Philadelphia Chaptergram

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Annual CPCU Society Meeting Held In Washington, D.C.

The CPCU Society held its annual meeting in Washington, D.C. September 7—September 11, 2012. On Saturday September 8 the Institutes conferred the CPCU designation on the 2012 class of new designees. Joan Lunden spoke at the conferment ceremony on ten steps to career success. A cocktail reception was held to celebrate new designees after conferment. There was an open house for new designees Saturday September 8 through Monday September 10 sponsored by State Farm. Chris Hampshire of the Philadelphia chapter welcomed new designees at the open house.

In addition to conferment, there were seminars providing CE credits from Sunday through Tuesday on a variety of timely and leading-edge insurance topics including the use of social media in claim investigation, a mock trial involving electronic discovery, the 2013 ISO property coverage form changes, technology in insurance, and cyber insurance along with many other interesting topics.

The annual meeting is also a time for interest groups to meet and plan social and educational functions for the following year's meeting. There are groups for underwriters, agents and brokers, claim professionals, risk managers, and others.

There was a meeting for Chapter leaders to discuss current issues and topics for chapters. Philadelphia Chapter President Samantha Miller and President-Elect Joseph Badowski attended this meeting.

Samantha Miller, CPCU, Chapter President at Conferment

Joe Badowski, CPCU, Chapter President-Elect Welcomes Susan Crowe, CPCU, new designee.

Color Guard at Conferment

A Word from The President

Samantha Miller, CPCU
Sales and Client Services Supervisor
Amica Mutual Insurance Co.

First and foremost, I'd like to thank the membership for allowing me to be your chapter president this year. I'm continuously overwhelmed by the amount of support that I receive from members of the chapter, past officers and the national CPCU society. In each and every interaction, I'm reminded that we're not just a group of people that know insurance, we're a community of co-workers, colleagues and friends.

This is what I'd like to focus on during my tenure as President of the Philadelphia chapter - a sense of community. Being at the Annual Meeting in Washington, D.C, I was able to reflect on how we, as a community of CPCUs can come together for one purpose: Promote excellence in the insurance industry through ethical behavior and continuing education. This was my third annual meeting and I realized that I see a lot of the same people there each year, those who are committed to helping society members promote excellence. I also see many new designees - and you can tell who they are, not just by their ribbons, but by the pride and enthusiasm that just seems to ooze out of them.

I was able to feel some of that pride myself when I accepted the Circle of Excellence - Gold award on behalf of the Philadelphia Chapter. A big thanks goes out to Joyce Shefsky, our immediate past president, and the entire team of board members and volunteers for our 2011-2012 year for helping to making last year a success.

In looking ahead, I see so many opportunities for us as CPCUs to continue to make an impact on the industry and on our community. From getting students excited about a career in insurance to getting those currently in the industry excited again about being CPCUs to showing our community what being a CPCU is all about. We're going to tackle each one of these opportunities one by one, but it all starts with one thing, a personal contact.

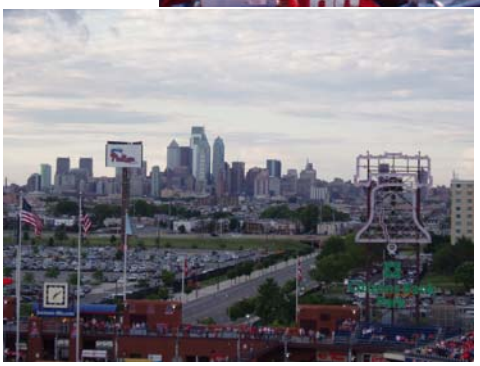
I encourage each one of you to sit back and think about how you started your CPCU and why kept with it. Likely it was personal contact from a mentor, colleague or manager that supported your through it. Now think about the pride you felt when you completed the designation - you can feel that again, by helping someone else through it.

I'm looking forward to the year ahead and the challenges and opportunities we face and I welcome your participation and feedback as well. If you are interested in getting involved, please come see me or one of the board members at a chapter meeting or email me at smiller2@amica.com. I hope to hear from you.

Sincerely,

Samantha Miller, CPCU

RIMS and Philly CPCU Chapter Team Up for a Night at the Phillies—June 6, 2012



Although the Phillies lost to the Dodgers 6-5, the outing was a winner for the RIMS and Philly CPCU Chapter members who enjoyed burgers, drinks, and music at McFadden's before the game.

