

# INGENUITY @WORK



## The Millennials



# IIABAZ 82nd Annual Convention Trade Show & Golf Tournament

AUGUST 10-12, 2016

ARIZONA BILTMORE RESORT - PHOENIX



# Convention Sponsors

A Special Thanks to the Companies who Support the Convention.

## PLATINUM



*Fulfilling the Promise Since 1876*

## GOLD



## SILVER



## BRONZE



*America's small business insurance specialist®*



## SPONSOR



## GOLF HOLE

- BBSI
- Colonial General Insurance Agency
- Kowalski Construction
- Pekin Insurance
- Prime Insurance Company
- UIG — The Agent Agency
- Zona Restoration

# Convention Trade Show

**Thursday, August 11, 2016: 2 pm - 7 pm**

Arizona Biltmore Resort & Spa - 2400 East Missouri Avenue, Phoenix

Everyone is welcome to attend this **FREE** Trade Show at the Arizona Biltmore's Frank Lloyd Wright Ballroom which will feature 120 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. **Grand Prizes given away hourly. No Registration or RSVPs Required.** Bring your co-workers and industry friends.

## Event Exhibitors:

Activate Staffing  
AFCO - Prime Rate Premium Finance  
Agency Matrix LLC  
Agents Access  
AIP - Affluent Insurance Program  
All Risks, LTD  
American Liberty Insurance Company  
American Management Corporation  
American Modern Insurance Group  
American Reliable Insurance Company  
American Summit Insurance Company  
Amigo Mex Insurance  
AmShield Insurance  
AmTrust NA  
Anchor General Insurance Company  
Appalachian Underwriters, Inc.  
Applied Systems, Inc.  
ASPN Programs / Aon  
AXA Art Americas Corporation  
BankDirect Capital Finance  
BBSI  
Berkshire Hathaway Guard Insurance Companies  
Berkshire Hathaway Homestate Companies  
Burns & Wilcox of Arizona Ltd.  
CapitalSource  
CCI Surety  
Century-National Insurance  
Colonial General Insurance Agency  
Commonwealth Casualty Company  
Concorde General Agency  
CopperPoint Insurance Companies  
CSE Insurance Group  
Dairyland Insurance  
Direct Access Insurance Services (DAIS)  
DYL Phone System  
The E&O Department/Insurance Agents Services  
Echelon Property & Casualty Insurance Company  
EMC Insurance  
EMPLOYERS  
EZLynx  
Flood Control of Maricopa County  
Foremost Insurance Group  
Francis L. Dean & Associates of CA, LLC  
Freedom National Insurance Services, Inc.  
GAINSCO Auto Insurance  
Grayhawk General Agency, Inc.  
The Greenspan Co./Adjusters International  
Hallmark Specialty Personal Lines  
Hawksoft  
HCC Surety  
Homeowners of America Insurance Company  
Houston International Insurance Group  
Imperial PFS  
Independent Insurance Agents & Brokers of Arizona  
Infinity Insurance  
Insurance Training & Education Center, Inc. (ITEC)  
IPMG  
Iroquois Southwest, Inc.  
ITC  
Kemper Personal and Commercial Lines  
Kowalski Construction, Inc.  
Legacy Insurance Services  
Liberty Mutual Insurance Co.  
Litchfield Special Risks — L .S. R.  
MacAfee and Edwards, Inc. Mexican Insurance Specialist  
The Main Street America Group  
Markel Specialty Commercial  
McNeil & Co.  
Mercury Insurance  
Mexico Insurance Online  
MexiPass International Insurance Services, LLC  
Monarch E&S Insurance Services  
National General Insurance  
Networked Insurance Agents  
NGIA, Inc.  
NIF Group  
Pacific Interstate Insurance Brokers  
Pennsylvania & Indiana Lumbermens Mutual Insurance Companies  
Philadelphia Insurance Companies  
Preferred Property Program, Inc.  
Premium Assignment Corp.  
Prime Insurance Company  
Producer's XL  
Progressive Insurance  
Quomation Insurance Services  
RIC Insurance  
Risk Placement Services, Inc.  
Ritter Insurance Marketing  
RLI Surety  
RMP Construction  
Rocky Mountain Restoration  
SAFECO Insurance – A Liberty Mutual Company  
Safehold Special Risk  
Safeway Insurance Company  
Selective Insurance  
SouthEast Personnel Leasing  
Southwest Insurance Agents Alliance, LLC  
Statewide Insurance Corp.  
Stillwater Insurance Group  
Stonewood Insurance  
Swiss RE Corporate Solutions  
TAPCO Underwriters  
Titan Restoration of Arizona  
Travelers  
U.S. Premium Finance  
UCA General Insurance Services, Inc.  
UIG – The Agent Agency  
United Auto Insurance Company  
Vacant Express  
Viking Bond Service, Inc.  
Western General Insurance  
Western National Insurance Group  
Western Special Risks, Inc.  
Westfield Bank, FSB



