

Economic Indicators, Elections, and Scholarships

Our June Breakfast Meeting, held on June 18, was focused on economic indicators. Chris Ketcham, Senior Director for Knowledge Resources at AICPC presented Slicing and Dicing or the Crystal Ball - Analyzing Economic Indicators for the Insurance Industry. In addition to that timely topic, the June meeting included scholarship award announcements and the nomination of the slate of chapter officers and directors for the upcoming 2009-2010 year. The full slate of Nominees for the 2009-2010 Board term are:

President: Kellie Goldfien
 President-elect: Mary Ann Cook
 Vice President: Lorie Cardoni
 Secretary: Donna O'Brien
 Treasurer: Larry White
 Director: Margo Turtureja
 Director: Anita Devan
 Director: Theresa Gregory
 Director: Bill Fish
 Director: Samantha Miller
 Director: John Grantland



Top Row: Kellie Goldfien, Larry White, Margo Turtureja, Lorie Cardoni, Mary Ann Cook
Bottom Row: Donna O'Brien, Theresa Gregory, Anita Devan, Samantha Miller, Bill Fish



At the June 18th meeting we presented four scholarships. The Scholarship Selection Committee comprised of Anita Devan, Marty Frappolli, and Ann Myhr, selected four scholarship recipients this year. The awards were be in the amount of \$1,000 each.

Our recipients are:

Kevin Mee
Colleen Petronchak
Matthew White
Jessica Zarzycki

Congratulations to the recipients and their families! Well done!

MARK YOUR CALENDAR FOR UPCOMING EVENTS

Aug. 29-Sept. 1: CPCU Society's **65th Annual Meeting & Seminars**, Also, AICPCU **Conferment for New Designees**. Sheraton Denver Downtown Hotel

Sept 18: Breakfast Meeting, 8:00 am –10:00 am, The Union League, Philadelphia. **Topic: View from the Top**

MARCH BREAKFAST MEETING: FINANCIAL FUNDAMENTALS

Recap by Lowell S. Young, CPCU, CLU, APA

On March 19, 2009, John D. Feast, First Vice President / Investments of Janney Montgomery Scott and 9:00 a.m. Sunday morning radio host of "Financial Fundamentals" on 950 ESPN, spoke to about forty members and guests of the Philadelphia CPCU Chapter at the Union League.

Mr. Feast gave an interesting and engaging presentation on the current state of the economy and of the stock market and gave some investing tips.

He related that he got into the investing business in 1998 with Wheat Butcher Singer/ First Union and obtained all of the pertinent licenses. In 1999, the stock market enjoyed good times. In March 2000, the NASDAQ reached 5,000. In Silicon Valley many startup companies enjoyed an escalation of stock prices but without any history of earnings elevated prices.



In response to the tacks of September stock markets shut down. Mr. Feast suggested that although dramatic, it might have been prudent to close the markets after the election of President Obama, given the gravity of the financial crisis he'd inherited.

Many signs of the mortgage crisis were evident. Much of the cause of the crisis was caused by greed and poor ethical behavior. Mr. Feast went to work for Raymond James, home office in St. Petersburg, Florida. When financial times were good, Raymond James obtained the naming rights for Tampa Bay Buccaneers stadium. But by March of 2000, things changed, and the stock market experienced the bottom of a bear market.

WPEN played oldies music and had sports talk when John started his financial show. He shared morning time with Fred Sherman and Jay Lamont. With changes in the radio station's format from oldies to sports talk, the listening audience has become younger.

We now live in challenging economic times. The Dow Jones Average reached an all-time high of over 14,000 in October 2007. On March 18, 2009, the Dow was at 7487.

As the stock market was achieving new lows on October 9, 2008, John went to work in Marlton, NJ as a sales manager with Janney. John related that he played

football for Glassboro State and then played for the Dallas Cowboys before an injury ended his pro career. He has

helped many young players manage their money. Some players have placed themselves on 'strict' budgets for spending money of \$25,000 per month. John related ethical violations of lawyers selling the asset of clients without their permission. Attorneys should have a heightened level of fiduciary responsibility, particularly if they are trustees. Some additional insights given by John:

- We all need to stay focused with our written, financial plans.
- Investment funds are not the only source of consistent top returns.
- Beware of the Bernie Madoffs of the world!
- If it sounds too good to be true, beware!
- 77% of people who inherit sizeable sums of money blow through it within 17 months.
- Teach you children how to account for their money.
- Max out your 401K contributions each year.
- Unemployment is a lagging indicator in the economy.

