

Independent Insurance Agents and Brokers of Arizona



**It's All
About The Risk**



81st Annual Convention

TRADE SHOW & GOLF TOURNAMENT

August 19-21, 2015 — Arizona Biltmore, Phoenix

SURPLUS LINE ASSOCIATION OF ARIZONA ANNUAL MEETING

Convention Sponsors

A Special Thanks to the Companies who Support the Convention.

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Mutual of Enumclaw Insurance Company
Nationwide Insurance
Pekin Insurance
Philadelphia Insurance Company
Progressive Insurance
Risk Placement Services, Inc.
UIG — The Agent Agency
United Fire Group
Contest Sponsor—Burns & Wilcox, Ltd

Convention Trade Show

Thursday, August 20, 2015: 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 every hour. No Registration or RSVPs Required.** Bring your co-workers and industry friends.

Event Exhibitors:

220 Marketing
Activate Staffing
All Risks LTD
American Liberty Insurance Company
American Management Corporation
American Modern Insurance Group
American Reliable Insurance Company
American Shield Insurance
American Summit Insurance Company
AmTrust NA
AmWINS Brokerage of Arizona
Anchor General Insurance Company
Applied Systems, Inc.
ASI
Atlas General Insurance Services
BBSI
Berkshire Hathaway Homestate Companies
Brookside General Insurance Services, Inc.
Burns & Wilcox of Arizona Ltd.
Capital Premium Financing
Capital Source
Century-National Insurance Company
Colonial General Insurance Agency
Commonwealth Casualty Company
Concorde General Agency
CopperPoint Mutual Insurance Company
Dairyland
The E&O Department (Insurance Agents Services, Inc.)
Echelon Property & Casualty Insurance Company
EMC Insurance
EMPLOYERS
EZLynx
Flood Control of Maricopa County
FloodSmart
Foremost Insurance Group
Francis L. Dean & Associates of CA, LLC.
Freedom National Insurance
GAINSCO Auto Insurance
Grayhawk General Agency, Inc.
Greenspan Co./Adjusters International
Hallmark Insurance Company
Hawksoft, Inc.
HCC Surety Group
HIIG Energy
Homeowners of America Insurance Company
Imperial PFS
Independent Insurance Agents & Brokers of Arizona (IIABAZ)
Infinity Insurance
Insurance Training & Education Center, Inc. (ITEC)
InsuranceQuotes
Iroquois Southwest
ITC
Kemper Personal and Commercial Lines
Konica Minolta
Kowalski Construction, Inc.
Legacy Insurance Services
Link Financing
Litchfield Special Risks

MacAfee and Edwards, Inc. Mexican Insurance Specialist
MAPFRE Insurance Co.
Markel Insurance Company
McNeil & Co. Insurance and Risk Services
Med James, Inc.
Mercury Insurance
MexicoInsuranceOnline.com
MexiPass International Insurance LLC
Monarch E&S Insurance Services
National General Insurance
National Insurance Producer Registry (NIPR)
Networked Insurance Agents
NGIA, Inc.
NIF Group
Pacific Interstate Insurance Brokers
Patriot Underwriters, Inc.
Pekin Insurance
Pennsylvania & Indiana Lumbermens Mutual Insurance Companies
Philadelphia Insurance Companies
Preferred Property Program, Inc.
Premium Assignment Corp.
Prime Insurance Company
Producer's XL
Progressive Insurance
QQ Solutions
Quotation Insurance Services, Inc.
R.E. Chaix & Associates
RIC Insurance General Agency
Risk Placement Services, Inc.
RLI Surety
Ryan Specialty Group
SAFECO Insurance – A Member of Liberty Mutual Group
Safehold Special Risk
Safeway Insurance Company
Seacoast Brokers LLC
Smart Choice Agents
Social Service Contractors Indemnity Pool (SSCIP)
Southwest Insurance Agents Alliance, LLC
Statewide Insurance Corp.
STC Incentives & Promotions
Stillwater Insurance Group
Stonewood Insurance Services
Sun Coast General Insurance Agency, Inc.
Swiss RE Corporate Solutions
Tapco Underwriters, Inc.
Titan Insurance
Titan Restoration of Arizona
Touchpoints™
Travelers
U.S. Premium Finance
UCA General Insurance Services, Inc.
UIG – The Agent Agency
United Fire Group
Viking Bond Service, Inc.
Western General Insurance
Western National Insurance Group
Western Special Risks, Inc.



Support the Troops Drive
Donate items to the brave men and women of the US Armed Forces. Collection boxes will be located on the Trade Show Floor. Go to www.iiabaz.com/Convention for more information.



