

**Association of Insurance Compliance Professionals
Great Lakes Chapter Handbook**

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Required Elements for Operating Rules

"Operating Rules" is a generic term for the governance framework of an AICP chapter. Other terms may be used so long as the resulting structure for governance is binding upon Chapter operations.

Chapters must include the required elements of the Operating Rules in their operating rules, guidelines or bylaws. Other elements that do not conflict with the national Bylaws are permitted.

Chapter Operating Rules cannot conflict with the AICP Bylaws and are subject to approval by the national AICP Board of Directors. Any changes to the Operating Rules must be submitted to the AICP national Board of Directors for approval prior to implementation.

OPERATING RULES FOR THE GREAT LAKES CHAPTER OF THE ASSOCIATION OF INSURANCE COMPLIANCE PROFESSIONALS

ARTICLE 1. NAME & PURPOSE

Section 1.1 Name

Subject to approval by the AICP Board of Directors, the name of the organization is Great Lakes, and shall be referenced herein as the "Chapter".

As used herein, all references to the "Association" or "AICP" shall mean the national Association of Insurance Compliance Professionals.

Section 1.2 Purpose

The Chapter's purpose is to provide educational and professional development opportunities to its members in the area of insurance regulatory compliance, including education and training with respect to statutes and regulations which govern insurance rates, rules, forms and general compliance issues.

The Chapter may take any and all action consistent with this purpose, including, but not limited to, sponsoring, conducting, or participating in research and educational activities for the benefit of the insurance community within the geographic area served by the Chapter.

Section 1.3 Chapter Not Separate Legal Entity

The Great Lakes is not itself a separate legal entity; it's a subdivision of the AICP. All obligations and assets are those of the Association of Insurance Compliance Professionals.

ARTICLE 2. MEMBERSHIP

Section 2.1 Membership

Membership of the Chapter shall be comprised of all active members in good standing of the AICP whose work address is within the defined geographical area of the Chapter. However, for an unemployed or retired member, home address shall determine Chapter affiliation.

Adopted: May 17, 2013

Each Chapter member must remain a member in good standing of the AICP. Forfeiture of membership in the AICP will automatically terminate membership in the Chapter. No person may be a member of more than one Chapter.

Section 2.2 Rights of Members

Any Association member may attend any Chapter Meeting.

Only Chapter members shall have the right to make motions at Chapter meetings, to vote in Chapter elections, and to hold elective office within the Chapter.

Retired Members may not hold elective office within the Chapter.

Section 2.3 Property Rights

No member shall have any right, title or interest in any property or assets, including any earnings or investment income, of the AICP.

Section 2.4 Liability of Members

No member of the Chapter shall be personally liable for any debts, liabilities or obligations of the Chapter or of the AICP.

ARTICLE 3. MEETINGS OF MEMBERS

Section 3.1 Annual Meeting

The Chapter shall hold an annual business meeting of members for the purpose of electing officers of the Chapter, if not previously done electronically, and for the transaction of such other business as may come before the meeting.

The date, time and location of the meeting shall be designated by the Chapter's Executive Board.

Section 3.2 Special Meetings

Special meetings of the members may be called for any purpose, unless otherwise prescribed by the Chapter's Operating Rules.

Special meetings: (1) may be called by the Chapter President or (2) shall be called by the Chapter's President or Secretary at the request of a majority of the Chapter's Executive Board or (3) at the request of 5% of the membership. Such request shall state the purpose or purposes of the proposed meetings.

Section 3.3 Notice of Meetings

Written notice of any meeting of members, stating the time, place, and purpose thereof, shall be delivered by mail or electronic means to each member at least ten (10) calendar days before the date of the meeting.

Section 3.4 Presence at Meetings

For any meetings of Members, presence shall be defined as personal appearance. However, if approved by the President, telephonic or electronic appearance shall also be permitted. If telephonic

and/or electronic means of communication is/are utilized, all participating Members must be able to communicate with each other during the meeting.