John ended his remarks with some current stock picks, taking care to emphasize the value of stocks that pay dividends, and the foolishness of chasing after 'last year's stock high.'

- Marathon
- VF Corp (BMX Bikes)
- Avon Products
- Clorox
- Oracle
- Insurance companies
- Prudential

All attendees seemed to be pleased with John's presentation.



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PERSONAL LINES TIPS FROM IRMI: TRAVEL & HOME

Pitfalls of Purchasing Travel Insurance Online

More and more people have disposable income to spend on personal travel—both domestic and international travel. One loss exposure numerous people fail to consider, however, concerns vacation-related losses. Travel insurance can be purchased to cover this potentially large exposure. It is designed to protect an insured from a wide variety of travel-related losses, including trip cancellation or interruption, emergency medical events, emergency evacuation, lost or delayed baggage, personal effects, lost or stolen passports and visas, and legal expenses. This coverage is increasingly purchased through the Internet. The following are some helpful tips to review when considering the purchase of travel insurance online.

- When you purchase travel insurance online, determine if you will immediately receive a policy number along with a printable copy of your policy documentation. Some Web sites are not fully automated and cannot complete your purchase. However, they make it look like they can. If you do not receive an immediate policy number, then you have ordered from a Web site that simply holds your data until an operator manually types your order onto the insurer's Web site. If this happens to you, cancel the policy. An agent is required by law to give you a full refund (minus a small administration fee of around \$5) within 10 days of your purchase. The practice of manually typing orders is less than ideal because there are many potential problems with security, typing errors, and privacy.
- Is the agent affiliated with the insurance company? Call the insurance company to check if the agent you are using is, in fact, one of their representatives. Some Web sites sell policies for insurers even though they are not agents.
- Does the Web site list each plan (with slight distinctions) several times? Some Web sites list each plan multiple times because they lack the technology to allow options to be selected by the user. Unfortunately, this makes comparing policies very confusing because you are presented with a single plan several times, each with only minor differences.
- Avoid Web sites you access via spam because these are often disreputable. A better way of finding established and reputable Web sites is to utilize search engines that link you to the travel insurance Web site or to ask friends or family if they have had excellent experiences with any online travel insurance services.
- One of the best ways to compare travel insurance plans is to visit a comparison Web site. Consider visiting these Web sites, which can serve as an additional tool in making your purchasing decision. You can type "travel insurance comparison" into a search engine to find some of these Web sites.

Maintain That Home!

Many consumers have faced rapidly escalating insurance premiums on their homeowners insurance during the last few years. In some cases, consumers have experienced difficulty in procuring insurance, particularly people with several claims. However, there are numerous measures that consumers can take to lessen the possibility of future losses, resulting in more readily available insurance down the road and more affordable premiums.



The following tips offer ways of saving premium dollars and reducing losses on your homeowners policy.

1. Replace washing machine hoses when they show signs of deterioration. Consider replacing them with stainless steel hoses, for which your insurer may provide you a discount. The hoses should also not rub against the wall. In addition, turn off the washing machine water faucet when the appliance is not in use to prevent leaks.
2. Maintain your roof in optimal condition. A quality roof inspection on a periodic basis can identify sections that need repair and thus prevent water losses. Roofing materials containing high wind resistance features should be considered in windstorm-prone areas.



3. If you experience a water leak, make sure it is properly repaired and promptly remediated, which can include the removal and replacement of building materials such as sheet-rock. For larger water leaks, a professional who specializes in remediation should be called in. These measures will reduce the possibility of hazardous and expensive mold losses down the road.

Get more personal lines insurance and risk management tips and ideas from IRMI.

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PLAN TO “EMBRACE CHANGE” AT 2009 ANNUAL MEETING

In Challenging times, we are constantly reminded that professional success depends on how well we embrace change and enable growth. On Aug. 29 to Sept. 1, attendees of the **65th Annual Meeting and Seminars in Denver, Colo.**, can take advantage of new ideas and strategies shaping today's changing property-casualty marketplace and driving tomorrow's industry trends.

Register in May to enhance your knowledge, sharpen your skills and elevate your performance. You will build relationships with insurance industry innovators from around the world and share experiences with colleagues in your field of interest.