# Convention Agenda

## Wednesday - August 10, 2016

Arizona Biltmore Resort & Spa  
2400 East Missouri Avenue - Phoenix, AZ 85016

Presiding Officer: IIABAZ President James R. Mann, Horizon Insurance Group — Phoenix, AZ

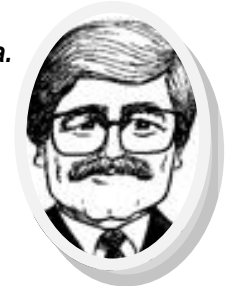
12:00 p.m. **Convention Registration Desk Opens**

1 - 3:00 p.m. **The Dumb Things We Do**  
***Learning from Mistakes Made by Agents, Insurers, Insureds, Regulators, and the Media.***

Presenter: Bill Wilson, CPCU, ARM, AIM, AAM - IIABA Associate VP, Education & Research Director, Big "I" Virtual University — Nashville, Tennessee

We all make mistakes in our understanding, advice and actions when it comes to insuring the public. These coverage and procedural mistakes become problematic when they adversely impact consumers and businesses, leading to inadequately covered losses and all too often, litigation. This program taps into a file we've accumulated over the past decade of over 500 real-life incidents that imperiled the financial condition of consumers and businesses.

*\* Approved for 2 CE Hours of Ethics in Arizona*



Bill Wilson

3 - 5:00 p.m. **The Additional Insured Illusion... and Other Feats of Contractual Risk Transfer Magic Even David Copperfield Couldn't Pull Off**

Presenter: Bill Wilson, CPCU, ARM, AIM, AAM - IIABA Associate VP, Education & Research Director, Big "I" Virtual University — Nashville, Tennessee

This program addresses contractual liability, additional insured, and certificates of insurance issues that are the subject of controversy in the insurance industry. This program examines those issues and the disputes that invariably arise from them. The focus is on how to recognize the issues, understand their impact on all parties, how courts are interpreting controversies, and how to respond to claims and suits arising from the issues.

*\* Approved for 2 CE Hours in Arizona*

## Thursday - August 11, 2016

Arizona Biltmore Resort & Spa  
2400 East Missouri Avenue - Phoenix, AZ 85016

7:00 a.m. **Convention Registration Desk Opens**

8 - 9:00 a.m. **Industry Appreciation Breakfast**

Keynote Speaker: Leslie Hess, Interim Director of the Arizona Department of Insurance — Phoenix, Arizona

**The 7 Habits of Insurance Professionals**

Presenter: Bill Wilson, CPCU, ARM, AIM, AAM



Leslie Hess

# Convention Agenda

9 - 10:00 a.m. **The Millennial Mindset**

Presenter: Ryan M. Hanley, VP of Marketing at TrustedChoice.com and Managing Editor of AgencyNation.com — Minneapolis, Minnesota

How do you attract and keep Millennials as a productive workforce in the insurance industry? Ryan Hanley addresses this question and more. Learn about how millennials think and how to sell insurance to them too.

