

## Report on the June Social: Rollin' Down the River

BY: Al Federico, CPCU

"Rollin', Rollin' ... Rollin' down the river..." Do you remember those words to a popular song? Well on Friday evening, June 12th many in the chapter joined together for some good food, good drink and camaraderie while "Rollin'" down the Delaware. On the top deck of the paddleboat *Liberty Belle*, we embarked on a three-hour journey of fun. If I had to sum up the night in two words it would be laughter and singing.

Funny stories seemed to pop out and get better like flowers in June and topics change as rapidly as bees on those flowers as we drew life's little foibles out of our closets and shared them. The "exposing" is the cement of which friendships are made. It was the kind of atmosphere that everyone could easily discourse throughout the evening having the ability to "touch" everyone.

The nonstop music by a live, not memorex, banjo player was lively and catchy. As we used to say in the Mummer's, he was a strummer! You can also appreciate that it didn't take long for our group to hijack the microphone and croon through the night. I must add we have some great singers in our midst that thoughtfully drowned out the poor ones—like me.

As I write this, my only regret is that the river cruise was similar to going on a great vacation and wishing ALL your friends could have been with you. If you missed this one, I hope you do not miss the next one.



On board the *Liberty Belle* former President Pam Godwin is either explaining how to use the life jacket or explaining how she will be reacting if the ship goes down.



Two pied pipers, Vi Federico and Ray Lindsey, bring up the rear aboard the *Liberty Belle* cruise.



*Liberty Belle* rollers Art and Rita Hanebury at the social.



President Federico entertains the troops on the Delaware. Fortunately for everyone concerned the paid entertainment arrived shortly thereafter.



Members Art Hanebury, Don Cook and Pam Godwin chat at the June social as the ship *Liberty Belle* passes under the bridge.

## Greater Valley Forge I-Day Draws Over 200 Attendees Trends in Industry Discussed

Article contributed in part by: Monty Harris, III, CPCU

Upper Merion Board of Supervisors declared May 15 as Insurance Day. More than 200 persons gathered to hear experts discuss trends in the insurance industry at the Valley Forge Hilton.

Peter Lardner, President of Bituminous Insurance Companies, was the keynote speaker during the luncheon break. Mr. Lardner stated that computer technology is enabling companies and agents to provide coverage more efficiently. Claim expenses are being reduced, and loss projections are more available, according to Lardner.

For today's delivery system to survive, the insurance industry will have to adapt better to customers, he said.

"We can bring knowledge of prior (market) cycles, and knowledge of earlier risk management plans which did not work well (to consumers)," Lardner said.

A panel of five experts discussed topics ranging from banks as risk bearers and deliverers, to federal regulation of the industry.

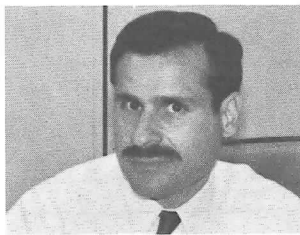
Bob Seltzer, president of Cohen-Seltzer, said that independent agents must provide services cost-effectively to satisfy consumers. Also, he suggested that agents provide self-insurance, or risk retention programs.

Earlier in the program, W. Thatcher Longstreth, Philadelphia Councilman at Large, entertained the audience as only Thatcher can, with a history lesson in little-known facts on how the Constitution of the United States was put together 200 years ago.

In addition to Pete Lardner and Bob Seltzer, the other panel members participating during the morning session on "Industry Trends" were Charles F. Smith, CLU, Regional V.P., State Farm; Stephen R. Smith, CPCU, President and C.O.O. of Harleysville Mutual; and Donald Nelson, CPCU, Director of Corporate Risk Management, ARA Services, Inc. The panel was moderated by Edwin S. Overman, Ph.D., CPCU, President of the Insurance Institutes.