Be Inspired

This year's powerful lineup of speakers and panelists will engage attendees with unique perspectives and bold solutions. Among the highlights:

- Be encouraged and motivated by Sunday's keynote speaker, Lt. General Russel L. Honoré, U.S. Army (Ret.), the no-nonsense “Category 5 General” who commanded Task Force Katrina's recovery efforts.
- Learn how to face your fears and live life more fully from Conferment Speaker Aron Ralston, who in the spring of 2003 faced a terrifying life-and-death ordeal deep in Utah's remote blue John Canyon.
- Be moved by the panelists at Monday's General Session, “The Faces of Change — Individual Experiences, Personal Perspectives and Stories of Achievement,” as they share stories of change, challenge and growth.
- Discover firsthand what experts say about “Underwriting for a Sustainable World,” as Tuesday's General Session panelists explore how our societal structure is being impacted by climate risk and sustainability, including newly-emerging risks.

Be Empowered

Deepen your knowledge, extend your skills and become more competitive with more than 45 technical and career seminars and leadership courses from which to choose, including:

- Mock Trial 2009 — Rocky Mountain Heist ... Or Certificates of Insurance, Additional Insureds and Other Myths.
- Insurance Commissioner Roundtable.
- Embracing Ethics — Taking a Fresh Look at Ethical Challenges in Today's Workplace.
- The Women's Forum — A Leadership Panel Discussion for Women by Women Who Made It to the Top.
- Breaking into Senior Management — Career Strategies that Can Take You to the Top.

Be Transformed

Arrive early to attend pre-meeting CPCU Society Center for Leadership courses on Aug. 28. Three courses will be offered: two half-day courses, “Building Communication Strategies — Leverage Your Best Critical Thinking” and “Transformation Leadership,” and one full-day course, “Strategic and Creative Leadership ... Discovering Your Core — Values Drive Strategy.”

You can also learn how to manage your career more effectively, and provide more value to your organization at the fifth annual CPCU Society Career Center. In addition to career development seminars, the Career Center will offer free one-on-one career counseling sessions.

Be Connected

Visit the CPCU Society Expo and meet property-casualty insurance industry exhibitors showcasing their hot products, innovative services and advanced solutions. Feel lucky? Register for valuable prize drawings. Need CPCU clothing, jewelry or accessories? Stop by the CPCU Society Marketplace. Want to catch up with industry colleagues? Meet with CPCUs and nonmembers at networking breaks and Expo breakfasts.

Register Today!

Registration will be available in May. To register online or download the registration form, visit www.cpcusociety.org, and click on the “Annual Meeting and Seminars” button. For more information, contact the Society's Member Resource Center at (800) 932-CPCU, option 5, or at membercenter@cpcusociety.org.

DAWN UPPERMAN — PRESIDENT’S MESSAGE

As we come to the end of another term, we can look back on a year where we had many volunteers get involved. I have thoroughly enjoyed working with each and every one of you. It is so important that each member feel a vital part of the Chapter. As I have mentioned before, I can attest that volunteering for the Chapter is a very rewarding experience, both professionally and personally. I highly recommend it.

Some of our new volunteers have transitioned into some key areas. Examples include:

Scholarship Program: transitioned from Donna Popow to Mary Ann Cook
 ChapterGram: transitioned from Marty Frappolli to Theresa Gregory
 Website: transitioned from Dawn Upperman to Samantha Miller

On behalf of our membership, I would like to thank Marty and Donna for all of their hard work and efforts in their respective areas. They have been of great benefit to the Chapter.



We had a very busy Spring which included the Franklin Award Luncheon on April 16th honoring Gale White of White and Williams, LLP; the annual UCP 5k Run/Walk on April 23rd followed by a Mix & Mingle; and our monthly breakfast/dinner meetings. We also launched our new Mentoring Program.

I am grateful to the 2008-2009 Board, Committee Chairs and members for doing such an incredible job. Going forward, you will continue to have a very talented and energetic incoming Board. There are a number of new committees in development and the 2009-2010 term should be very exciting. Our partnership with RIMS continues to be very strong and we are looking forward to working with them in the future.

New ideas are always welcome and we encourage you to pass them on. There are many opportunities to volunteer. We hope that Candidate members and students will continue to volunteer as well.

Of course, it is always great meeting students and seeing them get so excited about their upcoming careers in Risk Management. The Philadelphia Chapter continues to be highly supportive of their efforts.

Thanks for helping the Chapter have another excellent year! I also thank you for the opportunity to serve as President of the Chapter. It was awesome!