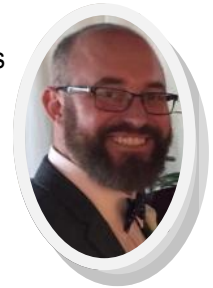


Ryan Hanley

10 - 11:00 a.m. **Cyber Risk in Digital Marketing**

Presenter: Andrew Glass, Director of Industry Outreach at Outbound Engine — Austin, Texas

Explore the fascinating topic of cyber liability in social media and email marketing. Learn about the risks of around digital marketing and how to mitigate liability while still increasing the agencies reach online.



Andrew Glass

11-12:00 p.m. **IIABAZ Annual Business Meeting**

**Annual Meeting of the Surplus Line Association of Arizona**

*The SLA's Annual Meeting is open to anyone who holds a Surplus Lines License in Arizona and it is free to attend.*

12-2:00 p.m. **Installation and Awards Luncheon**

Keynote Speaker: Bobby Hurley, Arizona State University's Head Basketball Coach

Association Awards

Arizona's Outstanding CSR of the Year Award

IIABAZ Past Presidents Recognition

Installation of 2016-2017 Officers and Directors

New President: John J. Vanyo of Vanyo Insurance Group, Inc. — Scottsdale, Arizona



Bobby Hurley

2-7:00 p.m. **Convention Trade Show** — *Free for all Agency and Company Personnel*

Featuring 120 Exhibit Booths with Markets, Products, Services, and Networking, Company Hospitality Suites

## Friday - August 12, 2016

Arizona Biltmore Resort & Spa

2400 East Missouri Avenue - Phoenix, AZ 85016

6:00 a.m. **Registration Desk Opens & Golf Breakfast**

7:00 a.m. **Shotgun Start** — Scramble Format

12:00 p.m. **Luncheon** — Drawing Prizes, Foursome and Contest Winner Awards

# Convention Registration

## 82nd Annual Convention and Trade Show August 10-11, 2016 — Arizona Biltmore Resort & Spa

One Form Per Person.

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

Are you an IIABAZ Member? circle one: YES NO Do you hold a Surplus Lines License? circle one: 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 \_\_\_\_\_ City \_\_\_\_\_ State/Zip \_\_\_\_\_

(\_\_\_\_\_) \_\_\_\_\_ Phone \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_ Fax \_\_\_\_\_

### Registration Fees

	IIABAZ Member	NON Member	TOTAL
Full Registration Includes: All Events on Wednesday & Thursday	\$199.00	\$299.00	
Partial Registration Includes: Thursday Events - Breakfast, Meetings, & Lunch	\$139.00	\$199.00	
Surplus Line Association of Arizona Registration <i>Arizona Surplus Lines License Required and Listed Above.</i> Includes: Thursday's SLA Annual Meeting and Lunch Attending Lunch: <input type="checkbox"/> YES <input type="checkbox"/> NO To attend other Convention events, please purchase separately via A La Carte Items below.	FREE	FREE	FREE
<b>A La Carte Items:</b>			
Wednesday: The Dumb Things We Do	\$30.00	\$55.00	
Wednesday: The Additional Insured Illusion	\$30.00	\$55.00	
Thursday: Meetings Only (No Meal Functions)	\$40.00	\$65.00	
Thursday: Breakfast Tickets	\$50.00	\$65.00	
Thursday: Luncheon Tickets	\$60.00	\$75.00	
<b>Total Amount Due:</b>			

**Free Trade Show!**  
Exhibit Hall is Open to All  
Thursday, August 11th from 2-7 p.m.  
Biltmore's Frank Lloyd Wright Ballroom  
**ENTRY IS FREE**  
**NO REGISTRATION REQUIRED**

The Annual Meeting of the Surplus Line Association of Arizona will be held in conjunction with IIABAZ's Annual Meeting at the 82nd Convention. Anyone with a Surplus Lines License in Arizona is urged to attend.

