

Independent Insurance Agents and Brokers of Arizona

CONVENTION & TRADE
SHOW

2025

Good
Times

August 21-22, 2024 | Renaissance Glendale



Join us for a Rocking Good Time as we Salute the 70's!

Convention Sponsors

A Special Thanks to the Companies who Support the Convention.

Platinum Sponsors

Central Insurance Companies
Liberty Mutual, Safeco, & State Auto Insurance

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EXCELLENCE IS OUR POLICY.™



Convention Trade Show

Thursday, August 22, 2024: 2 pm - 7 pm

Renaissance Phoenix Glendale Hotel & Spa - 9495 West Entertainment Blvd, Glendale

Everyone is welcome to attend this **FREE** Trade Show at the Renaissance's Event Center which will feature 125 Exhibit Booths including markets, products, services, and networking opportunities to boost your business potential along with entertainment, food, drinks, giveaways, booth drawing prizes, and Company Hospitality Suites. Bring all your co-workers and industry friends.

Grand Prizes given away every hour.

No Registration or RSVPs Required.

Exhibitors:

- Accident Insurance Company
- Aegis General Insurance Agency
- Agency Performance Partners
- Agents Alliance Services LTD
- Amigo Mexico Insurance
- AmShield
- AmTrust Financial Services
- Amwins
- Applied Underwriters
- Arizona Tuition Connection
- ASNOA-The Agent Support Network of America
- Aspire General Insurance
- AssuranceAmerica
- Auto-Owners Insurance
- BBSI
- Benchmark Insurance
- Berkshire Hathaway GUARD Insurance Companies
- Berkshire Hathaway Homestate Companies, Work Comp Division
- Black, Gould & Associates
- BriteCo
- Builders
- Burns & Wilcox
- Capital Insurance Group
- Capital Premium Financing
- CHUBB
- Cinch Home Services
- Claro
- Colonial General Insurance Agency
- Commercial Sector Insurance Brokers
- Commonwealth Insurance
- CopperPoint Insurance Companies
- Coterie Insurance
- Craft Body Scan
- CRC Insurance Services
- Cypress Premium Funding
- Dairyland
- EMC Insurance Companies
- ePayPolicy
- Equipment Insurance International
- FrankCrum
- Gainsco Auto Insurance
- Glatfelter Insurance
- Gorst & Compass Insurance
- Great American Insurance Group
- Hagerty
- Hallmark Financial Services, Inc.
- HawkSoft
- Hagerty
- Honeycomb Insurance
- IdealTraits Inc.
- ILT Innovation
- Imperial PFS
- Independent Insurance Agents and Brokers of Arizona
- InsBOSS
- Insurance Program Managers Group (IPMG)
- Insurors Indemnity

- Iroquois Group, Inc.
- JM Wilson
- Johnson & Johnson Insurance
- Kemper
- Kowalski Construction, Inc.
- Liberty Mutual, Safeco & State Auto Insurance
- Lift Local
- LIO Insurance
- LSR
- M.J. Hall & Company Insurance Brokers
- MacAfee and Edwards, Inc. Mexican Insurance Specialist
- Main Street America
- Mercury Insurance
- Mexico Insurance Online
- MiniCo Insurance Agency
- Mission Insurance Solutions a Norte Dame Credit Union Co.
- National General, an Allstate company
- Novatae Risk Group / UIG
- Old Republic Surety Company
- Pacific Gateway Insurance Agency
- Pacific Specialty Insurance Company
- Pathward Premium Finance
- Pennsylvania Lumbermens Mutual Insurance Company
- PersonalUmbrella.com
- Philadelphia Insurance Company
- Pie Insurance
- Preferred Choice Restoration/Construction
- Prime Insurance Company
- Progressive Insurance
- Renaissance Insurance
- RLI Insurance & Surety
- RT Specialty
- Safeway Insurance Company
- Skyward Specialty Insurance Group
- Southwest Insurance Agents Alliance, LLC
- Staff Boom
- Steadily Insurance
- Stonegate Insurance Company
- Sun Coast General Insurance Agency, Inc.
- Sunrise Restoration and Consulting
- SuretyBonds.Market
- Tapco Underwriters
- Tokio Marine HCC – Surety Group
- Travelers
- Trexis Insurance
- UCA General Insurance Services, Inc.
- United Fire Group
- United Heritage Property & Casualty
- US Assure
- US Premium Finance
- West Bend Insurance Company
- Westfield
- WestPac
- Worldwide Insurance Specialist, Inc.
- XPT Specialty



