



**25** Years  
1985 - 2010

## 14th Annual New England Chapter Education Day

**Friday, May 14, 2010**  
Marriott Providence Downtown  
**Providence, RI**

**Registration Fee includes:** breakfast, lunch, two refreshment breaks and giveaways

Members  
\$160\*

Non-Members  
\$190

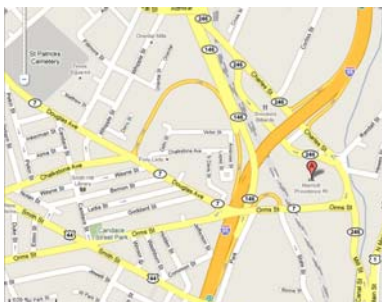
Registration form and payment must be **received** by **May 5, 2010**

\*If you are an unemployed AICP member currently seeking employment you may be able to attend at a reduced amount - please contact Barbara at 877-277-3004 for additional information

### Highlights include:

- Registration and continental breakfast, followed by opening remarks
- Breakout sessions on a multitude of relevant topics
- Networking Lunch with Keynote Speaker Joseph Torti, Superintendent RI Insurance Regulatory Division
- Regulators from the following states have been invited to attend: CA, CT, FL, MA, MD, MO, NH, NJ, NY, PA, RI and VT
- Opportunity to submit questions to Regulators on the Hot Topics panel
- Special celebration of the AICP's 25<sup>th</sup> Anniversary
- Access to some of the insurance industry's top exhibitors and consultants, who will be available throughout the day to meet with you and demonstrate their premium products and services
- New attendees – want to be paired up with an experienced attendee for some introductions and a friendly lunch partner? Fill out the information on the registration form and we will look for a sponsor for you.

**Please complete and submit your registration today. Space is limited to the first 200 registrations received. All registrations must be received by May 5, 2010!!!**



[Click here for driving directions](#)

### Accommodations:

Marriott Downtown Providence  
1 Orms Street, Providence RI 02904  
Tel: 866-807-2171

<http://www.marriottprovidence.com/>

Please note negotiated rates are \$129 single or double occupancy. Mention Association of Insurance Compliance Professionals. To secure reduced rate you must book by **April 29, 2010**.

# AICP New England Chapter 14<sup>th</sup> Annual Education Day Registration Form

## Registrant Information

Registrant:		Telephone:	
Registration:	<input type="checkbox"/> Member \$160 <input type="checkbox"/> Non-Member \$190	Line of Business:	<input type="checkbox"/> Property & Casualty <input type="checkbox"/> Life & Health <input type="checkbox"/> Both
Company:			
Email address:			
Special needs (please indicate any special dietary or other needs):			
Session Choices (please review the agenda and description of the sessions. Select one from each session group):			
Session I: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3		Session II: <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6	
Session III: <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10		Session IV: <input type="checkbox"/> 11 <input type="checkbox"/> 12 <input type="checkbox"/> 13 <input type="checkbox"/> 14	
New Attendee Looking for a sponsor? Check Here: <input type="checkbox"/>			
Seasoned Attendee willing to be a sponsor? Check Here: <input type="checkbox"/>			

## Payment Information (please note: payment must be received by May 5, 2010)

<b>Payment by check:</b>	<input type="checkbox"/> Check enclosed <input type="checkbox"/> Check to follow, please reserve my space <small>Please note, if you have to wait for your company to cut a check, you may reserve your space at E-Day by e-mailing Brenda Miller at <a href="mailto:bmiller@amica.com">bmiller@amica.com</a>, or sending in the registration form to Brenda at the address below.  <b>All Checks Should Be Made Payable To The New England Chapter - AICP</b></small>		
<b>Payment by credit card:</b>	<input type="checkbox"/> American Express <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard		
	Card Holder:		
	Card Number:	Expiration:	
	Signature:	Date:	

## Speaker Questions

Please submit questions you would like addressed during any of the presentations, but especially for the hot topics sessions. If there is a specific speaker to whom you wish to address the question, please indicate so. (If more room is needed for questions, please attach separate page)

Session/Speaker:	<input type="checkbox"/> P&C <input type="checkbox"/> L&H
Question:	
Session/Speaker:	<input type="checkbox"/> P&C <input type="checkbox"/> L&H
Question:	
Session/Speaker:	<input type="checkbox"/> P&C <input type="checkbox"/> L&H
Question:	
Session/Speaker:	<input type="checkbox"/> P&C <input type="checkbox"/> L&H
Question:	

## E-Day Information

Dress for Education Day is Business Casual.

