



Heartbeat

Association of Insurance Compliance Professionals

Heartland Chapter Officers:

President:

Wade Sheeler
Grinnell Mutual
Wsheeler@grmc.com

Vice President:

Katie Gurnett
Physicians Mutual
Katie.Gurnett@pmic.com

Treasurer:

Eric Westman
AmerUs Life Insurance Co.
Eric.westman@amerus.com

Secretary:

Shawna Greenway
Farm Bureau Financial Services
Sgreenway@fbfs.com

Director:

Tricia Brock
Principal Financial
Brock.tricia@principal.com

Regional Director:

Connie Doud
Farmers Mutual Hail Insurance
Connie@fmh.com

2002 Annual Conference

Special Activities

- **Chapter Meeting – Sunday, Sept 29th @ 3:30 PM (location to be announced)**
- **First Timers Session**
- **Welcome Reception**
- **GALA Event—AICP's Bandstand Blast**
- **Special Guest—Diane Koken, Pennsylvania Insurance Commissioner**
- **AICP Annual Business Session**
- **Regulator Roundtable**
- **Regulator One-on-One**
- **Silent Auction**

Adam's Mark
Philadelphia

September 29, 2002 through October 2, 2002

(215) 581-5000

1-800-444-ADAM

For more information on the hotel and its amenities, feel free to visit their website at www.adamsmark.com



Philadelphia, Pennsylvania



Inside this issue:

Prez Says SERFF	2
New Member Spotlight Nebraska E-Mail Filing	3
Welcome New Members Congratulations	4
Code of Ethics Member Spotlight	5
Secretary's Report	6
Treasurer's Report	7
State News	8
Official Ballot	9

Prez Says...by Wade Sheeler of Grinnell Mutual

It is hard to believe that fall is upon us and school has started again. Time does certainly fly.

The Heartland Chapter had a great meeting on August 2nd when we met in the Amana Colonies of Iowa. Steve Buhr from Aegon brought us up to "speed" on speed market initiatives that the NAIC is currently working on. Our second speaker was Marvin Knoot who presented a lively presentation on the "Fish Philosophy". It was certainly fun and entertaining. Those of you who missed the meeting certainly missed an enjoyable afternoon and a delicious meal.

(Continued on Page 2)

Prez Says...(Continued)

I had the pleasure of presenting the President's Award to Connie Doud. The officers of the Heartland Chapter want to thank Connie for her long time involvement and commitment to the AICP.

I want to remind everyone of the 15th Annual AICP Conference coming up in Philadelphia. You will find information about this event elsewhere in the Heartbeat. We certainly hope that you will join your other chapter members for this event. There will be a short social meeting on Sunday afternoon at the headquarters hotel.

With the conclusion of the Annual AICP Conference, my term as the President of the Heartland Chapter will come to a conclusion. I have certainly enjoyed serving as President of the Heartland Chapter. Thank you very much for giving me this honor. The officers (Katie Gurnett, Eric Westman, and Shawna Greenway) have been great officers to work with.

I would also like to thank Jean Swanson and Jacque Ryan for their work on the Heartbeat, Stacie Baker for her help in organizing our programs, and Chris McGillis for her efforts on behalf of membership. All of you have been great.

As my parting words, I encourage each of you to get involved in your Chapter. You will have the opportunity to meet many wonderful individuals and form long lasting professional and personal friendships.

Have a great fall!

Wade E. Sheeler, President
Heartland Chapter



SERFF's new web based interface makes it even easier to become a SERFF user. All you need is your Internet browser. Look at the states using SERFF for the review of rate and form filings.

- ⇒ 49 states and D.C. accepting filings
- ⇒ 48 states accepting P&C filings, 32 accept ALL Lines
- ⇒ 45 states accepting Life filings, 31 accept ALL Lines
- ⇒ 35 states accepting Health filings, 27 accept ALL Lines

SERFF

Go to www.serff.com and click on the "Participation—States" link for current information on each state.