Convention Agenda

Wednesday, August 21st

1:00 pm **Opening Speaker:** CEO Barbara Richardson
Arizona Department of Insurance and Financial Institutions

2:00 pm **How AI Will Affect Insurance Sales**
John Chapin, John Chapin Consulting

AI is affecting almost all industries these days including the insurance industry. This presentation will put you in the driver's seat when it comes to handling and adapting to changes created by AI.

- The various ways AI will affect the insurance industry as a whole
- How AI will impact sales and the sales conversation
- How you can use AI to your advantage when selling
- How to avoid AI pitfalls
- How to protect against AI being used against you when selling
- How to deal with AI and all other market disruptions
- The mindset necessary to win in an AI world
- How to most effectively build your business in an AI world

3:00 pm **Navigating the Hard Market**
John Chapin, John Chapin Consulting

While we've experienced some short, mild hard markets over the years, this is the first real hard market since 1990. This presentation will put you in the best position when talking with customers and tackling the issues the hard market presents.

- How to get a mental edge in the current conditions
- How to best plan and prepare for customer interactions
- What to say when talking to customers including the best answers to frequently asked customer questions
- How to keep all, or almost all, of your current clients
- How to set yourself apart from other agents
- The two best defenses against this and any market disruption
- Overcoming objections and other obstacles and roadblocks
- Other sales skills necessary for success in difficult markets
- Renewal review prep
- Remarketing strategies
- How to actually sell more during the hard market
- How to build strong, life-long customer relationships
- Ideas that will put you in the top 5% of all agents

4:00 pm **IIABAZ & SLAAZ Annual Meeting**

5-6:30 pm **Installation and Awards Banquet**
Association Awards, Past President Recognition, and Installation of Officers and Board

6:30-9 pm **Opening Night Reception**



Barbara Richardson



John Chapin



Kody Houk



Myles Hassett



Convention Agenda

Thursday, August 22nd

- 8:00 am **Young Insurance Professional Breakfast - Stop Looking for the Easy Button**
Kody Houk, PrimeRisk Insurance Solutions
A challenge to bypass shortcuts and embrace the hard work necessary for true success. Dive into strategies that foster resilience and commitment in your pursuit of excellence. Don't miss the chance to transform your approach and achieve real results!
- 9:00 am **Hold Your Horses: Reining in Agency E&O Claims** (Pending Approval for 2 AZ CE Hours)
Myles Hassett, Esq, Hassett Glasser, P.C.
Veteran defense counsel Myles Hassett will present this seminar highlighting common sources of E&O Claims and how to combat them. Learn about strategies to employ when dealing with difficult situations involving Coverage Declinations, Policy Cancellations, UM/UIM claims, Quotes and Proposals, and Umbrella/Excess Coverages and Limitations, among others. This 2 hour seminar will also feature an appearance by renowned Plaintiff counsel Shannon Clark of Gallagher & Kennedy who will give his perspective on claims from the other side of the courtroom.
- OR
- Easy Answers No One Knows** (Approved for 2 AZ CE Hours)
Chris Boggs, CPCU, ARM, ALCM, LPCS, AAI, APA, CWCA, CRIS, AINS, Boggs Risk & Insurance Consulting
Those pesky and tricky eligibility and who is an Insured questions on Homeowners and Commercial Policies that are often misunderstood are addressed. Chris will touch on the HO 2022 changes, Additional Insureds, HO's 3 Trust Endorsements, and Properly Naming an Insured on Commercial Policies.
- 11:00 am **Insurance Producer Regulation 101** (Pending Approval for 1 AZ CE Hour)
David Seidman, Esq and Myles Hassett, Esq, Hassett Glasser, P.C.
David Seidman and Myles Hassett bring their legal expertise to focus on the importance of your license to sell insurance in this jam-packed educational session. Using examples taken from real-world regulatory investigations, and insights into the workings of the Arizona Department of Insurance and Financial Institutions, this presentation will help you understand the rules that apply to your profession and guide you in reducing the risk of being penalized by regulatory authorities.
- OR
- The ABC's of Cannabis Insurance** (Approved for 1 AZ CE Hour)
Danielle Hernández, Gilbert Insurance Group
Explore the current state of use of cannabis, discuss some basic definitions, general liability, products liability, property coverages, workers compensation issues, and take a look at D&O concerns, E&O scenarios, and cyber liability situations.
- 12:00 pm **Convention Luncheon—The One Call Close**
Ryan Hanley, Finding Peak LLC
The secret, battle-tested and repeatable process world-class independent agents use to close 89.2% of insurance leads.
- 2:00 pm **Trade Show** — Free for all Agency and Company Personnel
Exhibit Hall featuring 120 booths with markets, products and services, prizes, entertainment, libations, networking and more. Live Band to Rock Out to the 70's!