Thanks to Matt Dillon for the photos!

June 21 Chapter Meeting—Leadership

By Joe Kolakowski, CPCU, AIA, CLU, ChFC, CEBS, REBC

Joyce Shefsky, President, convened the meeting at 8:00 A.M. His first act was to present Peggy Dence, Insurance Society of Philadelphia, with a bouquet of flowers as her way of saying thanks to Peggy along with her acknowledgement that Peggy is "the backbone of the organization".

Kevin Toth, President of Mid-Atlantic Operations for the Harleysville Insurance Company made the main presentation. His topic was the importance of the leader as listener. The best conversationalists speak little and listen much. Leadership is less about technical skill and more about the impact our behavior has on other people.

He then spoke about "Life in the Center," the center defined as career progression skills and a sphere of competency in work reinforced by career accomplishments. As a person moves from his or her sphere of competency, one must be aware that, "What got you here, won't get you there." The skills needed for success in a lower position will not be the same skills needed for success in a higher position.

Leaders need the following abilities in order to contribute successfully to an organization:

Insight: The ability to see the true nature of a situation.

Inquisitiveness: A person must be relentlessly curious and always ask more questions. A person must have a sincere interest in people and an interest in outside industries. The leader will ask, "Has anyone, anywhere solved any part of the problem we face?"

Integration: A leader must make the connections and bring the parts together. A leader needs individuals who are both idea generators and idea integrators.

Influence: Influence is not politics. It is the ability to develop relationships to champion the ideas of another and implement the idea to benefit the organization.

Impact: A leader has focus on the impact his or her behavior has on other people. A genuine leader has enthusiasm about the ideas of other people. A leader with listening skills will have a positive impact in having employees engaged about their jobs and the business of the organization.

Kevin Toth then provided a list of "Top Ten Tips for Listening":

- Stop Talking: You should listen with purpose.
- Maintain a Positive Questions to Statements Ratio: Ask open-ended questions.
- Listen to Understand
- Savor the Long Pause: Think about what you are saying.
- No Need for Validation
- Put the Pen Down: Writing detracts from listening.
- Do Not Disturb: Create a connection by focusing on the other person.
- Resist the Urge to Enlighten: You need to collect ideas.
- What's Behind the Words: Listen intently for any hidden meaning and emotions.
- Feedback: Always acknowledge what another person says and say "thank you".

Kevin Toth then concluded by stating that a leader's behavior is as important as their skill level. A leader must place other people in the center to created conditions for the creation of ideas. Every behavior has an impact. Everyone must ask the question, "Is that the impact you want?" A person can improve impact by being deliberate about behavior.

Peggy Dence Receives Thank-You Bouquet from Joyce Shefsky

Installation of New Chapter Officers

By Joe Kolakowski, CPCU, AIA, CLU, ChFC, CEBS, REBC

Joyce Shefsky presented the officers and directors for the coming year at the June 21 meeting. She made a motion, passed by the membership, to accept the unanimous election of the officers and directors for the organization for the year 2012 to 2013. She then introduced Dan Jaeger, the regional governor of the CPCU Society.

The regional governor spoke about the importance of outreach to new CPCU designees to build and sustain a strong chapter. He stressed the importance of volunteers to serve the organization. He then administered the oath of office to Samantha Miller as president of the organization. Afterward, he administered the oath of office to the other officers and directors as a group:

Joseph Badowski, President Elect
Michael Fields, Vice President
Michael Povich, Treasurer
Donna O'Brien, Secretary
Directors:
Anita Devan
John Grantland
Theresa Gregory
Christopher Hampshire
Judith Vaughan
Lawrence White

Samantha Miller, Incoming President, Presents Certificate of Appreciation to Joyce Shefsky, Immediate Past President

Chapter Officers (from left): Theresa Gregory, Michael Fields, Joe Bodowski, Samantha Miller, Michael Povich, Judy Vaughan, Anita Devan

29th ANNUAL CPCU/COUNCIL ROCK FIRE SAFETY IN THE HOME CONTEST TO BE HELD DURING NATIONAL FIRE PREVENTION WEEK

The Philadelphia Chapter of the CPCU Society (Chartered Property Casualty Underwriters) will be conducting its 29th annual "Fire Safety in the Home" contest in the elementary schools of the Council Rock School District during National Fire Prevention Week, October 7th - 13th, 2012.

