



# Iowa ChapterGram

## Iowa CPCU Society Chapter

October 2012

[www.cpcu-iowa.org](http://www.cpcu-iowa.org)

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## Upcoming Events

October 18, 2012 11:30 am	Des Moines Botanical Center	Speaker: Angel Robinson, Iowa Insurance Division
November 15, 2012 8:00 am	Des Moines Downtown Marriott	I-Day 2012
December 13, 2012 3:00 pm	Wakonda Club	Speaker: Dr. Robert Hartwig, Insurance Information Institute



CPCU Society Social Media



## Message from the President

We are off to a great start! On August 30, 44 CPCU members and friends gathered at Hy-Vee Hall to package Meals from the Heartland for starving people around the world. Way to go Iowa CPCU Society Chapter! Starting this month, we are kicking off another Good Works project. We will be collecting used cell phones for soldiers. For more details, see the article in this month's ChapterGram.

Our first meeting of the year was September 13 at the Sheraton in West Des Moines. We had 70 people in attendance to listen to Scott Leighter from Farm Bureau speak about fraud and fraud detection. It was a very informative meeting.

Our meeting this month will be on October 18 at the Botanical Center. Our speaker will be Angel Robinson from the Iowa Insurance Division, and she will be giving us an update on what is going on at the division. I hope you can join us for this meeting.

On September 8-11, I had the honor of attending the CPCU Society Annual Conference held in Washington, DC. I was proud to accept our Circle of Excellence Gold Level with Distinction at the Circle of Excellence luncheon. In addition at the conference, I was pleased to host a reception for our 33 new designees. It was a pleasure to get to meet our newest members and I encourage you to get to know our class of 2012.

A great opportunity to meet these new designees will be at our Chapter I-Day. Mark your calendars now for November 15 and plan to attend the Iowa CPCU Society Chapter I-Day at the downtown Marriott.

*We get out of life directly what we put in to it. Jump in!*

*- Connie Doud, President, Iowa CPCU Society Chapter*



[Click here](#) for more photos from our September meeting!

## Meals from the Heartland

On August 30, volunteers associated with the Iowa CPCU Society Chapter assisted at Meals from the Heartland's annual packaging event. This was our third consecutive year sending a CPCU group to assist with this endeavor. This year's group was by far our largest yet with 44 volunteers!

Throughout the weekend packaging event, more than 15,000 volunteers packaged more than 5.1 million meals to fight hunger in Iowa, the United States, and across the world. The scope and magnitude of this event makes it a one of the largest humanitarian events of its kind in the United States! The volunteers had a memorable and rewarding experience while helping to facilitate the organization's purpose of "Feeding the World's Hungry." A photo of our group is shown below. To view more photos from the event, [click here](#).



## Cell Phones for Soldiers

Beginning with our October meeting, and at each meeting thereafter, we will be collecting used cell phones for a program called [Cell Phones for Soldiers](#). Cell Phones for Soldiers was founded in 2004 after Brittany (13) and her brother Robbie (12) heard a news story about an Army Reserve sergeant stationed in Iraq who incurred a \$7,624 cell phone bill calling home to his family in the states. The teenagers pooled their own money to raise the first \$21. They then began collecting change from their friends and held a car wash to raise nearly \$1,000. When they went to open an account for their collection drive, the local bank chipped in another \$500. Shortly thereafter, the local media began reporting what the family was doing and the coverage led to a massive surge in contributions. The family went on to launch "Cell Phones for Soldiers" as a formal 501(c)3 charitable organization with the goal of helping every service member call home for free.

To facilitate their goal, Cell Phones for Soldiers asks for your help by donating gently-used cellular phones. With as many as 369,000 U.S. troops serving overseas, the need is great. To date, the organization has raised more than \$7 million and collected more than 8.3 million cell phones to provide troops overseas with more than 114 million minutes of free talk time. For every donated phone valued at just \$5, Cell Phones for Soldiers is able to provide two and a half hours of free talk time to deployed troops.

## New Designee Spotlight

**Andrew Holland, CPCU, MBA, AIC**  
**Claims Representative**  
**Cincinnati Insurance Companies**



Like many of you, I didn't originally decide to pursue a career in insurance. I originally went to Iowa State University to become a newspaper reporter. Once I got my first job, long hours and low pay caused me to rethink my career strategy (and make a better plan to pay back my student loans!)

