

INGENUITY
@WORK



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.

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Kowalski Construction
Pekin Insurance
Prime Insurance Company
Risk Placement Services
Thomas Auto Glass
UIG — The Agent Agency
Zona Restoration

Golf Contest Sponsor: Burns & Wilcox

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
Agents Support Network of Arizona (ASNOA)
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
AmWINS
Anchor General Insurance Company
Appalachian Underwriters, Inc.
Applied Systems, Inc.
ASPN Programs / Aon
Atlas General Insurance Services
AXA Art Americas Corporation
BankDirect Capital Finance
BBSI
BenefitMall
Berkshire Hathaway Guard Insurance Companies
Berkshire Hathaway Homestate Companies
Burns & Wilcox of Arizona Ltd.
Capital Premium Financing
CapitalSource
CCI Surety
Century-National Insurance
Colonial General Insurance Agency
Commonwealth Casualty Company
CopperPoint Insurance Companies
CSE Insurance Group
Dairyland Auto / Dairyland Cycle
DYL Phone System
The E&O Department/Insurance Agents Services
Echelon Property & Casualty Insurance Company
EMC Insurance
EMPLOYERS
EZLynx
First American Property & Casualty Insurance Company
Flood Control of Maricopa County
Foremost Insurance Group
Francis L. Dean & Associates of CA, LLC
Freedom National Insurance Services, Inc.
GAINSCO Auto Insurance
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 & Direct Access Insurance Services
NGIA
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
Quotation 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
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 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.

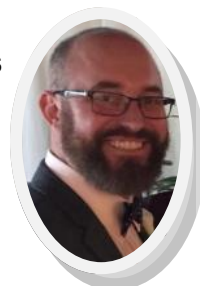


Ryan Hanley

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**



Governor Doug Ducey

Keynote Speakers: Arizona Governor Doug Ducey
Bobby Hurley, Arizona State University's Head Basketball Coach

Association Awards

Arizona's Outstanding CSR of the Year Award to:
Cynthia A. Munksgard, CoBiz Insurance — Phoenix, Arizona

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
A La Carte Items:			
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	
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 11th from 2-7 p.m.
Biltmore's Frank Lloyd Wright Ballroom

**ENTRY IS FREE
NO REGISTRATION REQUIRED**

Special meal requests may be accommodated if possible and additional charges may apply. Please contact Terri Edwards at 602-956-1851 with any requests.

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 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.

IIABAZ Annual 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

Registrations Are Still Open!

**Golf Breakfast and Lunch will be located
inside The Adobe Restaurant with AC!**

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 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

By Fax: (602) 468-1392

By Email: terri@iiabaz.com

By Mail: IIAB of Arizona

333 E. Flower Street
Phoenix, AZ 85012

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(800) 627-3356

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**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 IIABAZ 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 IIABAZ)**.

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.

