



Iowa ChapterGram

Iowa CPCU Society Chapter

December 2012

www.cpcu-iowa.org

2012-2013 Officers

President:
Connie Doud
(515) 724-5092
Connie@fmh.com

Vice President:
Erin Osier
(515) 223-6998
eosier@yourcaptive.com

Secretary:
Kim Smetzer
(515) 365-4340
kim.smetzer@marshpm.com

Treasurer:
Rose Nwaturuocha
(515) 508-3386
Nwaturr@nationwide.com

Past President:
Richard Keith
(515) 327-2755
Richard.Keith@theimtgroup.com

Directors

Dalith Wells
(515) 345-2542
Dalith.M.Wells@EMCIns.com

Jon Williams
(515) 225-5706
Jon.williams@fbfs.com

Adam Haugerud
(515) 508-3435
haugera@nationwide.com

Stephanie Wells
(515) 508-2497
Wellss5@nationwide.com



CPCU Society Social Media



Contents

Message from the President	2
2012 I-Day Photos	3
Connections Visits	4
2012 - 2013 CPCU Events Academic Award Winners "Like" Us on Facebook and Win!	5
New Designee Spotlight	6
December Chapter Meeting Food Drive Circle of Excellence Update - Meeting Feedback	7
Chapter Meeting	8

Upcoming Events

December 13, 2012 3:00 pm	Wakonda Club	Speaker: Steven Weisbart, 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

Message from the President

If you weren't able to join us for I-Day you missed an informational treat. I know I learned a lot regarding weather modeling and how it can predict losses in the future. Peter Miller, President of The Institutes, got us up to date on the merger of The Institutes with the CPCU Society and the effect it has on CPCUs. Look for extra information with your 2013 dues invoice about the new benefits available to you.

I want to personally welcome our new designees to our chapter and congratulate them on their accomplishments. We want to thank Peter Miller and David Medvidofsky for conducting the conferment.

Erin Osier presented the Burkhalter Award to Dean Brooks, CPCU, CLU. Dean is an icon in the insurance industry, and was inducted into the Iowa Insurance Hall of Fame in 2007. He has served as an independent agency owner, insurance company executive, educator, expert witness, author, insurance technician, and industry leader in forms development.



I also had the privilege to present the CPCU Excellence Award to Nancy Green in recognition of all that she has done for the insurance industry and promoting CPCU. Nancy has been active in our chapter since she received her designation in 1991. She served as President of our chapter in 2004-2005. Nancy is well deserving of this award.

I would like to thank Erin Osier and her planning committee for delivering a very successful I-Day. Pictures from I-Day are included on page 3 of this ChapterGram, with a link to even more photos as well.

Join us at the Wakonda Club at 3:00 p.m. for our December 13th meeting. We will be collecting donations for the Food Pantry at this meeting. Cash is welcomed as well as non-perishables. Our speaker will be Steven Weisbart, Sr. Vice President and Chief Economist with the Insurance Information Institute.

I hope you and your family have a joyous holiday!

– Connie Doud, CPCU, CCP

“Coming together is a beginning. Keeping together is progress. Working together is success.”
–Henry Ford



I-Day Photos

I-Day was held on November 15, 2012, at the Des Moines Marriott. Many photos are available by [clicking here](#). Use password CPCU (all caps). Several photos are also included below.



Burkhalter Award Recipient Dean Brooks and Chapter Vice President Erin Osier



CPCU Society President David Medvidofsky



Chapter President Connie Doud and Excellence Award Recipient Nancy Green



2012 New Designees with Peter Miller and David Medvidofsky

Connections Visits

A day of Connections Visits began on November 14 with the CPCU Champions Breakfast. Vice President Erin Osier was then joined by Ted Lussem, CPCU Society President David Medvidofsky, and Institutes President and CEO Peter Miller on visits to IMT Insurance, EMC Insurance, Nationwide Insurance, and Grinnell Mutual Reinsurance. Several photos from the day are shown below.