New Member Spotlight...by Daniel Pongratz of National Indemnity Company

I was born and raised in Los Alamos, New Mexico, home of the atomic bomb and Los Alamos National Laboratory. My father was born in Nebraska and mother was born in Rhode Island. They met in Virginia while my father was at graduate school at University of Maryland. They came to New Mexico to work for the laboratory and my father is still employed there. My mother has retired from being the assistant superintendent of the local school system.

I went to Creighton University in Omaha. I graduated with a degree in physics, mathematics, and philosophy, so clearly I was destined for law school. However, I shirked my destiny for a year while I worked as a graduate assistant at the laboratory at home. I worked on space environmental issues related to the Global Positioning System satellites. I presented numerous talks but my ego was continuously bruised by being around so many people smarter than myself. So

I decided to rectify that by going to law school.

I attended the University of Nebraska at Lincoln's law school and graduated with honors. With a great deal of luck and determination I began my career at National Indemnity Company in May of 2001 as an underwriter. I transferred in February to our compliance unit and have been serving happily ever since.

Outside of work my life is much less interesting, which, I

suppose, is saying something. I am unmarried with no decent prospects of changing that status in the near future. I just recently bought a house, an experience that fills me with both joy and terror. I enjoy reading trashy science fiction novels and watching my body atrophy from disuse (also known as watching television and messing around on the computer).

Nebraska E-Mail Filing...by LeAnn Hammer of Nebraska Department of Insurance

This is the second article about making Life and Health filings in Nebraska. In this article alternatives to regular mail filings are discussed.

In Nebraska, a company can make Life and Health filings by Regular Mail, E-Mail, Fax, Computer Disc, CD, and SERFF. Regular mail filings will be discussed in this article. E-Mail, Fax, Computer Disc, CD, and SERFF instructions and helpful hints will be in other articles.

E-Mail Filings:

Filings can be made by e-mail to lifehealth@doi.state.ne.us under the following conditions:

1. Documents are in Microsoft Word (doc) or Adobe Acrobat (pdf) format and can be printed
2. Company will accept an e-mail note that the filings were approved (instead of mailed stamped copies)
3. If a retaliatory fee is due, the company mails the fee to the Department with a copy of the original cover letter.

To make an e-mail filing attach the following to an e-mail note:

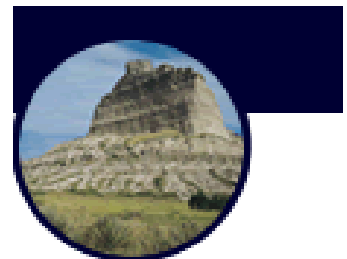
1. Cover letter. Be sure to mention that a retaliatory fee is due and is being mailed.
2. Nebraska Life/Health Division Filing Forms (one correctly completed for each form filed)
3. Forms
4. Actuarial Memorandum

5. Rates
6. Supporting documentation

The reasons an e-mail filing may be rejected are:

1. Department cannot print the forms
2. Forms are not in "doc" or "pdf" format
3. The numbers on the cover letter, forms and filing forms do not match
4. No cover letter attached
5. No filing forms attached
6. Filing forms incorrect
7. No forms attached
8. Retaliatory fee not mentioned in the cover letter

" Filings can be made by e-mail to lifehealth@doi.state.ne.us"



Welcome New Members

Welcome to these new members who have joined in the past year.

Greg Fopma

Lois Alexander

Sheila Andrew

Tom Baker

Terry Bogard

LeAnn Hammer

Patty Johnson

Stacy Koron

Tammy Lohman

Roger McLendon

Douglas Moody

David Schmidt

Dan Pongratz

Sally Althoff

Erika Atkins

Beverly Barber

Jack Casper

Kim Haring

Edward Kelley

Julie Lee

Jennie McCartney

Jennifer Richardson

Patricia Sanabria

John Spiels

Annette Walsh



Congratulations....

Connie Doud is the first recipient of the Heartland Chapter President's Award. Wade Sheeler presented this award to Connie at the August 2nd meeting.

Connie is a long time member of our chapter and has served in a variety of offices, including serving a term as President. Currently, she is serving as Regional Director for the AICP. Congratulations Connie and thanks to you for your dedication and service to the Heartland Chapter.