I applied to work at Nationwide Insurance in 2005 and worked for their call center for a couple of years. I fell in love with insurance because of the variety and the people in the industry. Wanting more out of my career, I enrolled in the night M.B.A. program at Drake University. At that time, I also found a travel job selling employee benefits for a small company. It was a couple of really busy, but rewarding, years.

I came back to Nationwide in 2009 with my new degree and found my true calling in claims. After some time in the subrogation department, I decided to work in claims and became very active in continuing education, completing the AINS and AIC programs and beginning to lead an AIC study group for younger employees. I found this to be very rewarding, and it was fun to get to know other people in the company and help them achieve professional success.

Missing education and wanting to maximize my career development, I dove head-first into the CPCU exams in the fall of 2011. I took one exam a month and finished my designation in May 2012. It was a hairy few months, but once I finished up my last exam, my career prospects really became apparent.

I recently accepted a new position as a Field Claims Adjuster for Cincinnati Insurance. I was always impressed by their business model and reputation in the industry. I now work in the field and handle personal and commercial lines claims for every coverage the company offers. I work from home and travel a few days a week serving policyholders and claimants face-to-face. This is the most fun I have ever had professionally so I know I have found my calling.

I can't say enough about the CPCU program and how it has impacted my professional life. In a very short amount of time, I learned more about the industry and the way we do things. This is by far the best way to get noticed by employers and make yourself a top-flight candidate for the next great opportunity!

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## I-Day Preview

I-Day 2012 - *Catastrophic Impact* will take place on November 15, 2012 at the Downtown Des Moines Marriott. In addition to a [great lineup of speakers](#), this year's I-Day includes:

- Continental breakfast, sponsored by General Reinsurance and Grinnell Mutual Reinsurance
- **New this year!** Coffee break, sponsored by IMT Insurance
- Luncheon and conferment of our new designees
- Presentation of the Burkhalter Award and the Excellence Award
- Numerous networking opportunities with more than 150 local insurance professionals

As you can see, I-Day 2012 is one event you won't want to miss. [Register today!](#)

## Burkhalter Award

The **Burkhalter Award** is presented to individuals for outstanding achievements and contributions to the insurance industry in Iowa. The impact and effect of the contribution and achievements of the recipient will be recognized and broad based in the community.

The **Burkhalter Award** is designed to recognize people who have made a contribution to the property and casualty insurance industry and their community through civic involvement.

The **Burkhalter Award** is named after Major General Louis D. Burkhalter, Jr. who was the first individual in Iowa to attain the CPCU designation; a charter member of the Iowa Chapter of CPCU; and the first president of the Iowa Chapter. Mr. Burkhalter had a long and distinguished career in the insurance industry, military and through his civic activities.

The fields of achievements to be evaluated include the following:

Promoting the field of insurance within the business community through civic and non-civic activities; achievements beyond primary professional responsibilities; innovation within the industry; specific achievements which benefit the industry; research efforts; volunteer work in the industry and community; and leadership activities in the governmental arena.

### GOALS OF THE BURKHALTER AWARD

- Recognize outstanding service to the community and insurance industry.
- Give community visibility to the recipient and his/her achievements and contributions.
- Generate interest and motivation within the Iowa insurance industry to aspire to this award.
- Contribute to the public image and visibility of the Iowa property and casualty insurance industry.

### YOUR NOMINATION FOR THIS YEAR'S AWARD IS ENCOURAGED

The Iowa Chapter seeks qualified recipients for the prestigious **Burkhalter Award**. If you know of someone who has made an outstanding contribution to our profession and their community, we encourage you to submit a nomination.

### We've made it even easier for you to nominate an individual for the Burkhalter Award!

The nomination form is now online, allowing you to type and click your way through the nomination process. [Click here](#) to access an online application.

The award will be presented at the annual I-Day seminar on November 15.

### Burkhalter Award Recipients

Year	Recipient
2011	Theodore (Ted) D. Lussem
2010	Judith A. Brannon
2009	Dr. Therese M. Vaughan
2008	Larry Matthews
2007	Bruce G. Kelley

[New! Online Application](#)



## Annual Meeting Reception Photos

On September 9, Chapter President Connie Doud hosted 26 new designees, friends, and current chapter members at the Annual Meeting Iowa Chapter Reception. Several photos from the reception are included below. To view these and other photos from the event, [click here](#).