**How to Register**  
By Fax: (602) 468-1392  
By Email: [terri@iiabaz.com](mailto:terri@iiabaz.com)  
By Mail: IIAB of Arizona  
333 E. Flower Street  
Phoenix, AZ 85012  
Questions? Call: (602) 956-1851  
(800) 627-3356  
**Cancellation Policy:**  
\$25 fee for any cancellations received before 7/31/2016. Cancellations received on or after 8/1/2016 will forfeit full registration. No shows forfeit full registration.

Check — Payable to: IIABAZ

Credit Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_ Security Code \_\_\_\_\_

Print Name on Card \_\_\_\_\_ Signature of Cardholder \_\_\_\_\_

Card Billing Address \_\_\_\_\_

# Convention Golf Tournament

**Friday, August 12, 2016**

Arizona Biltmore Golf Club

The Links Course

2400 East Missouri Avenue, Phoenix, AZ 85016

(602) 955-9655

6:00 a.m. Registration/Breakfast    7:00 a.m. Shotgun Start (Scramble)

Noon Buffet Lunch, Drawing Prizes, and Awards

Registration Includes:

breakfast, entry fee, greens fee, cart fee, drink ticket, drawing prize ticket and lunch



First Name

Last Name

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

City

State

Zip

( )

Phone

( )

Fax

FOURSOME PREFERENCE: If paying for multiple people, please check the Paying \_\_\_ next to the names. If all individuals in your foursome preference request have not paid the registration fees by August 5, 2016, you (and your group) will be placed with other individuals to complete a foursome.

Name/Firm \_\_\_\_\_ Paying \_\_\_\_\_

Name/Firm \_\_\_\_\_ Paying \_\_\_\_\_

Name/Firm \_\_\_\_\_ Paying \_\_\_\_\_

Name/Firm \_\_\_\_\_ Paying \_\_\_\_\_

## Registration Fees

	IIABAZ	NON	TOTAL
Golf Registration—per person <i>(includes lunch)</i>	\$100.00	\$125.00	
Golf Luncheon Only—per person	\$35.00	\$45.00	
<b>Total Amount Due:</b>			

Check — Payable to IIABAZ

Credit Card Number

Expiration Date

Security Code

Print Name on Card

Signature of Cardholder

Card Billing Address

### How to Register

By Fax: (602) 468-1392

By Email: [terri@iiabaz.com](mailto:terri@iiabaz.com)

By Mail: IIAB of Arizona

333 E. Flower Street

Phoenix, AZ 85012

Questions? Call: (602) 956-1851

(800) 627-3356

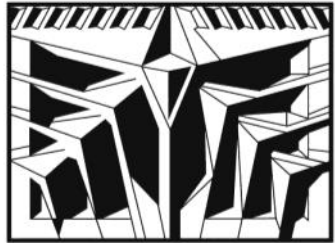
### Cancellation Policy

\$25 fee for any cancellations received before 7/31/2016.

Cancellations received on or after 8/1/2016 will forfeit full registration.

No shows forfeit full registration.





**ARIZONA  
BILTMORE  
RESORT & SPA®**

# Room Reservations

2400 EAST MISSOURI AVENUE – PHOENIX, ARIZONA 85016

Discounted Room Rates of \$129 for Single/Double Occupancy for the dates of August 9-12, 2016.

Cut Off Deadline for Discounted Room Block is July 15, 2016.

Resort Fee is waived for IIBAZ Group code.

**Call the Arizona Biltmore at 1-800-950-0086 (Press 1 for Reservations) for your reservation.**

Identify yourself with the Independent Insurance Agents & Brokers of Arizona **(Group Code IIBAZ)**.

**Check-in time is 4 PM      Check-out time is 12 NOON**

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

First night deposit will be charged to hold the reservation.

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

Online hotel reservations link at [www.iibaz.com/Convention](http://www.iibaz.com/Convention) under Hotel Reservations.

The Arizona Biltmore Resort & Spa's Direct Phone Number — (602) 955-6600.