Section 3.5 Quorum at Meetings

A quorum shall be the presence of 10% of the Chapter's membership, unless a deviation is approved by the Chapter and National boards.

Section 3.6 Voting

Voting of Members shall be permitted in person, by mail or by electronic means unless otherwise indicated by the Board. On all voting matters, each Member is entitled to one vote. Unless otherwise required by these Operating Rules voting matters shall be decided by a majority vote.

ARTICLE 4. CHAPTER OFFICERS

Section 4.1 Designation of Officers

The Chapter shall have an Executive Board ("Board"), consisting of a President, a Vice President, a Secretary, a Treasurer, a Regional Director, and a Past President. The Board may also include the Chapter's Regional Director.

The Chapter may elect such other or additional officers as it deems appropriate. Officers shall be members of the Chapter in good standing.

Section 4.2 Duties of Officers

The duties of the President, Past President, Vice President, Secretary, and Treasurer are as follows:

4.2.1 President

The President shall perform all duties customary to the office; shall perform such other duties as may be prescribed by the Board; shall, with Board approval, appoint from the membership Chairpersons of committees as may be required; and shall preside at all meetings of the membership.

4.2.2 Past President

The Past President shall perform such duties customary to the office and which the President or Board may assign.

4.2.3 Vice President

The Vice President shall perform such duties as may be assigned by the President or Board and shall become President upon expiration or termination of the President's term of office.

4.2.4 Secretary

The Secretary shall keep a full and accurate record of the proceedings of all meetings of the Chapter membership and Board; shall direct the distribution of notices and agendas for all such meetings; and shall take the roll at Board meetings; and shall perform such other duties as may be assigned by the President or Board.

4.2.5 Treasurer

The Treasurer shall be responsible for all funds of the Chapter, shall present an accounting of the same to the Annual Meeting of the Chapter and shall perform such other duties customary to the office as may be assigned by the President or Board.

Section 4.3 Compensation

The Board shall serve without compensation for services rendered to the Chapter.

Section 4.4 Election and Term of Office

If the Chapter is new, the initial President shall be elected with the other officers by the Chapter members at the Chapter's organizational meeting.

The Vice President, Secretary and Treasurer shall be elected by the Chapter's members. The President and Past President need not be elected, as the incumbent Vice President and President, respectively, shall succeed to the offices of President and Past President upon expiration of their predecessors' terms. However, should the office of the Vice President be vacant, or be filled in accordance with the provisions of 4.6.3, then the position of President shall also be placed on the ballot and be voted on in the same manner as those of Vice President, Secretary and Treasurer.

The term of office for Chapter officers shall be for such period as may be established by the Board, not to exceed two years, and shall run from the end of the Association's annual meeting immediately following such election.

Section 4.5 Removal of an Executive Board Member

If a Board member ceases to qualify for membership in this Chapter, the President (or Vice President, in the event the President ceases to qualify for membership) shall declare a vacancy to exist. If a Board member does not perform the duties prescribed by the Chapter Operating Rules or violates the Code of Ethics of the Association, the Board member's service in the position may be terminated at a meeting called expressly for that purpose. Written notice must be given to all Board members at least ten (10) days prior to the meeting. Removal shall require the approval of three fourths (3/4ths) of the voting Board members. The Board member who is the subject of the vote shall not be entitled to vote on his or her proposed removal from office.

Section 4.6 Vacancies

A vacancy or impending vacancy in any office may be filled for the balance of the term, as follows:

4.6.1 President

Vice President shall succeed to the office of President.

4.6.2 Past President

The preceding Past President shall succeed to the Office, or the Board may, at their discretion, appoint a past president from the membership to fill the empty Board position.

4.6.3 Vice President

In the event of a vacancy, or if the Vice President assumes the position of President as described in 4.6.1, the President, with the consent and approval of the Board, shall appoint a successor to serve . The appointed Vice President shall not automatically succeed to the position of President, but may be added to the ballot for President for election by the membership.

4.6.4 Secretary, Treasurer

The President, with the consent and approval of the Board, shall appoint a successor to serve.