The I-Day Committee was comprised of Don Geyer, Chairman, Monty Harris, III, Larry Lyons, Ernie Martino, Jim Puphal, Mike Trachtenberg, John Umberger, Bill Ziegler and Art Blanche.

This was the second I-Day for the Greater Valley Forge Chapter and, as was the case last year, it was a complete success.



Al Federico, Jr.  
President

## The President's Corner

Did you know the Philadelphia Chapter of the CPCU was chartered on January 1, 1947? Through those 40 years a tradition has been built. It is the search of professionalism through education and the high ethical standards in which we conduct our business that sets us apart.

Malcolm Young, a former President of the Society, summed it up saying, "...being a CPCU is much harder than becoming a CPCU." This statement was made in 1951 and *it is as true today as it was then*. It is obligatory that we continue to ride the leading edge of our industry throughout its evolution—the increasing rapid changes demand it.

Endeavoring to provide you with those educational programs and seminars that will help us learn, create and shape those changes. It is this commitment that we offer you. In addition, we will continue to support activities that promote the social good in our industry. However, with every ying there is a yang. We need your participation and support to make it all work. If you would like to know how you "stack up," just take this quiz—score 1 point for each yes answer.

1. I have attended at least four breakfast meetings last year.
2. I have volunteered to be on one committee since I received my CPCU.
3. I have worked on a research project since I received my CPCU.
4. I have contributed an article to the *Chaptergram*.
5. I have made a continuing education commitment.
6. I have attended I-Day.
7. I have attended the Franklin Award.
8. I have attended the Spring Social.
9. I have offered to be on a Speaker's Committee.
10. I uphold the tradition of the CPCU Society.

Score (8-10 Great; 6-7 Good; 4-5 Fair; Under 4 Poor)

If you scored 5 or less, please contact me or anyone of the Board members.

There was a TV story (from the *Time Zone* I believe, in the 60s) called "To Serve Man." In a nutshell, everyone thought the gracious, kind and benevolent aliens were helping mankind but in reality they were keeping everyone healthier and plumper to eat. Thus TO SERVE MAN was an *alien cookbook*. Things are not always what they seem. Motives and desires must be demonstrated and as the year progresses, we hope to show you that we are truly "serving you."

Happy 40th anniversary!

Regards,

Albert Federico, CPCU



Al Federico answers a question raised at the June meeting.



Members at the June meeting in deep thought.



Larry Klein is not describing the fish that got away and Steve Seftchick is not thinking about the driver that got away, but they both were thinking about what was being said at the June meeting.



Speakers at the June meeting on current market conditions are left to right: Ed Levy, CPCU, Mike McCarthy, CPCU and Al Federico, CPCU.

## JUNE MEETING RECAP: E & S Veterans Discuss Current Market Conditions

ARTICLE WRITTEN BY: Phil Spinelli, CPCU

The availability of coverage and limits and the price at which risk placements occur in the E & S markets is an indicator of the risk bearing willingness of the standard markets. An assessment of the current E & S market and perceptions of future developments was the subject of a panel discussion featuring three experienced members of the excess and surplus lines markets.

Albert P. Federico, Jr., CPCU, related recent experiences where several accounts renewed at higher limits, lower price and without multiple carrier placement. He attributed this phenomenon to an expanding appetite for business among carriers and to the entrance of more players into the risk bearing community in the form of risk retention groups and captives. Federico is associated with the Montgomery General Agency.

The experiences of Michael J. McCarthy, CPCU, of James H. Bryson Associates, also indicates that there are changes in the E & S casualty market but characterizes the current condition as a market readjustment as opposed to the beginning of an extended soft market cycle. The adjustment to which McCarthy referred are to those accounts generally viewed as being on the high side of the standard business which pushed into the E & S area during the last hard market. His perceptions are that E & S underwriters are showing some flexibility but are not "giving away the store." He cautions against an extended soft cycle because the E & S markets have not realized the same recovery level as the standard markets and cites the limited progress in tort reform and the poor performance of the surety market as other concerns.