Dawn Upperman, CPCU, ARe, AIT

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NEW CHAPTER LEADERS HONE SKILLS IN PHOENIX

The CPCU Society hosted its annual Leadership Summit meeting at the Pointe Hilton Squaw Peak Resort in Phoenix, Arizona from April 21 through 25th, 2009. Several of our new leaders were present along with many other Philly Chapter members. Attendees get to network and chose from a selection of valu-

able courses. Choices this year included Developing Emotional Intelligence and Creative Thinking for the Insurance Professional. See what Director Sam Miller learned in her favorite course below. The Summit is a valuable opportunity and benefit to being an active chapter member.



From left Kellie Goldfien, Samantha Miller, Lorie Cardoni, and Marsha Eagan

Course Summary - Transformation Leadership

by **Samantha Miller, CPCU**

Have you ever wondered if there is a profile of the perfect leader? After thousands of years, you would expect that we would know the necessary qualities of effective leadership; yet we continue to struggle. Presented by Marsha Egan, CPCU, CPIW, PCC of the Egan Group, INC and past president of the CPCU Society, this interactive session sought to provide answers to these questions by focusing on the individual, inspiring performance, encouraging extraordinary outcomes and developing new leadership.

Leaders and Leadership

Fifty CPCU Society chapter leaders from across the country participated in this seminar and broke into groups to discuss influential leaders throughout history along with the characteristics that made them so effective. Based on the characteristics discussed, each team was to develop the definition of leadership:

- lead • er • ship [lee-der-ship] n. 1. the position to empower others to want to do things, 'buy in' and excite them.
- 2. the ability to influence and motivate toward a common goal
- 3. allowing others to achieve extraordinary accomplishments-going where they thought it was impossible to go.

The above definitions are only a few of the many that were debated within the conference room at the Pointe Hilton Squaw Peak Resort in Phoenix.

Emerging Challenges and Practical Application

The participants discussed emerging challenges for leaders due to two recent, important changes: The low cost of information and the 'net generation'. Leaders are now facing more complex challenges than ever such as, giving focus among so much change and available information.

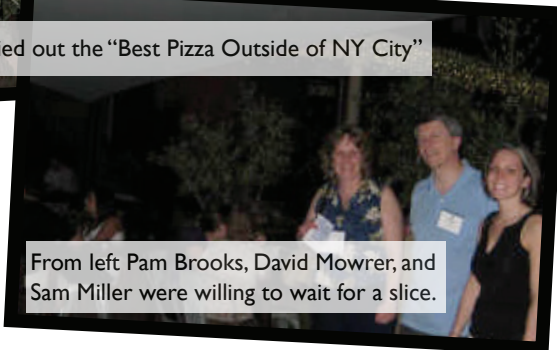
Three types of leadership were discussed: Contingency (situational), Transactional and Transformation. With a focus on the individual, Transformation Leadership is available to anyone at any level. This type of leadership stimulates the individual, inspires a person to reach extraordinary outcomes and develops leadership capacity within a group. If focuses on the need to invest time to transform the individual and get 'pull' motivation out of them.

The session ended with a lively exchange of ideas on how each person can use these concepts of transformation leadership within each of their positions in the CPCU Society. Idealized Influence, Inspirational Motivation, Intellectual Stimulation and Individualized Consideration were among general subjects.

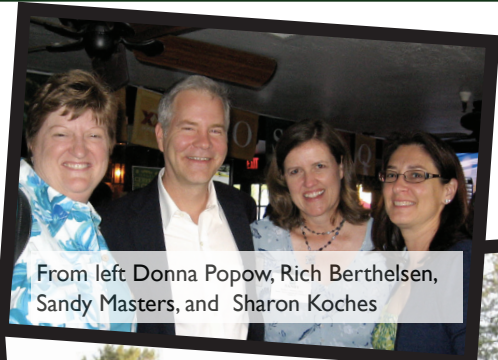
PHOENIX LEADERSHIP SUMMIT PHOTO GALLERY



The gang tried out the "Best Pizza Outside of NY City"



From left Pam Brooks, David Mowrer, and Sam Miller were willing to wait for a slice.