The contest has been held each year in conjunction with the School District, and students are asked to write an essay or do a creative work or poster on Fire Safety during National Fire Prevention Week. The panel of judges will be comprised of School Board Director Bernadette Heenan, former Northampton Supervisor Pete Palestina, CPCU, representing the CPCU Society's Philadelphia Chapter and Northampton Township Fire Marshal Frank Fenton.

The contest was first introduced by the CPCU's in 1984 through the efforts of Mr. Palestina, who was readily involved with public safety issues in the community while a Township Supervisor. "We hope that the children remember what they research and write about so that their family and the entire community benefits from a fire safety aspect" said Mr. Palestina. "Too often we read about the loss of lives and property from a fire and if we can save but one life, it makes programs such as this contest well worth the effort".

The contest is open to all Council Rock elementary school students, grades 1 through 6. There will be three levels of competition: first and second graders, third and fourth graders, and fifth and sixth graders. First place finishers in each level of competition will receive $100 cash, movie passes and a plaque. Second, third and fourth place finishers will receive $50 cash, movie passes and a plaque. In addition, citations will be presented from the Pennsylvania Senate by Senators Tommy Tomlinson and Charles McIlhinney, from the House by Representatives Scott Petri and Steve Santarsiero and from the U.S. Congress by Michael Fitzpatrick.

The awards are expected to be presented November 15th at the Council Rock School Board meeting and on December 12th at the Northampton Township Board of Supervisors meeting. Council Rock's municipalities are Newtown Borough and the Townships of Northampton, Newtown, Wrightstown and Upper Makefield.

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Breakfast Meeting
8:00 AM Thursday
September 20
At
The Union League
"A View From All Sides"
Moderated by
Anita Bourke
Executive Vice President
The Institues

Featuring:

Marc Armstrong
Managing Principal, Aon

Gloria Watson
President, Mid Atlantic Region - Chartis

Glenn Giveans
Vice President, Sales & Marketing - AmeriHealth

James Potts
Chair, Insurance - Cozen O'Connor

"You wouldn't believe how much broom insurance is if you've had three measly accidents."

Back to the Future

Time-Traveling to Revisit the Saga of "Seepy Seeyou"
From Chaptergrams Past

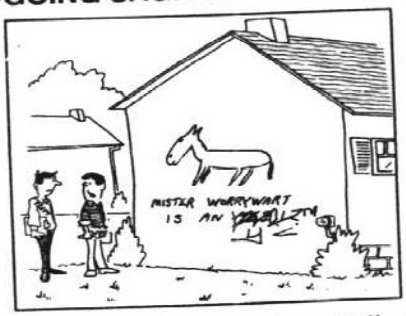
MARCH 1990

THE ON-GOING SAGA OF "SEEPY SEEYOU"

It was left over from last summer Seepy, but don't worry, we just bought Products Liability Insurance.

JUNE 1990

THE ON-GOING SAGA OF "SEEPY SEEYOU"



At first thought I was going to put in a vandalism claim, but when I found out my boss's son did it, I toyed with the idea of scheduling it on my fine arts floater . . . What do you think Seepy?

Volume 44 Number 3

PHILADELPHIA CHAPTER

CPCU SOCIETY
Chartered Property Casualty Underwriters

Visit Our Website

http://Philadelphia.cpcusociety.org/

Interesting Facts

- Approximately 50 earthquakes occur somewhere in the world every day—20,000 per year.
- A record $105 billion was paid for earthquake insurance claims in 2011.

Scene from 1906 San Francisco Earthquake

Please send your news to Vaughan@theinstitutes.org

New and Noteworthy

The Philadelphia Chapter Received the Circle of Excellence Gold Award

From the National CPCU Society

E GOLD
CIRCLE OF EXCELLENCE
RECOGNITION PROGRAM

Advertise your organization in the Chaptergram and reach one of the largest CPCU Society Chapter Memberships in the United States! For more information and details contact Theresa Gregory at tgregory10@gmail.com