Edward Levy, CPCU, of the Delaware Valley Underwriting Agency, sees capacity returning and larger companies exhibiting a willingness to take more of a net line. Risk retention and captive alternatives are also increasing competitive pressures. Levy feels that surplus lines companies will have to work hard for their business and this will produce continued pricing pressures. He perceives specialization as a way to capture profitable segments of the E & S markets.

All three speakers expressed concerns relative to the adequacy of the industry's loss reserves; especially since the long tail from the previously underpriced casualty business has not fully matured.

Looking towards the future, Levy sees late 1988 and 1989 as a period of reduced earnings. The culprit is perceived to be the impacts of loss development and pricing pressures. McCarthy perceives continued moderation for the next two years, followed by another hard market. Federico's prediction is that the industry will continue through cycles in which the weaker companies will either fail or be absorbed by the stronger, larger companies. He sees a proliferation of other risk bearing alternatives and an environment in which all survivors will be more efficient.

# Program Chairman McNasby Reports on Upcoming Meetings



Joseph McNasby, CPCU  
2nd Vice President

I really enjoyed putting together a variety of topics for our Breakfast Meetings beginning in September of this year. Hopefully, you will find these topics to be interesting and enjoyable; and I would certainly appreciate your feedback to see if we meet our objectives. All Breakfast Meetings will be held at the Hershey Hotel again this year at Broad & Locust Streets.

The following is a schedule of meetings and topics for the upcoming year:

## September 10, 1987

### **Security & Fire Safety Considerations in Both Commercial and Homeowner Occupancies**

Speakers: Mr. Joseph Rizzo (Former Fire Commissioner of the City of Philadelphia) and Mr. Patrick McGinley (Former Chief Fire Marshal of the City of Philadelphia)

## October 8, 1987

### **Insurance Company Examination and Regulation**

Speaker: Mr. Glenn Weinrich, Director of the Bureau of Examinations

## November

No meeting is scheduled for November since Philly I-Day is scheduled for the very end of October.

## December 10, 1987

### **Drunk Driving—From the State Police Perspective**

Speaker will be a representative of the Pennsylvania State Police

## January 13, 1988

This will be the joint CPCU/RIMS Meeting

### **Trend of Courts in Litigation**

Speaker: Mr. Stephen A. Cozen of Cozen and O'Conner

## February 11, 1988

This will be the joint CPCU/CLU Meeting

### **Personal Income Tax Planning**

Mr. Larry Rabun of Deloitte, Haskins & Sells

## March

No Meeting is scheduled because of the Franklin Award Luncheon.

## April 14, 1988

### **Value of Education to a Successful Organization**

Speaker: Mariellen Whelan, President of the Insurance Society of Philadelphia

NOTE: Also at this meeting will be the election of Chapter officers.

## May 12, 1988

### **Better Speaking Through Better Communication**

Speaker: We will have representatives of Toastmasters International

## June 9, 1988

### **That's Right, We Couldn't Get Through the Year without Market Cycle Analysis and Predictions**

Speakers: Mr. Robert Parnell of American International Group and Mr. William Graham of The Graham Company

NOTE: This meeting is also the annual business meeting.

In order to make the last meeting a little bit more interesting, we are going to ask each of you to make a prediction now, as to where we will be within the insurance market cycle as of June, 1988. At that meeting, after our speakers give us their interpretation as to where we stand, we will then see how accurately our forward thinking members were able to predict the future of their business. I should point out, that if the predictions are accurate, we will immediately contact the *Guinness Book of Records* since this will certainly be a first in the insurance industry.

Again, please take a moment to cut off the card on this page, mark your vote and return it to me at The Graham Company by October 1, 1987.