4.6.5 Re-Election

The President and Vice President shall not be eligible for consecutive re-election to the same office. The Secretary and Treasurer are eligible for consecutive re-election subject to the discretion of the Board. However, the Secretary and Treasurer may not serve more than six consecutive years. Notwithstanding the foregoing, the Board may waive this six year term limit if it determines there is no replacement available.

ARTICLE 5. COMMITTEES

Section 5.1 Committees

The Board may establish such standing or special committees as may be deemed advisable or necessary to further the interests of the members of the Chapter. Membership on such committees shall be from among any members of the Chapter.

The President, with approval by the Board, may appoint, direct and terminate chairs of committees as the needs of the Chapter require. The Board may disband a committee if the need for such committee no longer exists.

Each committee shall either keep regular minutes of its meetings or shall prepare a report of its meetings. Each committee shall also deliver the minutes or report to the Board at its next business meeting.

Section 5.2 Term

Membership on a committee, subject to 5.1, is without limitation as to term.

ARTICLE 6. MEETINGS OF CHAPTER EXECUTIVE BOARD

Section 6.1 Regular Meetings

The Board shall hold meetings as necessary during each calendar year. Meetings may be held in conjunction with Chapter meetings or separately. The Board shall meet at such times and places as may be determined by action of the Board, by call of the President, or by written request of a Board member.

Section 6.2 Notice of Meetings

A written notice of the time and place of all meetings of the Board shall be delivered by mail or electronic means to each Board member by the Secretary or other Board designee. Advance notice shall be given as promptly as possible but at least 5 days before the meeting.

Section 6.3 Presence at Meetings

For any meeting of the Board of Directors, presence shall be defined as personal appearance. However, if approved by the President, telephonic or electronic appearances shall also be permitted. If telephonic and electronic means of communication is/are utilized, all participating members of the Board of Directors must be able to communicate with and hear each other during the meeting.

Section 6.4 Quorum and Voting

At meetings of the Board, the presence of the majority of the Officers shall constitute a quorum. Except as may, otherwise, be provided in these Operating Rules, each member of the Board shall be entitled to one vote.

Except, as otherwise provided in these Operating Rules, the affirmative vote of a majority of the Board members present shall be required for Board action.

Section 6.5 Action Without a Meeting

No meeting need be held by the Board to take any action, provided all of the voting members of the Board shall consent in writing to such action, and such written consent is filed with the minutes of the proceedings of the Board.

For purposes of these operating rules, "written consent" includes, without limitation, consent by mail or electronic means.

ARTICLE 7. CHAPTER FUNDS

Section 7.1 Use of Chapter Funds

The Chapter shall use its funds only to accomplish the objectives and purposes specified in these Operating Rules, and no part of these funds shall inure or be distributed to the members of the Chapter.

Section 7.2 Payment of Expenses & Reimbursement Requests

Payments for expenses and reimbursement requests require the approval of two Board members. If the expense is for payment to a member of the Board, then this person cannot be an approver for his or her own expense. An expense report, with accompanying receipt(s), is required for reimbursement.

Budgeted expenses are deemed to have two Board Member approvals provide that (1) the expense is included in a budget that has been approved by the Board, (2) the expense is for the budgeted purpose, and (3) the expense is within the budgeted amount.

ARTICLE 8. MISCELLANEOUS

Section 8.1 Chapter Positions

Statements made by Officers or members shall not purport to be by, or on behalf of, the Association, its Board of Directors, the Chapter, its Board or any committee unless in accordance with authority given and procedures determined in each instance by the Association Board of Directors.

Section 8.2 Policy Statement on Antitrust and Speaker Disclaimer

The Association is organized to promote the common interests of its members and members of the insurance compliance industry by promoting relationships, exchanging information and providing learning opportunities in a dynamic regulatory environment. In furtherance of this objective, the Association is committed to operating within the letter and spirit of all applicable federal and state laws, including antitrust laws.