David Seidman



Chris Boggs



Danielle Hernández



Ryan Hanley



Registration

90th Annual Convention and Trade Show August 21-22, 2024 - Renaissance Phoenix Glendale Hotel & Spa, Glendale

One Form Per Person.

Mr./Ms. _____ First Name to Appear on Name Badge _____ Last Name _____ Designations _____

Are you an IIBAZ Member? YES NO Do you hold a Surplus Lines License? YES NO SL License # _____

Email * Provided to Exhibitors & Sponsors who sign a Confidentiality Agreement to not distribute to other parties and only to use for invites to booths and advertising their products/services.

Agency/Company Name _____

Business Address _____ Phone _____

Registration Fees

Make Your Selection	CHECK	IIBAZ Member	NON-Member	AMOUNT
Full Registration <i>All Events including Banquet, Reception, Breakfast and Lunch</i>		\$299.00	\$399.00	
Partial Registration <i>Thursday Only and includes Breakfast, Meetings and Lunch</i>		\$159.00	\$215.00	
Surplus Line Association of Arizona Registration Arizona Surplus Lines License Required and Listed Above. <i>Includes Wednesday's 4pm SLA Mtg, Banquet and Reception</i>		FREE		
A La Carte Items:	QTY			
Wednesday: 1-4pm Sessions		\$60.00	\$80.00	
Wednesday: 4-5pm IIBAZ & SLA Annual Meetings		FREE	\$25.00	
Wednesday: 5pm Banquet Tickets		\$100.00	\$120.00	
Wednesday: 6pm Reception		FREE	FREE	
Thursday: 8am Breakfast Tickets		\$60.00	\$75.00	
Thursday: 9-12pm CE Breakout Sessions		\$50.00	\$70.00	
Thursday: 12pm Luncheon Tickets		\$60.00	\$75.00	
Total Amount Due:				

Free Trade Show!

Exhibit Hall is Open to All
Thursday, August 22nd
2-7:00 p.m.

**ENTRY TO TRADE SHOW IS FREE
NO REGISTRATION REQUIRED**

Special meal requests may be accommodated if possible and additional charges will apply. Email convention@iibaz.com with requests by July 17, or accommodations will not be made.

How to Register

By Email: convention@iibaz.com
By Fax: (602) 468-1392
By Mail: IIBAZ
333 E. Flower Street
Phoenix, AZ 85012

Questions? Call: (602) 956-1851
(800) 627-3356

Cancellation Policy:

\$25 per person administrative charge assessed by IIBAZ for cancellations received on or before 7/24/2024.
Cancellations received on or after 7/25/2024 forfeit full registration.
No shows forfeit full registration.

Payment Options: Check payable to IIBAZ. Credit Card: Visa, MasterCard, American Express or Discover

Credit Card Number _____ Expiration Date _____ Security Code _____

Print Name on Card _____ Signature of Cardholder _____

Card Billing Address _____ City/State/Zip _____

Email Address for Credit Card Receipt _____



Room Reservations

Renaissance Phoenix Glendale Hotel & Spa 9495 West Entertainment Blvd, Glendale Arizona 85305

Discount Rate of \$139+ tax bellman & housekeeping for nights of August 18-24, 2024.
Guestroom Internet and Parking Garage included in discounted rate.
Cut Off Deadline for Discounted Room Block is July 19, 2024.

