



Association  
of Insurance  
Compliance  
Professionals

## GREAT LAKES CHAPTER MEETING MINUTES

November 14, 2008

### **Call to Order**

The Great Lakes Chapter meeting of the Association of Insurance Compliance Professionals (AICP) was called to order at 11:55 am at Maggiano's Little Italy in Schaumburg, Illinois, with the President, Vice-President, Past President, Secretary and Treasurer present.

### **Policy Statement**

Steve LeHew read the Policy Statement.

### **First Time Attendees**

Several first time attendees were present. All attendees are listed on the handout distributed at the meeting. Welcome to all!!

### **Introductions**

Steve LeHew, President, introduced the Chapter Officers in attendance:

Mike Hollar, Vice President  
Penny Kilberry, Past President  
Kate Manthey, Secretary  
Larry Wilk, Treasurer  
Lea Stokes, Regional Director

### **Speaker**

Randy Ramlo, President and Chief Executive Officer of United Fire Group, gave us an overview of lessons learned regarding disaster recovery. Both the home office in Cedar Rapids, Iowa and the Galveston, Texas regional office suffered extensive damage from flood and hurricane, respectively.

The fun began in Cedar Rapids on June 11th. The river was expected to crest at 21.7 feet, just under the arches of the bridges that connected downtown Cedar Rapids. After moving some stored items from the floor of the basement onto pallets, the 800-numbers were forwarded to the Texas, Louisiana and Colorado regional offices and the office was evacuated, as most of the downtown area was required.

Within 24 hours, the remote disaster recovery site in another part of the city was up and running, with systems fully recovered. A rush order of PCs was made, and for those who were unable to work from home, two 6-hour shifts of 105 people per shift were setup in the recovery site to maintain operations. This meant that 2-3 people shared desks and computers.

Two days later, the river finally did crest at 31.1 feet, well over the road surface of the bridges.

On June 21, people were allowed back into the downtown office to reclaim whatever was salvageable. Many were hoping to recover personal mementos and pictures from their desks, only to find that many had been destroyed. Cleaning and decontamination followed.

The downtown Cedar Rapids office was just open for business again (August 31st) when Hurricane Ike hit the Galveston shore on September 12th. In all, 19 Cedar Rapids employees and 26 Galveston employees faced significant or total loss to their own homes.

### ***Disaster Lessons Learned:***

- Many people have their own binders of notes on 'how things are done'; these become invaluable and one of the first things sought out in a disaster
- In a true crisis, find your true leaders; they're not necessarily the people shown on the org charts
- Have a list of contact people in the city/cities where you have operations

- Know your vendors and their backup/disaster plans; who will work with you in a time of crisis?
- What's in your basement – internet/phone/electrical hookups, major equipment, historical documents? Know your true risk
- In terms of historical documents, find the critical 10% in storage and put it into a more permanent/backed-up format before disaster strikes
- Regarding phone service, how many lines really come into the business, whether they're actively used or not?
- Regarding internet service, work with your vendor to ensure that your temporary setup does not result in messages with IP addresses that come across as spam

### ***Challenges during crisis:***

- Remote user connectivity/Citrix licenses – ensure that people are able to log in and have access to high-speed connections that enable them to work from a remote location
- Make sure your product is of the same quality, no matter where it physically comes from; his example were local printers that printed invoices with an amount due in a black box, instead of the shaded box that printed with the home office printers
- Realize that job descriptions mean little in times of crisis; you do what you have to do
- Make sure that all phone/fax lines can be rerouted successfully; realize that you will have a greater volume at the switchboard because of hotlines/increased call volumes during the crisis
- Also make sure that voicemail can be retrieved from offsite, so that people/customers don't get a message that something is 'wrong'

### ***Keys to success:***

Help your employees help the company:

- Set up an 800 number strictly for employee communications
- Keep up to date information on the website and in your printed materials
- Have a phone tree with cell phone numbers, so that people can be tracked down in case of emergency
- Cover basic needs for those who come in to work at the recovery site; United provided food during the various shifts and bus transportation for employees to/from the site

Also keep in mind that your emergency recovery site might not be as 'perfect' as it was when you initially set it up, especially when it comes to technology issues. Make sure it has the right 'stuff' in it.

### ***Changes made when it was all over:***

- The internet connection was replaced with a satellite version
- Critical operations were moved above the first floor of the building
- Electrical and other hookups were moved to the 2nd floor and higher
- UPS/mailing/incoming mail scanning operations were moved to the 3rd floor (after determining that the equipment weight could be supported)

It was a very enlightening presentation, both from a business operations perspective and a personal perspective.

### **Reports**

- Secretary – Kate distributed the minutes of the June 20, 2008 meeting. With no comments or corrections, they were approved as distributed.
- Treasurer – Larry Wilk reviewed the treasurer's report, which included \$7022.01 in revenue and \$3970.46 in expenses for a balance of \$19,082.95, with the caveat that expenses are still being settled out for the Georgia Aquarium event during annual conference. This report will be placed on file for audit.

### **Regional Director Report**

Lea Stokes shared that a [lengthy] planning meeting of the AICP board was conducted after annual conference. More information will follow as chapters and committees work toward their annual charges.

## **Unfinished Business**

None

## **New Business**

- Conference highlights – Lea
  - Over 780 attended annual conference in Atlanta, including 176 first timers and 126 regulators (5 of whom are commissioners)
  - Many AICP committees could use some help in meeting their goals; please consider participating
- E-Day planning is in full swing. The date will be Thursday, March 26, 2009 at the American Family campus in Madison, Wisconsin, with a social event the night before at the Crowne Plaza. Although the registration form will not be complete with speaker information until early-mid January, a block of rooms has been secured at the Crowne Plaza at the rate of \$104+tax/night.
- Expiring Chapter officer terms – at the 2009 annual conference, new officers will be sworn in for the Vice President, Secretary and Treasurer positions. Please talk to a current/past officer if you're interested! Being involved in your chapter's leadership does not require a great deal of time, and the AICP needs your new ideas!
- Information on new laws, regulations, or filing information - none
- Open positions – none
- Fred Gigliotti of the Scholarship Subcommittee is looking for assistance in promoting AICP and it's scholarship through publications and journals to various colleges. Anyone interested should contact Fred at [Fred\\_Gigliotti@rlcorp.com](mailto:Fred_Gigliotti@rlcorp.com). (Note: there is an underscore between Fred's first and last names.)
- A thank you went to Great Lakes members who volunteer their time as leaders or members of AICP, at both the chapter and national levels. There were many in the room! As you consider your involvement in our organization, feel free to ask questions of current volunteers!!

## **Raffle**

Three names were drawn for some AICP goodies at the end of the meeting. Winners were:

- Laura Lemke – portfolio bag
- Don Harrison – cap
- Jennifer Mastalerz – business card case

## **Adjournment**

The meeting was adjourned at 2:40 pm. The next meeting will be our E-day on March 26, 2009.