Sandra Makela, Berkley Risk Administrators Company, LLC; Shawna Greenway, Farm Bureau Financial Services; and Connie Doud, Farmers Mutual Hail Insurance Company. Picture taken at AICP Strategic Planning in Northbrook, Illinois.

Association of Insurance Compliance Professionals

Code of Ethics

The AICP is dedicated to promoting regulatory competence and awareness for the improvement of regulatory compliance within the insurance industry. In furthering this objective each member should maintain high ethical standards and assume a personal obligation to exercise self-discipline in promoting regulatory compliance. This Code of Ethics applies to all members. AICP Members:

- Monitor the insurance regulations affecting the products they offer;
- Cooperate with others to improve regulatory compliance within the framework of established rules and regulations;
- Exercise personal and professional integrity and objectivity in regulatory dealings;
- Encourage others in the insurance regulatory environment to act responsibly;
- Share regulatory knowledge and expertise with other members;
- Comply with the letter and spirit of all antitrust laws governing the regulation of insurance;
- Act in a manner that will promote respect for the insurance industry;
- Demonstrate excellence in discharging their regulatory responsibilities;
- Abstain from professional decisions influenced by or that may imply a conflict of interest; and
- Practice high standards of regulatory competence for the benefit of the companies we represent, the states that regulate our industry and the clients we serve.

Member Spotlight...by Katie Gurnett of Physician's Mutual

Katie Gurnett, Policy Approval and Compliance Coordinator for Physicians Mutual Insurance Company has been in the industry for almost 20 years. She started as a rate analyst for Omaha Property and Casualty in 1983 and progressed to a forms analyst for personal auto, homeowners, boatowners, umbrella and mobile homeowners products. Katie made the move to Life and Health and moved "up the hill" to Mutual of Omaha in 1997. She was involved with individual life, health and annuity, as well as group health. In April 2002, Katie again made a dramatic move and started working for Physicians Mutual Insurance Company in their Government and Industry department where she is involved in filing products and compliance issues for personal health, life and annuities.

Katie's family consists of her husband, Pat and four children – Jenny (20), Bob (18), Tim (16) and Becky (14). She is originally from Colorado and even after living in the flatlands for 24 years, still misses the mountains. Katie indicated that IF she had any spare time for a hobby, she would enjoy reading more and learning how to make quilts – she's hoping for that spare time to come her way within the next 10 years or so.

*Katie Gurnett will
be the Heartland
Chapter President
for 2003*

Secretary's Report...by Shawna Greenway of Farm Bureau Financial Services

AICP Heartland Chapter Meeting

Friday, August 2, 2002

The Ox-Yoke Inn, Amana, Iowa

Lunch followed by program featuring:

- Steve Buhr, Chief Compliance Officer, AEGON/Life Investors – Speed to Market Initiatives
- Marvin "The Fish Man" Knoot, "Fish Philosophy"