**CPCU and CLU Continuing Education Credits:** We have filed for Continuing Education credits to be offered to those CPCUs and CLUs who attend Education Day this year. **Questions and completed registration forms and checks should be directed to:**

Brenda D. Miller, Sr. Rate Filing Analyst  
Amica Mutual Insurance Company, P.O. Box 6008, Providence, RI 02940  
Telephone: 800-652-6422   Facsimile: 401-334-6518   e-mail: [bmiller@amica.com](mailto:bmiller@amica.com)

## Cancellation Policy

If you register and then need to cancel your registration, your request to cancel your registration must be received by May 7, 2010 to receive a full refund of the registration fee. If you cancel after May 7, 2010, you will be obligated for the full amount.

# AICP New England Chapter 14<sup>th</sup> Annual Education Day Agenda

7:30 – 8:15 AM		Registration, Mingle Bingo and Continental Breakfast Buffet
8:15 – 8:25 AM		Opening Remarks: Dawn Murphy, New England Chapter President Barbara Panzer, New England Chapter Vice President
<b>8:30 – 9:45 AM</b>		<b>Session I: Concurrent Sessions</b>
	<b>Type of Insurance</b>	<b>Topic</b>
1	Combined	Social Media Networking for Professionals
2	L&H	Suitability & Replacements – An Interactive Workshop
3	P&C	P&C Regulator Hot Topics – States Invited: CA, CT, FL, MA, MD, MO, NH, NJ, NY, PA, RI and VT
<b>9:45 - 10:00 AM</b>		<b>Refreshment Break, Networking and Vendor Meet and Greet</b>
<b>10:00 – 11:15 AM</b>		<b>Session II: Concurrent Sessions</b>
	<b>Type of Insurance</b>	<b>Topic</b>
4	Combined	Privacy and Data Security
5	L&H	L&H Regulator Hot Topics – States Invited: CA, CT, FL, MA, MD, NH, NJ, NY and RI
6	P&C	Market Conduct – Trends the Industry is Seeing and Regulator Focus – Dual Perspectives
11:15 – 11:30 AM		Volunteer Recognition & AICP History Bingo
<b>11:30 – 12:45pm</b>		<b>Lunch &amp; Keynote Speaker, Joseph Torti, Superintendent RI Insurance Regulatory Division</b>
<b>1:00 – 2:15 pm</b>		<b>Session III: Concurrent Sessions</b>
	<b>Type of Insurance</b>	<b>Topic</b>
7	Combined	Top Regulatory Changes in the Last Year
8	Combined	Emerging Legal Issues in the Insurance Industry
9	L&H	Domestic Partnerships, Civil Unions, Same-Sex Marriage – Company Considerations
10	P&C	Credit Scoring – Trends, Industry and Regulator Perspective
<b>2:15 – 2:30 PM</b>		<b>Refreshment Break, Networking and Vendor Meet and Greet</b>
<b>2:30 – 3:45 PM</b>		<b>Session IV: Concurrent Sessions</b>
11	Disability Income	DI Hot Topics – Legislative and Legal Update
12	General	SERFF & Insurance Compact – Updates on Recent Changes & Information on the Future
13	General	Federal Insurance Regulation Update
14	General	Education and Designation Information
<b>3:45 – 4:00 PM</b>		<b>Closing Remarks and Prize Giveaways – Must be Present to Win</b>