Convention Agenda

Wednesday - August 19, 2015

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

Presiding Officer: IIABAZ President Thomas R. Scrivner, GBP Risk Solutions / Assured Partners — Gilbert, AZ

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

1 - 2:00 p.m. **The Data Breach Debacle**

Presenter: Paul L. Stoller of Gallagher & Kennedy — Phoenix, AZ

Data breaches of all types of businesses are increasing and no business is immune, including insurance agencies. Follow the case scenario of an insurance agency data breach and learn the steps available to mitigate the damages and what prior protections are out there to stop them before a catastrophe happens to you. Discussion will also entail issues relating to Cyber Liability Insurance Coverages.

** Approved for 1 CE Hour in Arizona*

2 - 3:00 p.m. **A Walk Thru The Claims Process — Agency Best Practices**

Presenters: Carol Brammell of Travelers — Phoenix, AZ

Melissa Lykins of Lovitt & Touché, Inc. — Tempe, AZ

Miguel Martinez, CPCU, AIM, AIC, AIS, API, AIT, AINS of Auto-Owners Insurance Company — Mesa, AZ

Step-up your service to your clients and make sure their experience with a claim is as easy as possible. A top insurance agency's claims department will share their agency's best practices and you'll hear the carrier's point of view on how to help the process go smoothly for all parties involved.

** Approved for 1 CE Hour in Arizona*

3 - 4:00 p.m. **Good Claims Gone So Very Very Bad**

Presenter: Myles P. Hassett of The Hassett Law Firm P.L.C. — Phoenix, AZ

A violation of the implied covenant of good faith and fair dealing may lead to a tort claim in addition to a standard breach of contract claim. And it's all downhill from there as tort claims, unlike breach of contract claims, include punitive damages and some very scary consequential damages. Learn the origins of bad faith law, statutes that affect bad faith claims, how the courts treat bad faith claims, and some real hair-raising claims stories.

** Approved for 1 CE Hour in Arizona*

4 - 5:00 p.m. **Complex Construction Defect Legislation Simplified**

Presenter: Kevin E. O'Malley of Gallagher & Kennedy — Phoenix, AZ

House Bill 2578: Real Property; Purchaser Dwelling Actions (Construction Defect) was signed into law by Governor Ducey on March 23, 2015. This legislation addresses residential construction defect litigation and makes three critical changes to the current Purchaser Dwelling Act. The builder is given the "right to repair" alleged defects, a new definition of "construction defect" is provided, and the section providing for an award of attorneys' fees and expert witness fees to the prevailing party has been deleted. The combination of these changes should have an impact on the claims experience (and liability premiums) in the construction defect arena. Get the skinny on all the modifications this new law will make to construction defect litigation and the impact on the insurance industry.

** Approved for 1 CE Hour in Arizona*

Thursday - August 20, 2015

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 — U.S. Congressman Matt Salmon

Rep. David Livingston of the Arizona House of Representatives (Majority Whip and Vice-Chair of House Insurance)

Arizona's Outstanding CSR of the Year Award: Maria Rosaortega, CIC, CISR of Brown & Brown of Arizona — Phoenix, AZ





Convention Agenda

Concurrent Sessions

You choose which program you want to attend.

- 9 - 11:00 a.m. **Tips 'N Tricks To Competitive Commercial General Liability & Workers Compensation Classifications**
Presenters: Robert Chavez of CopperPoint Mutual Insurance Company — Phoenix, AZ
Louis Phillips, Sr. of Liberty Mutual Insurance — Phoenix, AZ
Thomas R. Scrivner of GBP Risk Solutions / Assured Partners — Gilbert, AZ
Get more competitive with General Liability and Workers Compensation Risk Classifications, answers to all your Rating Questions, and prepare you clients for smooth and accurate Audits by experts who will explain in layman's terms. When and how to use multiple classifications and how different types of accounts have different rules.
** Approved for 2 CE Hours in Arizona*
- 9 - 11:00 a.m. **It's All About Personal Lines**
Presenters: Wendy G. Briggs and Jeffrey A. Sandquist of Veridus LLC — Phoenix, AZ
Jamie A. Glasser of The Hassett Law Firm P.L.C. — Phoenix, AZ
Joni R. Fairbrother, CIC, RPLU of IIABAZ — Phoenix, AZ
Personal Lines is currently experiencing an exciting revolution modernizing both trends and coverages. Find out what's happening in Personal Lines today on four key hot topics: The New Rideshare Law in Arizona and ISO Rideshare Endorsements for Personal Auto Policies; UM/UIM Recent Court Battles and Victories; Upcoming Homeowners' "Where You Reside" Major Changes; and Insurance Issues Arising from Boomerang Kids.
** Approved for 2 CE Hours in Arizona*
- 9 - 11:00 a.m. **The Ethical Edge For Surplus Line Professionals**
Presenters: Chris Behymer, CPCU, ASLI, CIW of Markel Corporation — Scottsdale, AZ
Lanny L. Hair, CIC, RPLU, ARM, AAI of IIABAZ — Phoenix, AZ
Insurance agents and brokers sometimes need the assistance of licensed surplus lines brokers to help place challenging risks. Do you know and understand the rules regarding surplus lines placements? This course will discuss how to work with surplus lines intermediaries in the most efficient manner possible. In addition, the program will include a discussion of the ethical standards that agents and brokers need to keep in mind as they work with their clients and carriers on a daily basis.
** Approved for 2 CE Ethics Hours in Arizona*
- 11-12:00 p.m. **IIABAZ Annual Business Meeting**
Annual Meeting of the Surplus Line Association of Arizona
- 12-2:00 p.m. **Installation and Awards Luncheon**
Arizona Insurance Director Gerrie Marks
Randy Lanoix, CIC of Lanoix Insurance Agency — Donaldsonville, LA (IIABA Vice Chair)
Association Awards
IIABAZ Past Presidents Recognition
Installation of 2015-2016 Officers and Directors
New President: Jim Mann of Horizon Insurance Group, Inc. — Phoenix, Arizona
- 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