The opinions, statements and information provided by any speaker are solely those of the speaker and do not represent the views or positions of the AICP, its members, officers, directors, sponsors or agents.

This policy statement shall be read by the President or other Officer at the beginning of all Chapter meetings.

Section 8.3 Notices

Notices to the Board and members of the Chapter shall be by electronic means to their e-mail or by regular mail to the postal address as listed in the books of the Association.

Electronic notice is complete when sent; mailed notice is complete when mailed by postage-paid mail.

Section 8.4 Amendments

These Operating Rules may be amended by the affirmative action of two-thirds (2/3rds) of the voting members of the Board at a meeting of the members of the Board called for that purpose, or by voting by mail or electronic means. The notice calling any such meeting shall contain a copy of the proposed amendments to these Operating Rules.

The members of the Chapter shall be entitled to initiate a petition of the Board to amend these Operating Rules by delivering to a member of the Board then in office a petition approved by the number of members equal to a quorum as set forth in Section 3.5. Action by the Board shall be taken on the members' petition at the next regular or special meeting of the Board in the manner set forth in this Section 8.4.

Adopted amendments to these Operating Rules are subject to approval by the Association Board of Directors.

Section 8.5 Waiver of Notice

Whenever any notice is required to be given under the provisions of law, under these Operating Rules, or under any other organizational documents of the Chapter, a waiver thereof by the person(s) entitled to such notice, whether before or after the event giving rise to such notice, shall be deemed equivalent to the giving of such notice. A person's attendance and participation at any meeting for which

Adopted: May 17, 2013

notice was not properly given shall constitute a waiver of the notice, unless such person specifically objects to the notice given at the start of such meeting.

Optional Organizational Descriptions

Successful Chapters of the AICP have found that their organizations benefit from additional descriptions of functionalities and committees as a part of their Operating Rules. Sample optional descriptions for addition to the Operating Rules or Chapter administrative rules are included below.

These optional descriptions are not inclusive of all possible variations at the Chapter level. Regardless, Chapter Operating Rules and administrative rules must be consistent and cannot conflict with the national Bylaws.

Duties of the President

The President is the Chief Executive Officer of the Chapter and performs all duties expected of the office and required by the Chapter's Operating Rules. The President is a member, ex officio, of all committees and has the power to appoint and remove committee Chairs. The President is responsible for the day-to-day operations of the Chapter during his or her term of office. The President shall perform such other duties as may be prescribed by the Board; shall, with the Board's approval, appoint from the membership, Chairs of those committees as reasonably may be required; and shall preside at all meetings of the membership.

General duties of the President include:

1. To provide leadership and direction;
2. To plan Chapter goals and objectives for his or her term;
3. To conduct Chapter meetings, Board meetings, and membership meetings;
4. To respond to the questions and needs of the Chapter's membership;
5. To serve as Chief Executive Officer of the Board; and
6. To succeed to the position of Past President.

Duties of the Past President

The office of the Past President shall be filled by the departing President following the expiration of his or her term. The Past President shall serve as a Board member and as an advisor and historian, and shall perform such other duties as may be prescribed by the Board.

General duties of the Past President include:

1. To serve as an Executive Board member;
2. To be an advisor to the President and to the Board;
3. To perform such other duties as recommended by the Board;
4. To provide a historical reference with respect to the operations of the Chapter;
5. Chair the Past Presidents' Committee, when and if needed; and
6. Chair the Nominating Committee and supervise the Chapter's election procedures.

Duties of the Vice President

The Vice President, if in office, shall automatically succeed to the Presidency at the end of the President's term. The Vice President shall provide assistance to the President in the carrying out of his or her responsibilities, all in a mutually satisfactory coordination effort designed to provide continuity of the

Chapter's administration. The Vice President shall perform the duties and exercise the powers of the President in the President's absence or in case the President is unable or unwilling to serve.

