specified in the What's Included box.

Depart from:

MARCH 25, 2008

New York/JFK	Cantata Deck	\$2395
	Sonata Deck	\$2495
	Serenade Deck	\$2595
Boston, Newark, Washington, DC	Cantata Deck	\$2495
	Sonata Deck	\$2595
	Serenade Deck	\$2695
Atlanta, Chicago, Detroit	Cantata Deck	\$2645
	Sonata Deck	\$2745
	Serenade Deck	\$2845
Denver	Cantata Deck	\$2795
	Sonata Deck	\$2895
	Serenade Deck	\$2995

► EDR2008

**Serenade Deck** cabins have sliding doors and balcony. **Cantata Deck** and **Sonata Deck** cabins have large windows (windows do not open).

**Deposit:** \$500 per person.

**Additional government taxes and fees** of \$143.18 (subject to change) will apply. Ask your Group Sales Account Representative or visit our website at [www.gct.com/tc](http://www.gct.com/tc) for complete details.

**Additional port charges and handling fees:** \$95 per person (subject to change) listed separately on your invoice.

**Guaranteed Travel Protection Plan:** Please visit [www.gct.com/tpp](http://www.gct.com/tpp) for details on this optional program.

Additional departure cities may be available. Call for details.

Standard Terms & Conditions apply when purchasing this program.

Visit our website at [www.gct.com/tc](http://www.gct.com/tc) for details.

*Every effort has been made to produce this information accurately. We reserve the right to correct errors.*

**Please note:** After you reserve your trip, toll-free customer service is available Monday-Friday 8 am to 5 pm and Saturday 9 am to 3 pm (Eastern time) at 1-800-597-2452 Option #1.

### KNOW BEFORE YOU GO

- Throughout the River Cruise season, weather conditions affect European river depths, and water levels may require adjustments to your itinerary.
- When you travel in Fall, you can expect cooler temperatures or inclement weather.

## Extend your trip and your value

### BUDAPEST, Hungary 3 nights from only \$525

Your optional extension includes:

- **Accommodations**—for 3 nights at the Moderate First-Class Best Western Grand Hotel Hungaria or similar
- **3 meals**—daily breakfast
- **Sightseeing**—Budapest city tour with Parliament visit
- **Exclusive services** of an experienced Grand Circle Program Director
- All transfers
- **Plus, consider these optional tours**—Hungarian Jewish Heritage (\$70 per person), *Hungary: Then & Now* (\$70 per person)

Price per person: \$525. ► EDP2008

### PRAGUE, Czech Republic 3 nights from only \$445

Your optional extension includes:

- **Accommodations**—for 3 nights at the First-Class Hotel Don Giovanni or similar
- **3 meals**—daily breakfast
- **Sightseeing**—Antonin Dvorak's country home; Mala Strana with Charles Bridge
- **Exclusive services** of an experienced Grand Circle Program Director
- All transfers
- **Plus, consider this optional tour**—Terezin (\$60 per person)

Price per person: \$445.

*Trip extensions subject to availability.*

- This program features a fair amount of walking over cobbled streets and older wooden piers. For full enjoyment of this trip, you should be in relatively good health. If you have difficulty walking or are wheelchair-bound, please consult our Travel Counselors for guidance.

## Reservations & Information: Call 1-800-597-2452 Option #2

Please be ready to give the reservations agent the following information

**Service code:** GG83319

**Trip name/code:** Old World Prague & the Blue Danube/EDR

**Departure date:** March 25, 2008

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# Baby Boomers Busted



**R**ecent articles have chronicled some very sad stories of individuals, not all of whom were baby boomers, who have retired with a fair “nest egg” only to lose all or a major part of it. Some losses resulted from scams or other outright fraud, but most from poor investment decisions and/or stupidity. One of the major problems is finding the “right” financial planner or counselor and then developing the proper sound plan. This is harder than one might think. Any readers have any suggestions or ideas to share? Please let us hear from you!

To date, we have received three suggestions with the first two having been proven smart over a long period of time. First and most important, is if it sounds too good to be true, it undoubtedly is. Second, don’t put everything in one “basket”—diversify.

Third, (and this is a new one for many) consider an income annuity. Annuities are usually offered through life insurance companies and can be fixed or variable. The latter have the risk of fluctuating principal value, income payments, and investment return, hence it is important to choose a very sound and conservative insurer and then choose the product that best fits your needs. With ever-diminishing pension plans, an income annuity can help cover expenses, provide guaranteed supplemental income, and provide income to loved ones.

Any other recommendations or comments? How about reverse mortgages? Any experiences with them? What are the positives? Are there any negatives? ■



## Good For a Laugh

### **Question:**

According to Archimedes, what happens when a body is immersed in water?

### **Student answer:**

The telephone rings.

A visitor to a large college was impressed with the new Hemingway Building. He turned to his guide saying “it is great to see a building named after Ernest Hemingway.” The guide replied “actually it is named after Josh Hemingway who is no relation to Ernest.” The surprised visitor asked “was he also a writer” “You bet” was the response, “he wrote a big check.”

# Mark Your Calendar!

April 2–5, 2008 • Orlando, FL

## CPCU Society's 2008 Leadership Summit

### Witness Leadership in Action!

Plan to be a part of this distinguished gathering of CPCU Society leaders and insurance industry professionals. Open to all volunteer leaders.

This unique event will feature:

- Society business meetings
- A brand-new leadership development schedule with greater flexibility and convenience.
- New specialized chapter leader workshops.
- CPCU Society Center for Leadership courses (previously known as NLI), including new courses designed for chapters and interest group leaders. Open to all Society members.

Visit [www.cpcusociety.org](http://www.cpcusociety.org) in early 2008 for the latest information.

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