### **Session 1 (LOB: Combined) Social Media Networking for Professionals**

Networking has become an integral part of today's business world. Those that are skilled in business networking know how to make an impression on their contacts that is not only positive, but lasting. This session will teach you about how to be effective when networking online using sites such as LinkedIn and Twitter. Presented by: Anthony DeRico, think communications, LLC

### **Session 2 (LOB: L&H) Suitability & Replacements An Interactive Workshop**

Roll up your sleeves for this interactive workshop where we discuss real situations and possible compliance considerations. Presented by Cailie Currin, Currin Compliance

### **Session 3 (LOB: P&C) Hot Topics**

Join our distinguished panel of regulators as they share with you the hot topics affecting Property & Casualty insurance. States invited: CA, CT, FL, MA, MD, MO, NH, NJ, NY, PA, RI and VT

### **Session 4 (LOB: Combined) Privacy and Data Security**

An update on hot topics in the world of privacy and data protection, including: federal data breach legislation, recent regulatory actions, the now-in-force Massachusetts regulations and more. Presented by: Peter Bernstein, Travelers and Debra Hampson, The Hartford

### **Session 5 (LOB: L&H) L&H Regulator Hot Topics**

Join our distinguished panel of regulators as they share with you the hot topics affecting life & health insurance. States invited: CA, CT, FL, MA, MD, NH, NJ, NY, and RI

### **Session 6 (LOB: P&C) Market Conduct – Trends the Industry Sees and Regulator Focus – Both Perspectives**

A panel of market conduct coordinators and regulators offer their perspectives on the current state of market conduct exams. Have the number of exams been increasing? Is the focus different? Learn how these challenges affect the state and industry. Presented by: Dawn Murphy, Hanover Group, Lucinda Woods, Liberty Group, Anne Marie Narcini, NJ

### **Session 7 (LOB: Combined) Top Regulatory Changes in the Last Year**

This session will review the significant legislative and regulatory changes affecting the industry in 2009, as well as an overview on key developments thus far in 2010. Presented by: Kathy Donovan, Wolters Kluwer Financial Services

### **Session 8 (LOB: Combined) Emerging Legal Issues in the Insurance Industry**

Learn about the issues on the horizon and be prepared for what legal challenges may face the industry in the future. Presented by: Charlie Kingdollar, Gen Re

### **Session 9 (LOB: L&H) Domestic Partnerships, Civil Unions, and Same-Sex Marriage – Company Considerations**

Learn about Civil Union, Domestic Partnership and Same-Sex Marriage laws - and how companies treat policy language, sales practices, portability and other issues to address the policy and filing challenges these laws engender. Presented by: Cailie Currin, Currin Compliance and Mehvish Wahla, Hartford Life

### **Session 10 (LOB: P&C) Credit Scoring – Trends, Industry and Regulator Perspective**

An overview of recent changes in law, anticipated legislative activity, and the effect on consumer complaints and filing review relative to the use of credit scoring in underwriting and rating. Presented by: Alex Hageli, PCI and the NH DOI

### **Session 11 (LOB: Disability Income) DI Hot Topics – Legislative and Legal Update**

Hear about the newest developments in the Disability Income market from industry experts. Presented by: Mark Murphy, Custom Disability Solutions

### **Session 12 (LOB: Combined) SERFF & Insurance Compact – Updates on Recent Changes and Information on the Future**

An interactive discussion of the developments at SERFF and the Compact as well as anticipated upcoming changes. Presented by: Kelly McCumber, NAIC and IIPRC

### **Session 13 (LOB: Combined) Federal Insurance Regulation Update**

Learn the status of the various bills regarding the federal regulation of insurance and what may have true impact on the industry in the future. Presented by: John Emmanuel, Edwards Angel Palmer Dodge

### **Session 14 (LOB: Combined) Education and Designation Information**

Ever wonder how to improve your knowledge and make yourself more marketable? Come learn about the various designations and classes available from AICPCU and LOMA. Also learn about AICP designations. Presented by: CPCU, Judy Schott, LOMA and Ann Casillo, ISO