## Find Us On Facebook!

The ChapterGram is a great place to keep up-to-date with the activities of the Iowa Chapter. Did you know we also have a home on Facebook? The Iowa CPCU Society Chapter Facebook page contains information about the chapter, photos, and links to relevant chapter information and events. Become more than just a CPCU member - [become our fan!](#)



**Iowa CPCU Society Chapter**  
24 likes · 5 talking about this

Non-Profit Organization  
The Chartered Property Casualty Underwriters (CPCU) Society is a community of credentialed property and casualty insurance professionals who promote excellence through ethical behavior and continuing education. >

## 2012-2013 CPCU Events

October 18, 2012 11:30 am	Des Moines Botanical Center	Speaker: Angel Robinson, Iowa Insurance Division
November 15, 2012 8:00 am	Des Moines Downtown Marriott	I-Day 2012
December 13, 2012 3:00 pm	Wakonda Club	Speaker: Dr. Robert Hartwig, Insurance Information Institute
January 17, 2013 11:30 am	Des Moines Club	Speaker: Callista Gould Topic: Cocktail & Network Etiquette
February 14, 2013 11:30 am	Glen Oaks Country Club	Speaker: Bob Skow, IIA of Iowa
March 6, 2013 8:00 am	Drake University	Ethics Day
April 18, 2013 11:30 am	Embassy West Jordan Creek	Speaker: John Flahaut Topic: Credit Insurance
May 16, 2013 7:30 am	Des Moines Golf & Country Club	Speaker: Laure Mardis Topic: Investment Management

2012 - 2013 Iowa CPCU Society Chapter Schedule		
September 13	11:30 am	Sheraton - West Des Moines
October 18	11:30 am	Des Moines Botanical Center
November 15	8:00 am	I-Day: Downtown Marriott
December 13	3:30 pm	Wakonda Club
January 17	11:30 am	Des Moines Club
February 14	11:30 am	Glen Oaks Country Club
March 6	8:00 am	Ethics Day - Drake Univ.
April 18	11:30 am	Embassy West - Jordan Creek
May 16	7:30 am	Des Moines Golf & CC

**Update your schedule magnet and save the dates for our 2012 - 2013 meetings. We look forward to seeing you soon.**

## Chapter Meeting

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Date & Time                      October 18, 2012. 11:30 am

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Location                              Des Moines Botanical Center ([map](#))

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Speaker                                Angel Robinson, Iowa Insurance Division

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Topic                                    Updates from the Iowa Consumer Advocate

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### Speaker Bio:

Angel Robinson is the state of Iowa Consumer Advocate for Insurance, located within the Iowa Insurance Division. The Consumer Advocate position aids in consumer protection, education, outreach, and policy recommendations for insurance laws and regulations for Iowa. Ms. Robinson was appointed to the position in the fall of 2008. Prior to working as the Consumer Advocate, Ms. Robinson's passion for advocacy included working at the Iowa Coalition Against Domestic Violence as a lobbyist and later as a member of the staff. In addition to lobbying, Ms. Robinson's legislative background includes working with the Iowa Administrative Rules and Review Committee. Ms. Robinson is a licensed member of the Iowa Bar Association and earned her B.A. from the University of Northern Iowa and a Masters in Public Administration as well as her law degree from Drake University.

To enable us to have an accurate count for food purposes, please mail or e-mail reservations by October 12, 2012 to:

[cpcu-iowa@associationinsight.com](mailto:cpcu-iowa@associationinsight.com)

Make checks payable to:        Iowa Chapter - CPCU

Mail checks to:                      Iowa Chapter CPCU  
c/o Association Insight  
1255 SW Prairie Trail Parkway  
Ankeny, IA 50015

Name(s): \_\_\_\_\_

Company: \_\_\_\_\_                      Total Enclosed: \$ \_\_\_\_\_  
Cost: \$25 per person

To register by credit card, visit our chapter website ([www.cpcu-iowa.org](http://www.cpcu-iowa.org)) and click on the link on the main page under Events.

For questions about the meeting, not concerning reservations, please call Erin Osier at (515) 223-6998.