



Chartered Property Casualty Underwriters

Central Arizona Chapter
of CPCU Society



Central Arizona Chaptergram

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November I-Day Program 2005 Educate, Celebrate, Collaborate!

Thursday, November 17, 2005

8:00am – 1:00pm

(Separate CE session, 1:00pm – 4:00pm)

Scottsdale Hilton

6333 N. Scottsdale Road

Scottsdale, AZ

There is still time to register for I-Day 2005! This year's committee led by I-Day Director, Lisa Ronzo, and I-Day Chairperson, Ken Sanders has put together an exciting program, from the opening Keynote Speaker through the afternoon CE session.

GENERAL SESSION - Dr. Robert Hartwig, CPCU, CPCU, Senior Vice President and Chief Economist for the Insurance Information Institute.

Extreme Makeover:

Insurance Edition

The property/casualty insurance industry is in need of an "extreme makeover" if it hopes to sustain current levels of profitability. This presentation will provide a comprehensive overview, outlook and critique of performance of the p/c insurance industry with a focus on Arizona markets. Areas of discussion include what the industry is doing right and what it is doing wrong in terms of its major profit drivers: underwriting, pricing, expense management and

investments. Trends across all lines and for specific coverages will be reviewed, including reinsurance markets. Also discussed will be recent regulatory and legislative developments affecting insurers and consumers nationwide. The destructive power of the insurance cycle will be examined and recommendations will be provided for insurers in need of an "extreme makeover" necessary to avoid the boom and bust cycles of the past.

CONCURRENT SEMINARS - This year's breakout sessions include:

- **The 8 Characteristics of Awesome Insurance Professionals**, presented by Carl Van, President & CEO of International Insurance Institute, Inc.
- **Who do You Trust? Insurance Broker Selection, Evaluation, and Compensation**, presented by William J. Kelly, Director of PricewaterhouseCoopers LLP, Insurance Risk Management Solutions Practice.
- **Evidence Based Approach to Treating Injuries**, presented by Dr. Preston Long, PhD. Chiropractor, and author of Insider's Guide to Combating Quackery and Winning the War Against Pain.
- **Cyber Risk**, presented by Michael J. Highum, CPCU, Vice President of Operations for McGowan Insurance Group.

"Yesterday I dared to struggle.
Today I dare to win."

~ Bernadette Devlin

PRESIDENT: Kevin Norton, CPCU
EDITOR: Karen O'Carroll, CPCU

LUNCHEON PROGRAM – This year’s luncheon speaker will be Kevin McCabe, FSN Arizona sportscaster. Kevin McCabe is a well-known television sports personality throughout the state of Arizona after working at television networks in Phoenix, Tucson and Flagstaff for the past 23 years. A graduate of Northern Arizona University, he was named the top TV sports reporter in Phoenix by the Arizona Republic in 2002 and joined FSN Arizona in 2003.

CONTINUING EDUCATION PROGRAM – Danette Key, CPCU will present the afternoon session, focusing on Personal Lines Underwriting and covering credit scoring, catastrophe underwriting and the effects of Rita and Katrina. This session will be filed for continuing education credit for the State of Arizona.

Visit <http://www.azcpcuiday.org> for more information.

PRESIDENT'S NOTES

As I write this article, I am at the CPCU Annual Convention in Atlanta, Georgia. Along with welcoming our Chapter’s 21 new designees, I am attending continuing education seminars taught by some of the best insurance people in the industry. The new designees are enjoying their time in Atlanta as a reward for their many years of hard work and study.

Once I return from Atlanta, our 50th Anniversary Celebration and I-Day are not far behind. Many of your fellow members are working hard to bring you two great events. The 50th Anniversary event is a

celebration of the people who have made this a great professional organization. I-Day offers another in the succession of the many fine Industry Days we have sponsored over the years. I-Day also gives us the chance to officially welcome our new designees. This day would not happen without the help of the many fine insurance organizations in the Valley.

I hope to see many of you at both of these events in November.

Kevin Norton, CPCU

Officers and Directors

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Good Works and The Sunshine Club



We will be collecting miniature travel size toiletries at I-Day. These will be packaged for the homeless and distributed during the holidays. Our chapter does this each year. We will also accept monetary donations to purchase additional toiletry items.

Separately, as a follow up to further support the efforts of Packages from Home (our October charity), we are asking all members to write "Dear Soldier" letters to be sent to the troops. These will be collected at I-Day and given to PFH to forward. Diana Dean-Spurgeon will continue to collect any cards or letters until Dec 2, which is the cut-off date for shipping from PFH.