IMT Insurance



Nationwide Insurance



Grinnell Mutual Reinsurance



Grinnell Mutual Reinsurance

Connections

2012-2013 CPCU Events

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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

Academic Award Winners

Those of you who have been following the ChapterGram for the past few months recall that Ted Lussem asked for Academic Award recipients to contact him regarding their awards. Ted heard from three more Chapter members, who received the following:

- Gary Bengtson of GuideOne for CPCU in 1992.
- Tressa Lepley of Grinnell Mutual for Associate in Commercial Underwriting (AU) in 1995.
- Craig Ellyson of GuideOne for Associate in Marine Insurance Management (AMIM) in 2002.

“Like” Us on Facebook and Win!

The Iowa CPCU Society Chapter Facebook page is gaining ground! We are now up above 30 “likes” and hoping to get many more. If you aren’t already one of our followers, now is the time to do so. Each Iowa CPCU Society Chapter member who likes our page on or before December 12 will be entered into a drawing for one of two \$25 gift cards donated by Conroy Insurance, LLC.

Keep in mind, liking us on Facebook simply allows us to share photos from meetings, news of interest to chapter members, and other related chapter business. A few times a month, you will see our postings in your News Feed. Posts you make are not visible to others who are part of the group. So go ahead and like us today - you just might take home a gift card at the December meeting!



New Designee Spotlight

Steven J. Howard, CPCU, SCLA, AIM, AU, API, ARM
Business Center Director
Farm Bureau Financial Services



I am a bit guilty of dragging this program out. I completed CPCU # 1 in 1995 if my transcript is correct. I must have missed that part about personal lines vs. commercial lines as I seemed to have taken both tracks as well as elective courses. Oh well, many events occurred over the years detouring my dedication to this program. My wife and I have been married nearly 37 years. During that time, we moved five times and adopted three amazing children, all while we balanced a life of dueling careers.

I have held many positions with Farm Bureau (FB), always in claims. I started out as a Claims Adjuster nearly 27 years ago back when we still used carbon paper and black & white polaroid cameras for scene investigations. No one used cell phones because they hadn't been invented yet. I must have been good at something, because FB promoted me to the position of Bodily Injury Claims Specialist, then District Manager, and then Division Manager. We then relocated to Minnesota as my wife was pursuing opportunities with her career that exceeded mine. I was lucky enough to stay with a great company, as FB had an opening for a Technical Claim Specialist (SIU / General Adjuster position). It was a crash course in large property claims and SIU work. Nothing like working a fire scene in Thief River Falls in February when its 40 degrees below zero! Six years later, we came back to Iowa and once again I found myself in a District Manager position. A few years later, I was promoted to the position of Regional Claim Manager. Later, FB rolled out a new Business Unit reorganizational plan integrating many departments that traditionally had been separate. My position was eliminated and I was chosen to serve in the role of Business Center Director managing a great group of claims and underwriting professionals.

In between moves, work, and adopting our children, I completed my SCLA, AIM, AU, API, and ARM designations in addition to taking the CPCU series. For some reason, I found CPCU 540 so entertaining I took it over and over again. We recently sold our home after enjoying living in one spot for twelve years (longest in our marriage). Folks at Goodwill know my truck and my first name since I have been there so often. We are downsizing to a ranch (older & smaller) home which we won't get possession of until mid-December, so we now live in a motel with our 80 lb. Airedale terrier "Hank." I have a lot more empathy now for customers we put in long-term temporary housing when ALE is activated from a claim (it really does sound better than it is). Our oldest son works for Lockheed Martin near Washington D.C. in the aeronautical industry. Our younger son is active duty Navy pursuing a special forces career. Both of our sons are recipients of the Boy Scouts of America (BSA) Eagle award, which they acknowledge really does help with career opportunities and leadership training. Yes, I was always active in the BSA with my sons, mainly as a High Adventure Leader in activities ranging from wilderness canoeing in Manitoba, rock climbing in the mountains, winter survival camping, backpacking, and lots of "50 Miler" awards earned the hard way. Our daughter recently graduated from the University of Iowa with B.S. in Biology. She plans on going back to school in the fall of 2013 as she pursues a joint MD/JD program. She's my shooter - first turkey at the age of 10 with a single shot 20 gauge! She's also a black belt in Tae Kwon Do and talked me into doing the "Warrior Dash" this year. Now she thinks we should do something called the "Tough Mudder" together? My hobbies include anything outdoors, fishing, hunting, kayaking, boating, biking, and hiking. My goals include never stop learning, admit it when you are wrong, listen more, and always help those you are lucky enough to supervise reach their maximum potential (never know who we'll report to tomorrow).