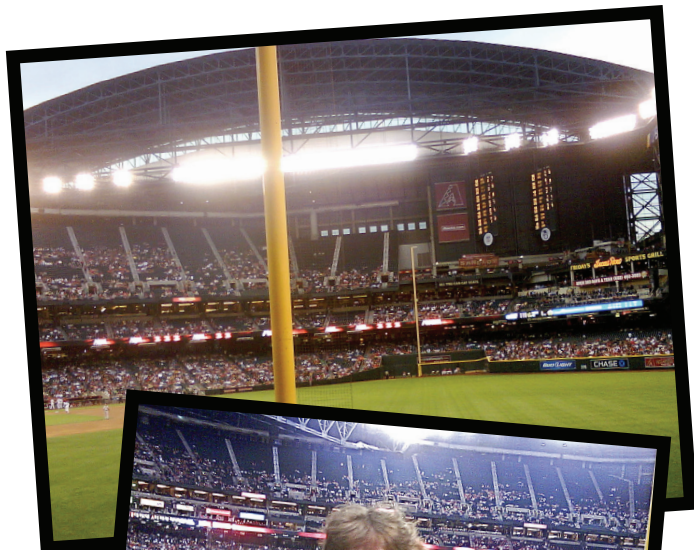
From left Donna Popow, Rich Berthelsen, Sandy Masters, and Sharon Koches



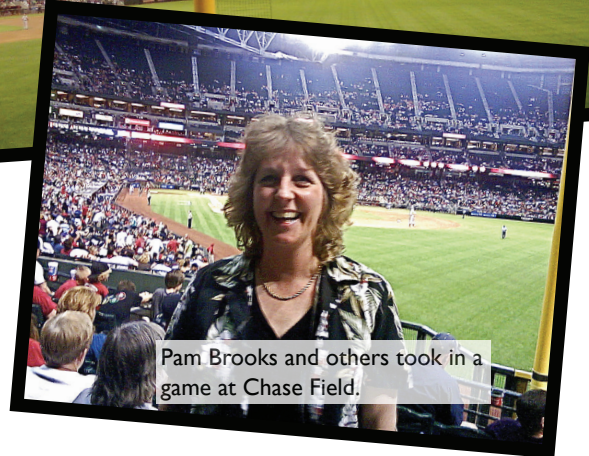
From left Lorie Cardoni, Sharon Romano, Samantha Miller, and Kellie Goldfien at Summit social event.



From left Lorie Cardoni, Kellie Goldfien, and Samantha Miller



From left Sharon Romano, Kellie Goldfien, Lorie Cardoni, and Samantha Miller



Pam Brooks and others took in a game at Chase Field.

GALE WHITE HONORED BY THE DELAWARE VALLEY

Recap by Renee Yozzi

Gale White, a partner at White and Williams' Commercial Litigation Department, was honored by 117 attendees at the Franklin Luncheon held on April 16th, 2009 at the Union League in Philadelphia. The keynote speaker for the event was Philadelphia television and radio personality Mr. Don "Tolly" Tollefson. At the luncheon, Don congratulated Gale on all of her achievements, as well as the Philadelphia Chapter of the CPCU Society for all of its work.

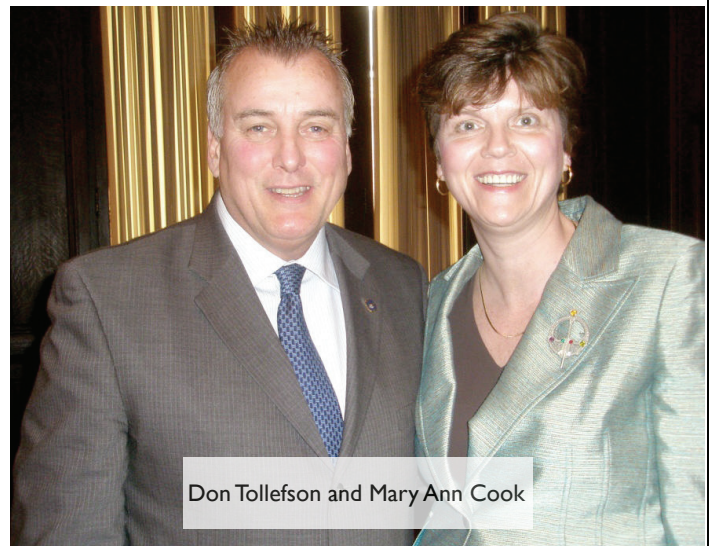
When Don is not covering the teams, the players, and the impact they make on Philadelphia, he's making an impact of his own with his charity "One Child Saved". Through One Child Saved, a non-profit motivational program to benefit disadvantaged children, Don invites area kids to meet and interact with professional athletes who encourage young people to get involved in life -- taking positive action, not negative. "Our philosophy is to get kids involved in many activities so they're too busy to get into trouble," Tollefson explains. "We're about prevention, giving kids positive examples before they get into drugs or into other trouble."