General duties of the Vice President include:

1. To assume the responsibilities of President in the event the President is unable or unwilling to serve in accordance with the Chapter's Operating Rules;
2. To coordinate and direct the activities of committees on behalf of the President;
3. To serve as an Executive Board member;
4. To observe and learn the duties of President;
5. To develop a plan for his or her term as President;
6. To handle such assignments or special projects as directed by the President or the Board; and
7. To chair the Program Committee.

Duties of the Secretary

The Secretary shall keep a full and accurate record of the proceedings of all meetings of the Chapter membership and the Board, shall take the roll at Chapter meetings (if the attendance is not otherwise recorded) and shall perform such other duties as usually pertain to the Office of Secretary. The Secretary's general duties include:

1. To record and distribute accurate minutes of all Chapter meetings;
2. To maintain a complete and accurate minute book;
3. To maintain the Chapter's Operating Rules and keep them current;
4. To supervise the Chapter's elections procedures;
5. To direct the mailing of notices and agendas for Chapter meetings;
6. To serve as an Executive Board member; and
7. To keep the President and Vice President informed of all matters relating to the office.

Duties of the Treasurer

The Treasurer shall be responsible for all funds of the Chapter and perform other such duties customary to the office and which the President or Board may assign. Books and accounts of the Treasurer shall at all times be open to the inspection of any member of the Chapter or any authorized auditor. The Treasurer is responsible for maintaining all financial records of the Chapter. Additionally, the Treasurer is responsible for coordinating financial transactions with the Treasurer and Executive Director of the AICP.

General duties of the Treasurer include:

1. To maintain the Chapter's funds in a fiduciary capacity;
2. To help establish sound financial policies for the Chapter;
3. To interpret financial statements for the Board;
4. To present budgets and financial statements to the Board and to the Chapter membership;
5. To serve as an Executive Board member; and
6. To keep the President and Vice President informed of all matters relating to the office.

Officers' Terms

It is the province of the Chapter to determine the length of the term for each of its officers as limited by the Operating Rules. However, it is **highly** recommended that the Treasurer's term to be no less than 2 years, for consistency and continuity.

Nominating Committee

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A Nominating Committee shall develop a slate of nominees for positions as Officers of the Chapter. The Past President shall serve as the Nominating Committee Chair and shall confer with the Board to determine three-to-four other members to serve on the committee. One of these should be the Vice President, as the Vice President will be working with the new Officers. The committee members should directly contact prospective individuals to determine their interest in and eligibility for the Officer positions. After determining the eligible candidates, the Nominating Committee shall present the nominations to the Board for approval. After approval by the Board, the committee should present the slate to the Chapter membership for their vote. This election may be done electronically or may be done at the annual meeting. The election should be held so that the elected officers take office at the same time the national officers of the Association assume their positions.

Program Committee

This committee is responsible for the education of the Chapter members through chapter meetings and Chapter Education Days. The committee is responsible for coordinating speakers to present topics of interest to the Chapter membership. This committee is responsible for planning chapter meetings and any other chapter functions. This may entail coordinating the date and time of the meeting, securing a host company, setting up a meeting location, and handling any details of the meeting from sending out the meeting notices to arranging for the meal choices. This committee may also be responsible for the education portion of the meeting or workshop, should an education committee not be established.

Duties of Committee Chairs

The Committee Chair is responsible for working with the Board to establish objectives for the committee. The Chair must meet these goals by assigning specific tasks to committee members. The Chair is responsible for monitoring the work of the committee members to ensure that the goals and objectives are being met.

Regular meetings and open communication within the committees are essential. The Chair must realize when a member is not fulfilling his or her duties and may need to take action in order to protect the integrity of the committee. The Chair must keep the Board advised of all committee activities.

Duties of Committee Members

The committee members are responsible for helping to carry out the goals and objectives of the committee. Members should work with the Committee Chair to determine their assignments and responsibilities. They should keep the Chair advised of all activities and should not make decisions without consulting the Chair. They should be included in all meetings and, if a member is unable to participate, they should be sure to consult with the Chair or other member in order to stay informed.