December Chapter Meeting Food Drive

In the spirit of this wonderful holiday season, please consider bringing a non-perishable food item or cash donation to our December 13th chapter meeting. All donations will be provided to the Des Moines Area Religious Council (DMARC) for distribution during the holiday season. Cindy Morton, the Red Barrel Coordinator for DMARC who spoke at our December meeting last year advised that cash donations are even more valuable than food items. Since the food bank can purchase at wholesale levels and in bulk, they can purchase 2-6 more times the food than what retail prices afford. The need in Central Iowa remains great. Did you know?

- 1 in 8 Iowans are food insecure
- 1 in 5 Iowa children do not have enough to eat
- 408,280 Iowans live at or below the poverty line

"A volunteer packs cans and boxes of food into paper sacks for a single mother, her face drawn with desperation. Her young son touches her arm as it cradles one of the sacks on her way out of the food pantry, and he looks up at her with innocent gratitude and says with a smile, 'Oh good, Mommy, we can eat tonight.'"
Anonymous client served through a Central Iowa food pantry



For more information about DMARC or if you are unsure of food items to donate, please check out: <http://movethefood.org/> Thank you for considering this opportunity!

Circle of Excellence Update - Meeting Feedback

As you know, the Iowa Chapter is a perennial recipient of the CPCU Society's Circle of Excellence Recognition - Gold Level. Last year, the Society added a "With Distinction" component to the Circle of Excellence Gold Level, and we achieved this high status in 2012. To achieve "With Distinction" in future years, we must continue to survey attendees at each Chapter meeting. Thanks to those of you who have spent a few minutes providing your feedback. In addition to meeting the needs of the Circle of Excellence program, the feedback is very helpful in determining topics and speakers for the upcoming year. Below is a summary of the ratings received since we last updated you in April.

Month	Topic	Overall Rating (out of 5)
April 2012	Reinsurance Market Update	4.35
May 2012	Guaranty Fund Basics	No survey results available
September 2012	Fraud Technology	4.36
October 2012	Updates from Iowa Consumer Advocate	4.12
November 2012	I-Day	4.10
Scale: 5 - Excellent, 4 - Very Good, 3 - Good, 2 - Fair, 1 - Poor		

Chapter Meeting

Date & Time Thursday, December 13, 2012. 3:00 pm

Location Wakonda Club

Speaker Steven Weisbart, Insurance Information Institute

Topic Overview and Outlook for the P/C Industry

Speaker Bio:

Steven N. Weisbart is senior vice president and chief economist for the Insurance Information Institute. Dr. Weisbart oversees the Institute's program of economic research and analysis, preparing studies in support of the organization's communications mission, speaking to media and conducting briefings for member companies, industry organizations and public policymakers. A specialist in annuities, pensions, and life, disability and long-term care insurance, Dr. Weisbart frequently also makes presentations on property/casualty issues to industry audiences as well as legislative forums.



Since joining the I.I.I. in 2005, Dr. Weisbart has authored several significant research papers and articles on a variety of insurance issues, including the threat of an avian flu pandemic and the effect of the aging U.S. population on the property/casualty insurance industry. [Click here](#) for more information about Mr. Weisbart.

To enable us to have an accurate count for food purposes, please mail or e-mail reservations by December 7, 2012 to:

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) 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.