

**ASSOCIATION OF INSURANCE COMPLIANCE PROFESSIONALS**  
**GREAT LAKES CHAPTER MEETING**  
**August 7, 2003; 12:00 pm**  
**MAGGIANO'S LITTLE ITALY – SCHAUMBURG, ILLINOIS**

**Welcome, Introduction**

President, Fred Gigliotti

Fred thanked everyone for attending the meeting. First timers were asked to get up and introduce themselves; and there were 5 Life and Health members in attendance. For his last time as President, Fred introduced Chapter Officers, past officers, Regional Director, and past National AICP officer, Deb Matthews in attendance.

**Call to Order Roll Call/Determination of Quorum**

Secretary, Sue Hiller

Secretary, Sue Hiller, called the roll and reported that a quorum was met. President Fred Gigliotti then called the meeting to order.

**Reading of the Policy Statement on Pricing Activities**

Fred Gigliotti

**Minutes of Last Meeting**

Sue Hiller

The minutes of the 3/10/03 meeting, held in conjunction with the chapter Education Day, were sent to all members by e-mail prior to today's meeting. First, Sue asked if all members in attendance had indeed gotten them via-e-mail. Everyone did. One minor change was to be noted with respect to the Georgia Governor "firing" the Consumer Advocate as opposed to "filing" him. A motion was made and seconded to approve the minutes, as amended, from the 3/10/03 meeting. The minutes were approved as submitted.

**Treasurer's Report**

Treasurer, Mike D'Ambra

A copy of the current report were on each table, and given to all officers. The chapter account balance at the National register as of June 30, 2003 was \$11,784.13. A series of 4 deposits were made since then, as well as a debit to guarantee a group room at Coors Field for the Great Lakes chapter event during the Annual Conference in Denver. All outstanding discrepancies mentioned in past reports have been resolved. The balance as of today, August 7, 2003 is \$10,242.13.

Education Day: It was not a profitable event. We lost about \$3000 due to unexpected expenses from Regulator Travel (airfares instead of driving, staying longer than expected) and lower than expected attendance (54 attendees). Some discussion ensued. Fred explained that he had expected about 100 attendees due to the excellent nature of our program, as well as the regulators that would be speaking. Mike has separate E-day worksheets that are available for all to look at.

A motion was made and seconded to approve the Treasurers report. It was approved as presented.

**President's Report**

Fred Gigliotti

- **Chapter Guidelines** - The Great Lakes officers have referred a version of our guidelines to the National President. Regional Director, Penny Kilberry has advised that some additional minor edits are needed. We hope to have them in place and available on the website by the next chapter meeting.
- **Attendee Gifts** - National Conference: Chapter has expended \$500.00 towards cost of Attendee Gift @ Annual Conference

## Regional Director's Report

Regional Director – Penny Kilberry

*Synopsis of AICP Executive Board and Board of Directors meeting held on April 26-27, San Antonio, TX and July 25-27, Portland, Oregon. **Penny briefly addressed the following items***

- AICP continues to develop strong relationships with regulators, and there have been several successful meetings with departments (New York, Oregon, Washington) to explain AICP's purpose and the need for regulators to stay involved.
- Joel Ario is first Commissioner that has become an AICP member.
- Copies of the agenda from the OR and WA meeting are available.
- Annual Conference in Denver 9/21 9/24: This is the first year that attendees will not get big huge binders of all handouts but instead will be able to download and print the handouts for the specific sessions that they are attending. Attendees will have access to such handouts via the AICP website.
- Annual Conference: Opening night reception will have light appetizers and cash bar, and tables will have placards for chapters to identify themselves.
- 2004 Dues are increasing from \$150 to \$175.
- Next Board of Directors Meeting will be held in Denver in conjunction with the annual conference.

## Old Business

President – Fred Gigliotti

Great Lakes Education Day: As stated earlier, we took a loss at this event. Some problems were that New York and Louisiana regulators canceled the day before, and had to scramble to set up a teleconference. It is to be determined if we will have another in two years. A lot of work is involved and more than just a few volunteers are needed. 20 dedicated people are needed to make an event like this a success.

