



Association
of Insurance
Compliance
Professionals

GREAT LAKES CHAPTER MEETING MINUTES

March 7, 2008

Call to Order

The spring meeting of the Great Lakes Chapter of the Association of Insurance Compliance Professionals (AICP) was called to order at 11:45 am at Old Republic Insurance Company in Chicago, Illinois, with the President, Vice-President, Secretary and Past President present.

Policy Statement

Steve LeHew read the Policy Statement.

First Time Attendees

First time attendees included:

- Tom Drucker, of RLI Corp.
- Danielle Curry, of Zurich NA
- Phyllis Rakittke, of Lincoln General Insurance Co
- Paula Kunkel-White, of North American Company for L&H
- Gayle Lovorn, of North American Company for L&H

Welcome to all!!

Introductions

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

Mike Hollar, Vice President
Kate Manthey, Secretary
Penny Kilberry, Past President

Unfortunately, schedule conflicts prevented attendance of Jim Morgan, Treasurer.

Awards

Steve LeHew presented Larry Wilk, of Universal Casualty Company, with the Outstanding Chapter Volunteer award, for all of his efforts at our Chapter functions, including organizing name badges for attendees at this and many prior events.

Steve then presented Penny Kilberry an award for all of her hard work and dedication to AICP, both through volunteer efforts at the national level and her steadfast support of our Chapter.

Speaker

Bill Bonham of MRA filled in for Cheryl Lucas-DeBerry and did a great job of making us aware of the time wasters in our daily work. Some major ideas:

- 'Lean' is a mindset – it focuses on improving whatever you touch
- The norm is that 60%-70% of our time at work is non value-added. Our customers pay for this!
- Doing what you're supposed to be doing can be very different from doing a good job.
- Time wasters happen any time a lower priority takes over a higher priority.
- The difference between management and leadership? You manage things, you lead people.
- Leaders find better ways to do something – they are our change agents.
- The #1 job of any leader: develop the staff. Especially by modeling the correct behavior.
- 90% of mistakes are due to poor communication.
- Ineffective processes can lead to inefficient people.
- Treat your space and your time as your most valuable resources.

Moral of the story: always think – 'what is the best use of my time right now?'

Reports

- Secretary – Kate distributed the minutes of the December 6, 2007 meeting. With no comments or corrections, they were approved as distributed.
- Treasurer – Mike Hollar reviewed the treasurer's report, which included \$1045.01 in revenue and \$4215.04 in expenses for a balance of \$16,640.67. This report will be placed on file for audit.

Regional Director Report

Mary Keim shared the following news with us:

- Our last Chapter meeting with the McCarran-Ferguson webinar was a great success. Raina Bricchetto indicated that the vendor used to coordinate the session was very helpful.
- National conference (October 5-8 in Atlanta) will have only ½ day of sessions on Wednesday.
- The proposed National Bylaws changes have been approved.
 - National has updated the Model Officer Handbook and is asking chapter leadership to verify that our chapter handbook is in compliance. Revised guidelines include:
 - A member may not run for more than one national office in any election
 - A member may not be considered a member of more than one chapter for membership purposes
- Regulator networking:
 - One chapter had a regulator reception during Annual Conference in Portland.
 - A lot of discussion is going on regarding arranging more face-to-face activities with regulators.

Unfinished Business

None

New Business

- Mary Keim's term as Regional Director ends at Annual Conference in October. Very shortly, we will have a call for nominations for our next RD. Mary outlined some of the duties of this position:
 - It is a two year term (it takes the first year just to 'figure things out!')
 - Attendance is required at the quarterly national board meetings. One of these meetings is held in conjunction with Annual Conference.
 - There is a stipend that is provided toward travel to 3 of the 4 meetings; the meeting held during Annual Conference is generally expected to be picked up by the employer.

The nomination schedule follows:

- April 15 – call for Nominations
- June 15 – Nominations Close.
- July 26 – Slate presented to the Board
- August 1 – Call for elections
- September 1 – Elections close.
- September 3 – Results communicated.

This is an excellent way to better understand the function of the AICP and the coordination of Chapters and National leadership. Please consider running as our Chapter representative.

- We need to organize our chapter activity during Annual Conference. This will be a question on the meeting feedback survey; additional suggestions can always be forwarded to Mike Hollar at Michael.Hollar@asc.aon.com.
- Information on new laws, regulations, or filing information:
 - Fred Gigliotti made a comment regarding terrorism form filings. He found that IL will not charge filing fees if the notices are filed as informational only filings. This can be very important when looking at retaliatory fees! Barbara Blackowicz indicated that MD wanted their filing fees of \$125 anyway. Fred's experience was that MD didn't want disclosure notices filed, so he withdrew them and saved \$250.
- There were no new positions open for discussion.
- An E-Day is being planned for March 2009. We are looking for volunteers, and this will be another question on the meeting feedback survey. Please add your name to the survey if you would like to help, or forward your contact information to Michael.Hollar@asc.aon.com.

Announcements

- Jim Morgan has been appointed national treasurer, to become effective March 8, 2008. The current national treasurer, Charley Whiffen, is resigning due to a career change.
- Larry Wilk will succeed Jim Morgan as Great Lakes Treasurer. His term will start March 8, 2008.
- Fred Gigliotti encourages any interested party to submit an application for one of the three \$1000 scholarships awarded. Scholarship application materials are due May 1, 2008:
 - Must be a full time student, as defined by the accredited school
 - First 1 ½ of the program complete with a cumulative GPA of 2.75 or greater
 - Undergraduate or Graduate studies
 - Must be enrolled in an insurance, or business-related program of study
 - AICP membership not required

Details regarding the Scholarship Program may be found at
<http://www.aicp.net/careercenter/scholarship.cfm>.

Raffle

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

- Jodi Woods, of Old Republic – AICP bag
- Judy Mehm, of Unicare – AICP bag
- Tom Drucker, of RLI Corp – AICP card holder

Adjournment

The meeting was adjourned at 1:45 pm.