**My prediction as to where within the insurance cycle we'll be on June 9, 1988 is as follows:**

- |   |  |
|---|--|
| <input type="checkbox"/> Tight Market           | <input type="checkbox"/> Loose Market  |
| <input type="checkbox"/> Stable/Moderate Market | <input type="checkbox"/> In-Transition |

This card to be returned to Mr. Joseph M. McNasby, CPCU, Vice President, The Graham Company, One Penn Square West, Philadelphia, PA 19102



Outgoing Chapter President Pam Godwin passes the gavel to new President Al Federico at the June meeting.



National Director, Don Cook, CPCU, swears in the new Chapter officers and directors at the June business meeting.



## Going to the Annual Meeting in San Antonio? Don't miss the Chapter's Special Reception on Monday, October 12th

Chapter members, new designees and their spouses and guests are invited to attend a reception in San Antonio on Monday evening, October 12th from 9:30 PM to 12:00 midnight in the Blanco Room of the Hyatt Regency. Wine, beer and snacks will be served. Since the Conferment Dinner is being held that night from 7:00 PM to 9:30 PM and the CPCU Dinner will already be in the Hyatt, this will make for an opportune and convenient follow up to complete your evening. So, come socialize and meet your fellow chapter members as well as welcoming our new designees. Please be sure to check the bulletin boards at the various hotels under the "P" section (for Phila. Chapter) in order to make sure that the time and place did not change. Since this article is going to the printer in July, there is always the possibility that there could be changes due to unforeseen circumstances.



Philadelphia Chapter Board of Directors contemplating issues at a recent board meeting.

## Two Area CPCU Completers From January Exams

The Chapter is pleased to announce that the following two individuals have completed their CPCU studies as of January 1987 and will have the designation conferred along with the June completers in San Antonio.

**James J. Markham**  
Colonial Penn Group  
1402 Grant Avenue  
Wilmington, DE 19806

**William Jeffrey Farmer**  
CIGNA Corporation  
18 Bunker Hill Court  
Newark, DE 19702

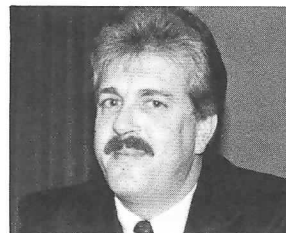
As of the press deadline, we did not know the names of the June completers. Their names will be published in the December *Chaptergram*.

## Philadelphia Chapter Financial Report For The Year Ending June 30, 1987

	Actual	Annual Budget
<b>Receipts:</b>		
Dues .....	\$ 9,041.00	\$12,000.00
Meetings:		
Breakfast .....	5,526.50	7,000.00
CPCU/RIMS .....	1,010.00	600.00
CPCU/CLU .....	657.00	800.00
CPCU/CPA .....	—0—	200.00
Seminar .....	1,661.00	400.00
Spring Social .....	756.00	1,500.00
Franklin Award .....	5,250.00	2,000.00
I-Day .....	1,800.00	—0—
Interest .....	545.59	500.00
Directory .....	—0—	1,825.00
	<u>\$26,247.09</u>	<u>\$26,825.00</u>
<b>Disbursements:</b>		
Meetings:		
Breakfast .....	\$ 4,898.63	\$ 6,800.00
CPCU/RIMS .....	938.84	600.00
CPCU/CLU .....	578.56	725.00
CPCU/CPA .....	—0—	250.00
Spring Social .....	974.00	1,500.00
Franklin Award .....	4,935.32	2,500.00
I-Day .....	532.88	800.00
Directory .....	—0—	2,000.00
Postage and Printing .....	2,281.82	5,000.00
<i>Chaptergram</i> .....	4,611.36	4,500.00
Insurance Society of Phila. ....	550.00	600.00
Regional Officers Conference ....	658.08	500.00
Public Relations .....	574.02	1,300.00
Loman Foundation .....	500.00	500.00
Annual Meeting .....	1,115.12	700.00
Research Project .....	—0—	250.00
Miscellaneous .....	266.09	200.00
Continuing Education .....	—0—	100.00
Start-Up Expense—Brandywine ...	500.00	—0—
	<u>\$23,914.72</u>	<u>\$28,825.00</u>
Excess (Deficit) .....	<u>\$ 2,332.37</u>	<u>\$(2,000.00)</u>
Cash in Bank (Checking) ...	\$ 2,986.24	
Money Market .....	\$10,945.80	
TOTAL .....	<u>\$13,932.04</u>	

### NOTES:

Does not include June interest on Money Market Account.  
Does not include CLU share of May Meeting Expense.