A suggestion was raised as to whether we need to survey our members as to why they could not come, and get their thoughts on such E-days for the future. That was considered but then it was determined that factors such as: smaller chapter membership at present time (167), tighter company budgets, the war in Iraq, company downsizing and the very busy time of the year could have been attributed to the attendance. Hotel expenses were very reasonable, so that was not a factor.

New ideas for the future: Maybe setting up web conferences where presentations (Powerpoint) can be viewed via the internet. This would help those who cannot travel to a central location for a meeting; make use of new technology.

## New Business

President – Fred Gigliotti

Joanne Burns, Immediate Past President, presented the following:

**Nomination Committee Report-** Past President. We have a slate of competent and dedicated members. Immediate Past President- automatically goes to Fred Gigliotti; President will be filled by current Vice-President, Pam Sampey; nominee for Vice-President is current Regional Director, Penny Kilberry; nominee for Secretary is Mike Hollar, and nominee for Treasurer is current Treasurer, Mike D'Ambra. Ballots will be sent to all members via e-mail next week.

**Chapter Activity – Annual Conference:** Chapter is renting the 'Warning Track' field level private room at Coors Field for our get together. Event is open to all Great Lakes members and guests. There will be a food buffet, unlimited soft drinks and cash bar. Everyone will also get a commemorative pin and cup. Limited number of member only tickets are available for \$30, guests for \$63. 6 regulators from various states are also attending.

**Motion For Annual Conference Sponsorship:** A motion was moved and seconded to be a National Conference Sponsor at the \$750 level. Motion was adopted. This will get our name on website, Journal, an announcement made during one of the general sessions at conference. (Note: Our chapter will not be donating to silent auction this year)

## **Filing News for Members (Open session for members to share information)**

Illinois Filing Fees have doubled

***BREAK FOR LUNCH UNTIL 1:45***

**Speaker**

President – Fred Gigliotti

Ms. Patricia Pippert, of P<sup>2</sup> Enterprises, a Training and Organizational Development company, was introduced immediately following lunch. Pat presented a session on 'Coaching Basics'. In conjunction with a handout, her interactive and light discussion focused on what it takes to be an effective coach and how to deal with different kinds of staff that a manager or other trainer/mentor would be coaching. In essence, Pat's presentation shed light that there is no one way to be a coach, because your style would need to change based each person's individual needs or the direction you would like to send them in. In this presentation, staff can be categorized in three different groups: Super Star, Middle Star, and Falling Star. A good coach also needs to solicit feedback on his or her coaching styles. Pat provided a template form that can be used when evaluating coaching staff, which helps ensure that you, the coach, give the 'coachee' what direction they may want or need. The coach needs to make sure of the 1) Importance certain skills are to the 'coachee' as well as 2) how well do they feel you're currently demonstrating the skill. In closing, Pat explained that the keys to being an effective coach are: 1) Active listening, 2) Building confidence; and 3) Encouraging Self Discovery.

Fred thanked Pat for her presentation today, and reminded all that Pat's business cards were available for those who might be interested in additional information. If you are interested in contacting Pat, her email address is [peesquared@aol.com](mailto:peesquared@aol.com).

**Special Presentation**

Joanne Burns

As this is Fred's last meeting as Chapter President, Joanne presented Fred with a gift of an engraved cigar box/humidor as thanks for all of his years of dedication and direction (and, a great Coach!) as both President and Regional Director.

**Closing**

Pam Sampey

Name tags, please leave them at the end of the hall, but we do need someone to pick up the responsibility for maintaining these for the chapter. Deb Matthews advised that Larry Wilk (formerly of Kemper and who used to do this) now works for her at Old Republic. She will see if he might want to pick this up again.

A thank you to Raina Brichetto of NAI for being the Host Company for this meeting. Next meeting: is tentatively scheduled for November (Wisconsin? And maybe with the Wisconsin Insurance Department ?). Kate Manthey of Secura has volunteered to be the Host Company and will work with Pam Sampey to coordinate it. However, others can feel free to volunteer for future meetings! There is no money out of any members or companies pockets to coordinate the meeting; it is all reimbursed by the chapter.

Fred also thanked all the current and past Board members for all their help during the years he has worked with them. Diane Zaborowski of Zurich also has done a great job as New Member Coordinator. Fred also looks forward to seeing everyone that will be attending the annual conference.

The meeting was adjourned at 2:45 pm.