It is important that a member dedicates the time and effort in order to successfully complete his or her assignments; if not, the goals and objectives of the committee may not be realized. Should a member believe that he or she cannot fulfill his or her duties as a committee member, he or she should immediately approach the committee Chair with his or her concerns.

AGENDA/ORDER OF BUSINESS

The Chapter shall have a written agenda for each meeting outlining the items to be discussed. The recommended order of business for the Annual Business Meeting of members is as follows:¹

1. Call to Order
2. Reading of Policy Statement
3. Introduction of Officers and new members in attendance
4. Approval of the minutes of the last Meeting
5. Approval of the Treasurer's report
6. Presentation of the President's report, including a summary of the business transacted by the Board since the last Meeting
7. Presentation of the Regional Director's Report, including a summary as to the AICP Board's activities
8. Unfinished Business
9. New Business
10. Election of Chapter Officers (if applicable)
11. Adjournment.

The Great Lakes Chapter Education Program is either held before or after the meeting depending on the speaker's preference.

CONDUCTING CHAPTER MEETINGS

A. PLANNING

The planning process should start at least three-to-six months before the actual meeting date. This is to allow sufficient time to not only plan a meaningful meeting, but also arrange any guest speakers and a meeting location.

Planning should be conducted by a Planning Committee or host company. Suggestions from the chapter members regarding desired topics of discussion or suggested speaker(s) should be obtained in advance of this planning session. The planning session will probably be conducted by e-mail or phone conference, since chapter officers and/or committee members generally come from different locations in the Chapter's geographical area. The meeting agenda/plan should include, but not be limited to the following:

1. Sufficient time for networking among the membership and guests.
2. Sufficient time for Chapter business to be conducted.
3. Adequate time (at least 3/4 hour to an hour) for the speaker's presentation and a question and answer session.

Follow-up meetings should be conducted as necessary by the Planning Committee or host company to make sure the plan is complete, including a contingency plan should a speaker be unable to attend at the last minute. This is crucial to good planning - never leave without a viable program.

B. NOTIFICATION OF THE MEETING

¹ This order of business is a recommendation only; the Chapter's order of business will be set by the Chapter's Executive Board prior to the meeting. Other meetings may, but need not, follow the order of business presented here. It is highly recommended, however, that an agenda incorporating an order of business be used for every meeting. Many Chapters conduct an educational meeting in conjunction with the Chapter's business meetings. At these meetings, the Chapters can conduct the business meeting after the educational presentation, before the presentation, or may adjourn the business meeting for the duration of the educational presentation, and re-call the meeting to order following the educational presentation.

The chapter membership should be notified of each chapter meeting at least 30-45 days in advance of the meeting date. This will enable them to make travel and lodging arrangements, if necessary, and obtain necessary approvals to attend the meeting.

The notification should include the following as a minimum:

1. Time and date of the meeting
2. Location of meeting, including directions, if needed
3. Cost for AICP members/non-AICP members to attend the meeting²
4. The agenda - note that a good agenda will help sell the meeting and increase attendance.

C. CONDUCTING BUSINESS PORTION OF THE MEETING

Generally the meeting should follow simple parliamentary procedures. Parliamentary procedure is a set of rules for conducting business meetings. These rules help to maintain order and allow the membership to make decisions without confusion. They allow the membership to be heard and enhance democratic rule while providing the flexibility needed to enable a fair hearing for everyone. Finally, they assist in the protection of the rights of the individuals.