John Jud, CPCU, Director  
New Designee Rep.

## New Designees Column

BY: John Jud, Director  
and New Designee Rep.

You've finally reaped the reward of untold hours of study and personal sacrifice needed to earn your CPCU designation. Take pride in the designation and all that it

infers. But don't just take pride in designation, make it work for you!

As the Philadelphia Chapter New Designee Representative, one of my responsibilities is to do just that—to convey your ideas and concerns to local Chapter and National Society officers; another is to help you to get involved in chapter functions and activities. Actually, the two go hand in hand. By utilizing, on the job, the knowledge you've gained in your CPCU studies, you have already put the designation to work for you. Now you should start to utilize the designation outside the workplace by participating in local chapter functions, such as attending our monthly meetings. This will give you the opportunity to meet other professionals within the Philadelphia insurance community. By so doing, you will expand your personal contacts, gain varied exposure to diverse elements of the industry, and stay abreast of relevant issues impacting our industry. I also encourage you to actively participate in the operation of your Chapter; I will be contacting you individually to see if we can match your skills and interests with various standing committees.

Speaking of your designation, plan to attend the Annual Meeting and Conferment in San Antonio on October 11-14. This year's theme, "Remembering the Past ... Anticipating the Future," will concentrate on what the industry is doing to forecast and meet new demands for insurance protection. The Philadelphia Chapter will be hosting a reception, tentatively scheduled for Monday, October 12 at 9:30 P.M.; look for details on the bulletin boards. This will be a perfect opportunity to meet your peers and other Philadelphia Chapter members.

In the meantime if you have any questions about the Philadelphia Chapter, or if there is any way at all that I can be of service, call me at (215) 241-3070.

See you in San Antonio!



Peter C. Raymond, CPCU

## Update on Philly "I-Day"

BY: Peter C. Raymond, CPCU

Philly I-Day is proud to present "We the People Sharing the Risk" on October 29 at the Franklin Plaza.

The featured speakers are Ronald Compton, Sr. Vice President, Aetna Life & Casualty; Edith Lichota, Sr. Vice President, Irving Trust (Risk Manager of this Year) and John Sinnott, Executive Vice President, Marsh & McLennan.

Their joint topic is "Establishing Stability in the Market Place." Is it possible? What must the buyer, seller and producer do? Each will have 20 minutes to present his/her ideas. There will then be 3 concurrent seminars where the speakers' theses can be expanded.

Following lunch will be six workshops and seminars featuring topics of current interest. Included will be a Business Interruption Workshop featuring a CPA. There will be a D&O Seminar with a mock trial. The subject of Tort Reform and Insurance Company underwriting profits will also be presented. Speakers are still to be confirmed.

The Committee looks forward to an informative and rewarding day. This article was prepared in mid-July, so keep your eyes peeled for updates.



Peter Palestina  
Editor

## From the Editor

### A Note of Praise and Tribute To Edwin S. Overman, Ph.D., CPCU

I hope you have enjoyed the summer and your much-needed vacation.

The first thing I'd like to talk about is the retirement of Ed Overman, Ph.D., CPCU. Although much has been written about him with regard

to his role at the American Institutes, no amount of ink and press can do him justice. He has been everywhere, done everything and touched everyone throughout the insurance industry and beyond. No one will be able to duplicate what Ed has done. He also has a talent whenever he moderates a panel to enliven the discussions, probe the panelists, play devil's advocate and bring humor to the session.