Business Meeting followed program beginning at 3:32 PM

- The meeting began with President **Wade Sheeler**, welcoming special guest, **Tom Tomlinson**, Bituminous Casualty. Tom is from the Great Lakes Chapter and is past-national president of AICP. Wade also welcomed new member **Daniel Pongratz** of National Indemnity.
 - Reading of the policy statement, President Wade Sheeler
 - Motion by Wendy Winders to approve the minutes from the May 31, 2002 meeting, as published in *Heartbeat*; second by Carol Greif; motion carried.
 - Treasurer's report by **Eric Westman**
 - The chapter has between \$11-12,000 in the checking account
 - Reason we don't have a specific figure is that the expenses from the May meeting have not yet been submitted. There was also an issue with having our deposit from that meeting credited by national. That has now been resolved.
 - A membership rebate of approximately \$1700 will be coming soon.
 - The chapter will be permitted to purchase CD's beginning in September. Eric recommends this. Please contact him if you wish to discuss further.
 - A motion by Connie Doud; seconded by Tricia Brock to approve the treasurer's report. Motion carried.
 - Regional Director **Connie Doud** gave her report:
 - Membership committee is working on a new brochure to encourage membership and recognition
 - A reminder to vote on the by-laws and national officers
 - Registration for the fall conference in Philadelphia is now on-line. Conference is 9/29/02-10/2/02. Registration kits are being mailed this week.
 - Upcoming national meetings:
 - 2003 – Denver, CO
 - 2004 – San Diego, CA
 - 2005 – New Orleans, LA
 - Results of the strategic planning session will be presented at national meeting
 - The new membership directory is ready and will be mailed soon.
 - Connie has one more year in regional director term. Members are encouraged to think about it and can contact Connie for more details. Service requires a statement of support from your company.
 - Membership committee, **Chris McGillis** – Some discussion regarding contacting new members. Chris and Wade will discuss this further and develop a plan for maintaining a list of new members and sending a welcome letter.
 - Program report by **Stacie Baker**, program chair. AmerUs will host the 2/03 meeting, possibly at the art center in Des Moines. Seeking volunteers for the May and August meetings. We try to have these planned a year in advance.
 - Publications, **Jean Swanson** welcomed **Jacquie Ryan** as new co-editor of the *Heartbeat*. Articles may be submitted to either Jean or Jacquie. Need within two weeks for the next issue. (Jryan2@aegonusa.com) or (swansonjl@aol.com)
- Electronic mailings are going well and saving a lot of postage. (Continued on Page 8)

Treasurer's Report by Eric Westman of Amerus Life Insurance Co.

August 28, 2002

To: Officers, Directors, & Members of the Heartland Chapter Association of Insurance Compliance Professionals

Treasurer's Report

Income:

Our total income this year is an exceptional \$3,346.07. The Chapter has averaged almost \$1,100 in income per meeting this year, showing excellent attendance at our meetings.

Expenses:

We incurred \$3,200.85 in expenses year-to-date. Our meeting expenses are in line with our income, and we expect to minimize our postage expenses next year as we begin to e-mail our newsletter.

Net Income:

The 2002-year to date net income is \$145.22, and our cash balance is \$11,851.39.

Other News:

There are a few items that have not shown up in our income or expenses yet that will show up shortly; we will receive a membership rebate of approximately \$1,700, and bank charge reimbursement of about \$150. We will incur silent auction expenses of about \$400, and some national meeting expenses for food or drink of about \$300. Based on this information, my estimate is at the end of the year the Chapter's balance will be approximately \$13,000. This is an increase of well over \$1,000 from the beginning of the year.

I discussed purchasing six-month Certificate of Deposit (CD) at the August Chapter meeting, and found general support for purchasing a CD for \$5,000. All officers have supported this initiative. My intention is to purchase a CD as soon as they are available in order to boost our interest earnings. CDs should be available this fall. If anyone has any comments or questions regarding this option, please let me know.

Heartland Chapter Association of Insurance Compliance Professionals

For the Period 1/1/02 to 8/13/2002

Cash Balance, 1/1/02

\$11,706.17

Income:

Membership Rebate	\$ -
January Meeting	\$1,060.00
May Mtg.	\$1,590.00
August Mtg.	\$ 625.00
Interest Earnings	\$ 71.07

Total Income:

\$ 3,346.07

Expenses:

Postage	\$ 217.60
Awards	\$ 74.52
Gift Certificates/Speakers	\$ 500.00
Printing Expenses	\$ 22.58
January Mtg/Des Moines	\$ 778.04
May Mtg/Omaha	\$1,405.60
Aug Mtg/Anamosa	\$ 458.15
AICP National/Silent Auction	\$ -
Reception/National Meeting	\$ (255.64)

Total Expenses:

\$3,200.85

Net Income For The Period

\$ 145.22

Cash Balance, 8/13/2002

\$11,851.39

Secretary's Report (Continued)