Gale White and Dawn Upperman



Keynote speaker Don Tollefson



Don Tollefson and Mary Ann Cook



From left Dawn Upperman, Marty Frappolli, Kellie Goldfien, Don Tollefson, Renee Yozzi

"Our philosophy is to get kids involved in many activities so they're too busy to get into trouble."

INSURANCE INDUSTRY WITH THE 2009 FRANKLIN AWARD



From Don Tollefson, Gale White, and Randy Maniloff

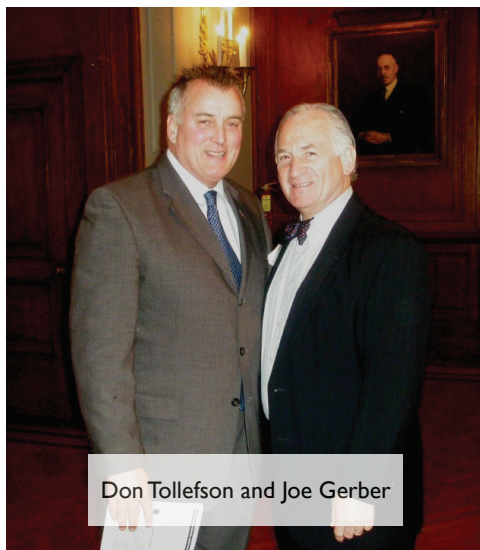
Background on our Awardee

Gale White has been a lawyer in our community for over 20 years. In that time she has been a loyal defender and supporter of the insurance industry and has represented insurers in the Delaware Valley and Nationally. One of her first cases representing the industry was when she defended INA in the coverage cases relating to the now infamous Love Canal environmental landfill. This was the historic case that spawned the massive amounts of environmental coverage litigation that is still ongoing today.

Since then she has continued to defend the industry and has worked to provide education and training to the many people involved in the industry. Some of you may know that our Awardee is a former school teacher so teaching has come naturally to her.

For 14 years our Awardee volunteered as a faculty

member at the week long Litigation Management College at Emory University and served as the College's Dean for four years. Our Awardee developed and implemented White and Williams' "Coverage College", an annual day-long event here in Philadelphia



Don Tollefson and Joe Gerber

that provides master's level classes to over 400 insurance professionals from more than 130 companies. She has also been called upon to provide education and training to the judges of the Philadelphia Court of Common Pleas.

Our Awardee is also active in national organizations where she represents and defends the interests of our industry. She serves on the Board of Directors of the Federation of Defense and Corporate Counsel. In that capacity, she is currently chairing an upcoming symposium titled "The Challenges Facing the Insurance Industry as we Approach the Year 2020" which will be a unique opportunity for insurance industry professionals to come together to learn and share

insights, concepts and approaches to the climate of the next decade. She is also a member of the Lawyers for Civil Justice, which invites only 50 lawyers across the



Gale White and Marty Frappolli

country into its membership. LCJ is an organization devoted to civil justice reform through participating in the legislative process.

At home she initiated and Chairs the White and Williams Woman's Initiative "Inspiring the Future" and enjoys educating and mentoring the young women of her profession.

Our Awardee received her Bachelor of Science from Cornell University, her Masters from Drexel University and her law degree from Wake Forest University.



Chapter Supports Annual UCP Event

We had beautiful spring weather for the annual United Cerebral Palsy Corporate Run/Walk held on April 23rd. The flat, scenic 5K course started at the steps of the Philadelphia Art Museum and loops down Martin Luther King Drive and back. Afterwards Jack's Firehouse generously hosted everyone for appetizers and drinks.

Our Chapter turned out again to support the UCP of Philadelphia so they in turn can continue their programs and services for adults, children, and their families living with disabilities in our area.



The crowd grew and grew as it worked its way towards the starting line.



Everyone lined up in preparation for the official start of the race.



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Chapter Members Gathering for the UCP Run/Walk



From left: Theresa Gregory, Jon Hensinger, Margo Turtureja



Chapter members and friends met on the steps before the walk.



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**Would you like to volunteer with the
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