On a personal note, when I reflect upon the time I was president of the Chapter (1982/83) there is one thing that will always stand out in my memory. Our Franklin Award was first instituted during my presidency and it gave me great pleasure to present that first award to Ed as he exemplified all that the Franklin Award is about. Although he is retired from his thirty-four years of dedicated service to professional insurance education, we can all be assured that Ed's presence will continue to be felt throughout our industry. I know I speak for all Chapter members that we wish Ed the very best that life has to offer and thank him for all that he has accomplished and done for us.

The next thing I would like to discuss is the *Chaptergram* itself. Although I take great pride and pleasure in preparing it for you, it is a time-consuming and tedious task. I have asked in the past that you send me some tidbits, announcements or articles that you might like to see appear in the *Chaptergram*, but alas, very few of you have responded. With everything that has been going on in our industry during the last several years, you must have something to share with your fellow members, be it humorous, serious or otherwise printable. Why not take a crack at it and mail it to me c/o The Walsh Company, 1700 Race St., Phila., PA 19103. Remember, this is your *Chaptergram*, so how about some input?

Finally, I would just like to say that I am looking forward to this year's annual meeting in San Antonio, and hope you all stop in to welcome our new designees at the Hospitality Suite that the Chapter is sponsoring on Monday evening, October 12th (see related article).

Until the next issue, take care and keep the faith.

## Brandywine Chapter Completes First Year

Our newest local chapter, The Brandywine Delaware-PA Chapter has completed its first official year. Congratulations to Paul Modaferrri and other members who have made this newest organization viable.

## Addition to CPD Qualification List

The June *Chaptergram* published a listing of 65 individuals who have qualified for the Continued Professional Development (CPD) credit. The listing did not include the name of Chapter member Robert T. Haskins, CPCU who is qualified through 1989. The list supplied by National several months ago did not include Mr. Haskins' name and Mr. Haskins was nice enough to send the editor a copy of his certification for our records. If you or someone you know did not appear in the June *Chaptergram's* listing, please let me know and I'll be happy to add their names in our next issue.

Pete Palestina  
Editor



Art Hanebury, CPCU  
Secretary

## News From The Candidate Development Committee

BY: Art Hanebury, CPCU

We have formed the 1987-88 Candidate Development Committee. The members will be:

Arthur C. Hanebury, Chairman  
Mariellen Whelan  
Anne Sechler  
Richard (Rick) Brown  
F. William Dennarty  
Charles F. Finn

I especially welcome the opportunity to work with our new members, Rick, Bill and Charles. Each of these fellows expressed interest in participating in activities of the Philadelphia Chapter by filling out the forms given out at our Breakfast Meetings. We need even more people to **get involved**. Please take the time to complete one of their cards.

The candidate development committee has several objectives for 1987-88. Three of these main objectives are:

1. Continue Personal Contact Campaign while increasing effectiveness, scope, and number of contacts.
2. Continue the Personal Sponsorship Campaign while increasing the number of people sponsored and expand CPCU's knowledge about the Program.
3. Cross reference old CPCU candidate tests taken and send two (2) mailings encouraging individuals to continue their efforts.

With regard to the Personal Contact Campaign we will be updating our Bank of Prospects and requesting even more CPCUs to help create forums for us to spread the CPCU Experience. Be expecting a call from one of our members.

The Personal Sponsorship Campaign will need some follow-up. Over the past 5 years, we have sponsored over 100 candidates. Hopefully, some of the candidates have successfully completed and would be willing to acknowledge the help of a Personal Sponsor in attaining their designation.

## Fall Activities Announced For Greater Valley Forge Chapter

There are two fall programs of which you should be aware, reports Craig Hall, CPCU, former president of the Greater Valley Forge Chapter.

In September, Pennsylvania Insurance Commissioner, Constance Foster, will speak at the first breakfast meeting of the new Society year. October brings our Recognition Luncheon where new CPCU designees and Continuing Professional Development Qualifiers are presented. Check with a GVF chapter member for announced dates and registration details.