Make your Reservations Online at:

www.marriott.com/event-reservations/reservation-link.mi?id=1701719373708&key=GRP&app=resvlink

Link posted on www.iibaz.com/Convention

Check-in time is 4 PM Check-out time is 11 AM

Requests prior to and after convention dates will be accepted on a space available basis only.

All reservation requests must be guaranteed with a credit card for the reservation to be confirmed.

To avoid cancellation charges, reservations should be cancelled 72 hours in advance.

Renaissance Phoenix Glendale Direct Phone Number - (623) 937-3700.

Sky Harbor Car Rental to Renaissance Glendale

- Head northwest on E Sky Harbor Circle S toward E Buckeye Road.
- Turn left
- Take ramp to I-10 W
- Keep left at the fork to continue toward I-10 W and merge onto I-10 W
- Take exit 133B to merge onto AZ Loop 101 N
- Take exit 7 for Glendale Ave.
- Keep right at the fork, follow signs for Glendale Ave. E and merge onto W Glendale Ave.
- Turn right at N 95th Ave.
- Turn left at W Coyotes Blvd.

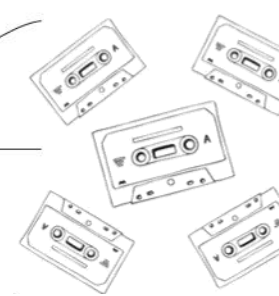
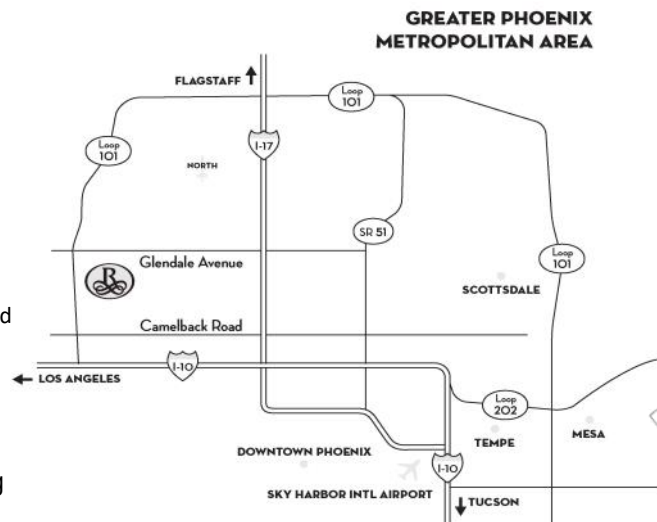
Tucson to Renaissance Glendale

- Take I-10 W toward Phoenix
- Merge onto I-17 N/US60 W via exit 150A toward I-10 TRUCK W/FLAGSTAFF
- Merge onto I-10 W via exit 200A toward Los Angeles
- Take exit 133B to merge onto AZ Loop 101 N
- Take exit 7 for Glendale Ave.
- Keep right at the fork, follow signs for Glendale Ave. E and merge onto W Glendale Ave.
- Turn right at N 95th Ave.
- Turn left at W Coyotes Blvd.

Mesa/Tempe to Renaissance Glendale

(use US-60 W or Loop 202 W to get to the I-10 W)

- Take US-60 W toward Phoenix
- Merge onto I-10 W/US-60 W toward Phoenix
- Merge onto I-17 N/US60 W via exit 150A toward I-10 TRUCK W/FLAGSTAFF
- Merge onto I-10 W via exit 200A toward Los Angeles
- Take exit 133B to merge onto AZ Loop 101 N
- Take exit 7 for Glendale Ave.
- Keep right at the fork, follow signs for Glendale Ave. E and merge onto W Glendale Ave.
- Turn right at N 95th Ave.
- Turn left at W Coyotes Blvd.



The hotel's parking garage will be open and FREE during the August 22, 2024 Trade Show from 2 p.m. to 7 p.m.

iiabaz
INDEPENDENT INSURANCE
AGENTS AND BROKERS OF ARIZONA

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INDEPENDENT INSURANCE AGENTS