1. Call to Order -If a quorum is present, the President or ranking officer can call the meeting to order. If a quorum is not present, the meeting can still be held but it is not an official meeting. What constitutes a quorum should be stipulated in the Chapter Operating Rules.
2. Reading of the AICP Policy Statement - It should be presented to the membership by the person conducting the meeting right after the call to order. This statement must be read at any meeting of the AICP membership.
3. Minutes - Minutes from the last meeting should be distributed to the membership prior to the meeting. Amendments or corrections to the minutes should be made by motions. After discussion, a vote should be called to approve the minutes as read or as amended, whichever the case may be.
4. Report of Officers -This is the time to hear the Treasurer's report of the chapter finances and the Regional Director's report of events on the national level, including recently attended Board of Directors meetings.
5. Committee Reports -Only those committee reports that need to be presented to the general membership should be discussed here. All others should be discussed with the Executive Board/committee prior to the Chapter meeting.
6. Unfinished Business (old business) and Special Orders - Any business left over from a prior meeting or action that was previously tabled in order for business to continue.
7. New Business - New topics to be discussed or assigned to respective committees.
8. Announcements -To inform those in attendance of other subjects or events.
9. Adjournment -The business meeting should end by a vote of those in attendance. This only adjourns the business portion of the meeting as the educational or speaker's presentation does not fall under the Roberts Rules of Order of Parliamentary Procedures.

² The cost can be the same for members and non-members according to chapter desires.

D. CONDUCTING THE EDUCATIONAL PORTION OF THE MEETING:

The following are suggestions as to how one should conduct this portion of the meeting.

1. Pre-Select a Monitor - This person should be selected/designated prior to the beginning of the meeting and will have certain duties to perform as follows:
 - A. Greet the speaker(s), introduce them to the President, if needed, and to other members of the chapter as appropriate.
 - a. Make the speaker feel welcome at the meeting. Remember he/she probably doesn't know anyone.
 - b. Make sure he/she/they are served a meal, if one is being presented to the general membership. Try to sit with or near them during the meal.
 - c. Be available to answer any question(s) the guest(s) may have.
 - B. Introduction of the Speaker(s) - This should be handled by one of the Executive Board/Planning Committee. To make this easier, the speaker(s) should be asked, prior to coming to the meeting, to prepare a simple biographical introduction that can be presented to the membership.
 - C. Questions and Answer Period -(Optional) Since the speaker(s) will not know the names of the membership, the monitor can be used, or one of the Executive Board/Planning Committee, to identify the person(s) asking the question(s) and keep the question/answer period in order.
 - D. Closing the Session - An expression of thanks to the speaker(s) and presentation of any memento(s), if appropriate. Remember: many State Department of Insurance personnel may not be allowed to accept gifts. If you intend on presenting a small gift, ask them if doing so will conflict with any standards they have to maintain.

E. ADDITIONAL INFORMATION

1. Evaluation Forms – It is recommended that each attendee be provided with a Chapter Meeting Evaluation Form. Ask them to complete the form prior to the end of each meeting and turn it in as they are leaving. It is vital for your Chapter members to provide the Planning Committee with input as to what they liked/disliked about the meeting and what they would like for future meetings.
2. Types of Motions:
 - a. Main Motion - introduces subjects for consideration and cannot be made when another motion is before the membership. They must receive a second from another member and then are open for discussion. When sufficient discussion has been held, the motion can be called by "Calling the question", which means the motion must be read as presented/amended. The vote must be held at that time, without further discussion. The motion either passes or fails.
 - b. Supplementary Motions, Amendatory Motions, and Subsidiary Motions -affect the main motion by requesting clarification, amending the motion or affecting a motion that must be dealt with before the main motion can be voted upon.

- c. Incidental Motions - are generally questions of procedure that arise out of motions. They must be considered before the motions themselves.
3. How to present a motion:
- a. Obtain the Floor - address the chair and request to be recognized
 - b. Make your Motion
 - c. Wait for second. If there is no second, the motion dies
 - d. The Chair restates motion by saying "it has been moved and seconded that we . . ."
 - e. Debate over your motion can now take place
 - f. "Friendly Amendments" can be presented by others within the membership, which you must either accept or reject
 - g. When the debate is concluded the Chair or any member can call the question, which evokes the vote.
4. Acceptable types of voting procedures
- a. Voice vote - if undeterminable or if the vote appears to be too close to call, another type of vote can be requested
 - b. Show of Hands Vote
 - c. Ballot Vote
 - d. General Consent Vote -when a motion isn't likely to be opposed, that Chair says "If there is no objection...". Members show their approval by silence. If an objection is raised, the matter must be put to vote.