### THE ON-GOING SAGA OF "SEEPY SEEYOU"



No, it wasn't an electrical surge, I asked it to explain the differences between our old occurrence form and the new CGL claims made! By the way, we don't have EDP coverage either.

# James B. Hatch Addresses E & O Claims At May 13th Joint CPCU/CLU Meeting

ARTICLE SUBMITTED BY: The PR Committee

The Annual Joint Breakfast with The Philadelphia Chapter of CLU was held at the Hershey Hotel on May 13. It was our honor at this meeting to have James B. Hatch, Jr., Vice-President J & H of PA, Inc. speak to us on Errors and Omissions.

Jim shared with us many ways to manage the risk of errors and omissions. Planning and Education of Personnel were high on the list. In addition to these items, proper procedures should be set up within the Agency to control the exposure of errors and omissions claims. In all Jim stated that controlling E & O claims required the effort of everyone.



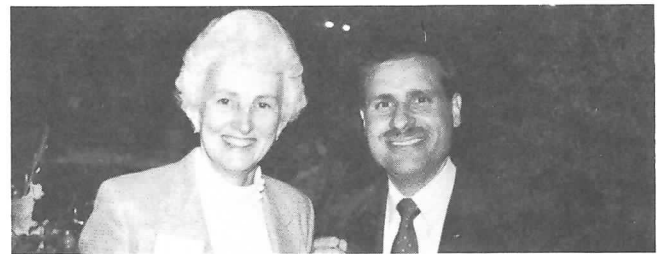
James Hatch, Jr. addresses our May 13th audience comprised of CPCUs and CLUs.



May 13th joint CPCU/CLU meeting.



Some of the members at the May 13th CPCU/CLU meeting.



President Federico shown here with Mariellen Whelan, Ph.D., President of the Insurance Society of Philadelphia at ISOP's June 3rd banquet.



Woodland String Band performs at ISOP's June 3rd banquet.

## 3 Chapter Members Receive Awards At The Insurance Society Of Philadelphia Annual Banquet

The Annual Banquet of the Insurance Society of Philadelphia was held at the Union League on June 3rd. The Faculty Awards for Outstanding Educator were presented by ISOP President Dr. Mariellen Whelan along with Chairman Norman A. Nickel to three chapter members: John J. Kelly, CPCU, CLU, of B.G. Balmer Co.; Martin J. Samchalk, CPCU, of Johnson & Higgins of Pa.; and James A. Sherlock, CPCU, of CIGNA.

This year's ISOP Banquet was buffet style format with open bar and a great time was had by all who attended. Music and entertainment were provided by the Woodland String Band.

The Chapter each year contributed \$100 toward the annual awards for students. The 1986-1987 student award winners are as follows:

- Christopher J. Chiaro**, Selective Insurance Co. of America
- Marianne P. Coogan**, Penn Diagnostic Center
- Faye F. Fulton**, Colonial Penn Group
- Kimberly A. Gibbons**, State Farm Insurance Company
- Gladys Gonzalez**, Johnson & Higgins of Pa.
- Arthur A. Lemke, Jr.**, Keystone Auto Club
- Harriet Loftus**, CFR Leasing Corp.
- Susan S. Zankowski**, CIGNA (Marlton, NJ)
- Kathleen Menghi**, CIGNA (Wilmington, DE)

The Philadelphia Chapter wishes to extend our congratulations to all of the above individuals as well as Dr. Whelan and all ISOP people who make ISOP such a fine asset for insurance education in the tri-state area and we wish them continued success.

The chapter also received a personal thank you letter from Dr. Whelan for its \$100 contribution and support during the years.



Our own John Kelly, CPCU, received the Outstanding Educator Award presented at the ISOP banquet on June 3rd. Wife Lynn is holding the award.