From the PFH website: Soldiers really enjoy letters from people back home. It is uplifting to them to hear who you are, how your day went, and why you support them. Address your letters "Dear Soldier," "Dear Marine," or "Dear American Hero" etc. If you'd like a reply from the soldier, you are welcome to attach a self addressed return envelope (no stamp needed), and be sure to include a blank piece of paper in the envelope for him/her to use to reply to you. A reply is NOT guaranteed as they are, after all, fighting a war! But we've found that many do try to reply, especially if you help them out with the return envelope and paper. Please note: All letters WILL be inspected to assure content is not subversive or anti-American. (You don't need to put a stamp on the envelope, as they are allowed to send mail for free from a combat zone.) The cut off date for this project is Dec 2nd.

There will not be a drawing for a gift certificate at I-Day.

Insuring Your Success

Renew Your Membership and Continue to Enjoy Benefits

The Society's 2006 Membership Renewal Campaign is underway. By now, you should have received your membership renewal notice in the mail. Renewing your membership will provide you with continued access to all the Society's membership benefits, including timely technical education workshops, professional development courses, chapter leadership opportunities, career management resources, and ethics awareness resources. Renew your membership online or by mail, phone, or fax. For information, contact the Society's Member Resource Center at (800) 932-CPCU, option 4, or membercenter@cpcusociety.org.

The Society member dues are \$160, and Central Arizona Chapter's dues have been increased from \$110 to \$120. This increase in our Chapter's dues reflects inflationary changes and increased meal costs, and allows us to continue to provide continuing education classes and quality luncheon programs.

Central Arizona Chapter's 50th Anniversary



By now you should have received your ticket confirmation, so please join us as we celebrate the 50th Anniversary of:

The Central Arizona Chapter of CPCU

Wednesday, November 16, 2005
5:30 – 9:30 pm

Arizona Historical Society
Museum at Papago Park
1300 North College Avenue
Tempe, Arizona 85281
(outdoors, weather permitting)

If you have any questions, please contact:

Anita Z. Johnson, CPCU
480-293-6512

anita.z.johnson.bcfl@statefarm.com

We look forward to seeing you at this fun-filled celebration that you will not want to miss!

I-Day 2005 Sponsors:



The Central Arizona Chapter of CPCU gratefully acknowledges our 2005 I-Day sponsors whose financial support directly contributes to the success of our program.

Premier Sponsors:

Scottsdale Insurance Company
SCF of Arizona
State Farm Insurance Company

Executive Sponsors:

Arizona School Risk Retention Trust
Nautilus Insurance Company

Primary Sponsors:

Colony Insurance
EMC Insurance
Farmers Insurance Group
Markel Southwest Underwriters
Mesirow Financial

Associate Sponsors:

Federated Insurance
The Mahoney Group
International Insurance Institute, Inc.
Jobing.com
Minard-Ames Insurance Group



Phoenix, Arizona 85064
PO Box 44196

SOCIETY
Central Arizona
CHAPTER



New Designee Luncheon

On October 4, 2005, the Chapter's Officers and Directors hosted a luncheon at Sam's Café in Phoenix to personally welcome our New Designees to the Chapter. A big thank you to our New Designee Director, Lynne Lovell, CPCU for coordinating the luncheon and assisting our New Designees. They will also be recognized and honored at I-Day 2005, so please welcome them to our Chapter. You will recognize our new members because they will be wearing a special New Designee ribbon. The following New Designees will be recognized at I-Day 2005:

Irene D. Acedo

State Farm Insurance Companies

Maria G. Amparan

United Services Auto Association/USAA

Chris A. Band

Federated Mutual Insurance Co.

Bradley W. Bell

Frontier Adjusters, Inc.

Kathleen M. Brown

Farmers Group

Eugene F. Calahan Jr.

CIBA Insurance Services, Inc.

Ellen M. D'Andrea

State Farm Insurance Companies

Katherine Daughenbaugh

FBL Financial Services

Christopher P. Devine

AMICA Mutual Insurance Company

George Friehe

Hilb Rogal & Hobbs Company

Patrick Griffith

State Farm Insurance Companies

John Larry Jamison

Farmers Insurance Group

Paula M. Koroso

State Compensation Fund of Arizona

Jon McNay

State Farm Insurance Companies

Seth Miller

Allied Group Insurance

Myron W. Mophew

Federated Mutual Insurance Co.

Jeffrey L. Olsen

Century Insurance Group

Aaron Hal Portnoy

American Family Insurance

Arlynn Deanna Stoddard

United Services Auto Association/USAA

William C. Wilder

American Family Mutual Insurance Co.

Meredith L. Wildes

Liberty Mutual Insurance Group

Kimberly O. Wisch

State Farm Insurance Companies

Upcoming Events

November 16, 2005

Central AZ Chapter's 50th Anniversary Party
AZ Historical Society
1300 N. College Ave.
Tempe, AZ

November 17, 2005

All Industry Day!
Scottsdale Hilton
6333 N. Scottsdale Road
Scottsdale, AZ

December 21, 2005

Noon – Luncheon Meeting
Phoenix Country Club
2901 N 7th St
Phoenix, Arizona 85014

Visit Our Chapter's Website www.azcpcu.org