This year's Annual Meeting of the Surplus Line Association of Arizona will be held in conjunction with IIABAZ's 81st Convention. Anyone who holds a Surplus Lines License in Arizona is urged to attend.

Friday - August 21, 2015

Arizona Biltmore Golf Club — Links Course
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

81st Annual Convention and Trade Show

August 19-20, 2015 — 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 All Events on Wednesday & Thursday	\$199.00	\$295.00	
Partial Registration Thursday Events Including Convention Breakfast and Lunch	\$139.00	\$195.00	
Registration for the Annual Meeting of the Surplus Line Association of Arizona - <i>AZ Surplus Lines License Required</i> Thursday SLA Annual Meeting Including Convention Lunch Attending Convention Lunch: <input type="checkbox"/> YES <input type="checkbox"/> NO To attend the Ethics Surplus Lines CE Class or any other event, please purchase separately via A La Carte Items below.	FREE	FREE	FREE
A La Carte Items:			
Wednesday: The Data Breach Debacle	\$15.00	\$25.00	
Wednesday: A Walk Thru The Claims Process	\$15.00	\$25.00	
Wednesday: Good Claims Gone So Very Very Bad	\$15.00	\$25.00	
Wednesday: Complex Construction Defect Simplified	\$15.00	\$25.00	
Thursday: Meetings Only (No Meal Functions) Tips 'N Tricks or Personal Lines or Ethical Edge for SL	\$35.00	\$55.00	
Thursday: Breakfast Tickets	\$50.00	\$65.00	
Thursday: Luncheon Tickets	\$60.00	\$75.00	
Total Amount Due:			

☐ Check — Payable to: IIABAZ

Credit Card Number _____ Expiration Date _____ Security Code _____

Print Name on Card _____ Signature of Cardholder _____

Card Billing Address _____

Free Trade Show!

Exhibit Hall is Open to All
Thursday, August 20th from 2-7 p.m.

ENTRY IS FREE
NO REGISTRATION REQUIRED

Thursday's Meetings

Concurrent Sessions are scheduled from 9-11 on Thursday. If you are registering for Thursday's Meetings, please indicate which program you plan to attend:

- ☐ Tips 'N Tricks To Competitive CGL & WC
- ☐ It's All About Personal Lines
- ☐ Ethical Edge For Surplus Lines Professionals

The Annual Meeting of the Surplus Line Association of Arizona will be held in conjunction with IIABAZ's 81st 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

By Mail: IIAB of Arizona
333 E. Flower Street
Phoenix, AZ 85012

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

Cancellation Policy

\$25 fee will be for cancellations received before 8/9/2015.
Cancellations received on or after 8/10/2015 will forfeit full registration.
No shows forfeit full registration.

Convention Golf Registration

Friday, August 21, 2015

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 14, 2015, you will be placed with another group or other individuals will be placed in your foursome.

Name/Firm Paying

Name/Firm Paying

Name/Firm Paying

Name/Firm Paying

Registration Fees

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

☐ Check — Payable to IIABAZ

Credit Card Number

Expiration Date

Security Code

Print Name on Card

Signature of Cardholder

Card Billing Address

How to Register

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By Email: terri@iiabaz.com

By Mail: IIAB of Arizona

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**ARIZONA
BILTMORE
RESORT & SPA®**

2400 EAST MISSOURI AVENUE – PHOENIX, ARIZONA 85016



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 IIABA**).

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.iiabaz.com/Convention under Hotel Reservations.

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