- Other Business (Wade Sheeler):
- *Food Drive*: Wade reported that the food drive for the May meeting resulted in a donation of 57 pounds of food to the Omaha food bank. Today's donations will go to an area food bank. Only one person remembered (thanks Katie!).
- *Silent Auction*: Katie Gurnett moved and Wendy Winders seconded a motion to spend up to \$500 on a donation to the silent auction held at the national meeting. Motion passed. Some discussion regarding potential items.
- Wade presented the President's Award to **Connie Doud** in recognition for service to the AICP Heartland Chapter and the industry.
- Vice President **Katie Gurnett** will take office as Heartland Chapter President following the national meeting October 2.
- *Officer Nominations*: Carol Greif moved and Chris McGillis seconded the motion to approve the following nominations. Motion passed:
 - *Shawna Greenway, vice president*
 - *Eric Westman, treasurer*
 - *Jean Helm, secretary*
 - **Tricia Brock**, immediate past president will prepare and send a ballot to the membership.
- Tom Tomlinson shared a few thoughts on speed to market:
- Ohio has an application on-line to query checklist requirements. Take a look and contact Tom with your thoughts.
- Certifications – some states are very particular and may suspend a filer from submitting filings for a year for incorrect certification.
- Motion to adjourn was made by Wendy Winders and seconded by Connie Doud. Motion passed.

Respectfully submitted,
Shawna Greenway, FLMI
 AICP Heartland Chapter Secretary

State News

Oklahoma:

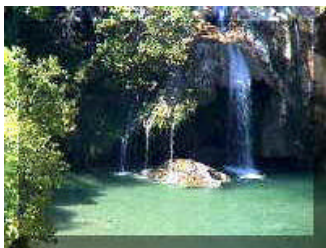
Order No. 02-0765-PRJ, exempts commercial property and casualty policy forms from the prior approval process. Now it is a "File and Use" process requiring filing 30 days before using. Oklahoma has also published:

Bulletin PC 2002-03 - Terrorism exclusions

Bulletin PC 2002-04—Warning regarding IRPMS

Bulletin PC 2002-05—Newly enacted legislation including filing fee increases

Bulletin PC 2002-06—New and amended regulations



Turner Falls Park; Davis, Oklahoma

*Details of these
bulletins can be found
on the Oklahoma
website at
www.oid.state.ok.us.*

Official Ballot...by Tricia Brock of Principal Financial Group

The following members of the Heartland Chapter of the Association of Insurance Compliance Professionals have been nominated to serve as officers of the Heartland Chapter for the 2002-2003 year.

President:

Kathryn Gurnett
Physicians Mutual

Vice President:

Shawna Greenway
Farm Bureau Financial

(write in candidate)

Secretary:

Jean Helm
Principal Financial Group

write in candidate

Treasurer:

Eric Westman
AmerUs Life

(write in candidate)

Please vote by marking an "x" directly above the nominee's name for the appropriate office or you may write in a candidate of your choice. You may photocopy this page with your votes and mail to Tricia Brock at Principal Financial Group (711 High Street, Des Moines, Iowa 50392-1170) or send an e-mail message to Tricia at brock.tricia@principal.com with your candidate choices.

Association of Insurance Compliance Professionals



Association
of Insurance
Compliance
Professionals

AICP
11250 Roger Bacon Drive
Suite 8
Reston, VA 20190-5202

Phone: (703) 234-4074
Fax: (703) 435-4390
Email: aicp@aicp.net

AICP DOI Alert Service:
alertdoi@aicp.net

WE'RE ON THE WEB!
WWW.AICP.NET

Mission Statement

The Association of Insurance Compliance Professionals serves the insurance compliance community by promoting relationships, exchanging information, and providing learning opportunities within a dynamic regulatory environment.



Editor's Note...by Jacquie Ryan of AEGON USA & Jean Swanson of Resource Insurance Consultants

We wanted to take this opportunity to thank everyone for ideas, articles, and input for this issue of the Heartbeat.

The information contained in the newsletter is complete and accurate to the best knowledge of each contributor. The Association, however, assumes no responsibility. Readers are advised to confirm all information through alternative sources.

Jacquie Ryan & Jean Swanson
Editors

Editors:

Jacquie Ryan
AEGON USA
4333 Edgewood Road NE
Cedar Rapids, IA 52499

(319) 369-2419

Jryan2@aegonusa.com

Jean Swanson
Resource Insurance Consultants
2828 S. 87th Street; Suite 104
Omaha, NE 68124

(402) 391-6356

SwansonJL@aol.com
