

Independent Insurance Agents and Brokers of Arizona

# 83RD ANNUAL CONVENTION



**VIVA BIG "T"**

**AUGUST 16-17, 2017**

**TALKING STICK RESORT & CASINO, SCOTTSDALE**

# 83RD ANNUAL CONVENTION



## Independent Insurance Agents and Brokers of Arizona's 83rd Annual Convention & Trade Show Talking Stick Resort & Casino - Scottsdale August 16-17, 2017

**Talking Stick Resort**—The Talking Stick Resort offers fine dining, luxury rooms, and plenty of casino action.

**Dining:** The culinary experts at Talking Stick Resort have created six unique restaurants for you to enjoy throughout the hotel and resort. Whether the mood calls for fine dining, handcrafted sandwiches in a bistro, oysters on the half shell in a modern seafood bar or just a quick snack near the casino action, Talking Stick Resort has it all — Orange Sky, Blue Coyote Café/Cantina, Black Fig Coffee Bistro, Ocean Trail, Wandering Horse Buffet and the Players Sports Bar.

**A Cultural & Entertainment Destination**—The Salt River Pima-Maricopa Indian Community invites you to experience their heritage of hospitality at the Talking Stick.

Home to amenities such as Talking Stick Resort, Salt River Fields at Talking Stick, Topgolf, and OdySea in the Desert, Talking Stick is an entertainment district unlike any other you've ever seen before!

Relax while walking among butterflies or soaking up the sun pool side at one of our area hotels. Reconnect with friends over a baseball game, a game of golf or at one of our many area restaurants. Feel your adrenaline rush while racing electric karts, walking among stingrays or while earning your wings indoor skydiving. Come see what everyone is talking about!

Conveniently located off of the Loop 101 freeway and Talking Stick Way in Scottsdale just 20 minutes from Phoenix Sky

**Talking Stick Golf Club**—Enjoy 36 holes of Scottsdale golf at two exceptional courses consistently ranked among the top in Arizona. The courses were designed by the legendary architect team of Bill Coore and Ben Crenshaw and are managed by Troon Golf.

**OdySea Aquarium**—Dive in to OdySea Aquarium, the largest aquarium in the southwest. By combining theme park style entertainment with the presentation of aquatic life, OdySea Aquarium takes guests of all ages on an entertaining and educational adventure like no other. The state-of-the-art facility includes many interactive experiences, a 3D movie, SeaTREK underwater ocean walking, a giant submerged escalator that descends into the deep ocean, and a one-of-a-kind voyage through the Living Sea you'll have to experience to believe.

**Butterfly Wonderland**—One of the newest attractions in the Valley, Butterfly Wonderland is a butterfly conservatory and indoor rainforest. Kids and adults alike love it's magical environment. You'll experience the beauty of one of the largest butterfly atriums in the country!

**Topgolf at Riverwalk** is the perfect place for groups to hang out and get competitive. The 13-acre Scottsdale hotspot offers different types of points-scoring golf games that you can enjoy from a private bay.

**The Pavilions at Talking Stick**—This open-air shopping center is near Salt River Fields, just across the Loop 101 freeway from Talking Stick Resort. It's home to many retail favorites like ROSS, Target, Home Depot, Men's Wearhouse, Famous Footwear, Michael's, ULTA, Toys R Us and more. From Sweet Tomatoes to YC's Mongolian BBQ, dining options abound. The Pavilions' newest addition is Ultra-Star Cinema's UltraLuxe Theater, an incredible 11-screen multiplex. Other new highlights include Buffalo Wild Wings, Hobby Lobby and Mountainside Fitness.

**Salt River Fields at Talking Stick**—This Major League Baseball spring training facility is home to the Arizona Diamondbacks and Colorado Rockies each year. It's become known as Scottsdale's top place to enjoy a spring training game for its beautiful design, open-air feel and great amenities.

**IFLY Indoor Skydiving**—Indoor skydiving is the simulation of true freefall conditions in a vertical wind tunnel. It's where the dream of flight becomes a reality. Located across the 101 from the Talking Stick Resort.

**Octane Raceway** (Electric Karts) has a third mile track which winds inside and outside. Karts go up to 45 MPH and offer a truly exhilarating experience with zero emissions. A definite "must do" frequented by celebrities and professional racing guests.

Additional information on the Talking Stick Resort & Casino may be found online at [www.talkingstickresort.com](http://www.talkingstickresort.com).





# CONVENTION SPONSORS

A Special thanks to the Companies who Support the Convention.

## Platinum Sponsors

Central Insurance Companies

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Markel Specialty Commercial

Mutual of Enumclaw Insurance

Surplus Line Association of Arizona

Swiss RE Corporate Solutions

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## Bronze Sponsors

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## Golf Contest Sponsors

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Specialists in vacant property insurance and more.



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# CONVENTION TRADE SHOW

**Thursday, August 17, 2017: 2 pm - 7 pm**

Talking Stick Resort & Casino - 9800 Talking Stick Way, Scottsdale

Everyone is welcome to attend this **FREE** Trade Show at the Talking Stick Resort's Salt River Ballroom which will feature 121 Exhibit Booths including markets, products, services, and networking opportunities to boost your business potential along with entertainment, food, drinks, giveaways, booth drawing prizes, and Hospitality Suites that open at 5 p.m. **Grand Prizes given away every hour. No Registration or RSVPs Required.** Bring all your co-workers and industry friends.

## Exhibitors:

AFCO - Prime Rate Premium Finance	Kemper Personal and Commercial Lines
Affordable American Insurance	Kowalski Construction, Inc.
AgencyStream	Liberty Mutual Insurance Co.
Aim Marketing - Your Life Insurance Resource	Litchfield Special Risks
AIP - Affluent Insurance Program	MacAfee and Edwards, Inc. Mexican Insurance
All Risks, LTD	The Main Street America Group
American Liberty Insurance Company	MAPFRE Insurance
American Management Corporation	Markel Specialty Commercial
American Modern Insurance Group, Inc.	Mercury Insurance Group
American Reliable Insurance Company	Method Insurance Services
AmShield Insurance	Mexico Insurance Online
AmTrust NA	MexiPass International Insurance Services, LLC
AmWINS Brokerage of Arizona	Midwestern Insurance Alliance
Applied Systems, Inc.	Monarch E&S Insurance Services
ASNOA	National General Insurance
ASPEN/AFFINITY	Nationwide Insurance
Atlas General Insurance Services	NCMIC Finance Corporation
BBSI	Networked Insurance Agents
Belfor	NIF Group
Berkshire Hathaway GUARD Insurance Companies	Pacific Interstate Insurance Brokers
Berkshire Hathaway Homestate Companies	Pennsylvania Lumbermens Mutual Insurance Company
BTIS	PersonalUmbrella.com
Burns & Wilcox	Philadelphia Insurance Companies
Capital Premium Financing	Preferred Property Program, Inc.
CapitalSource	Premium Assignment Corp.
CCI Surety	Prime Insurance Company
Colonial General Insurance Agency	Producer's XL
Commercial Sector Insurance Brokers	Progressive Insurance
Commonwealth Casualty Company	QBE North America
CopperPoint Insurance Companies	R.E. Chaix & Associates Insurance Brokers, Inc.
CSE Insurance Group	RIC Insurance General Agency, Inc.
Dairyland Insurance	Risk Placement Services
The E&O Department (IAS)	Ritter Insurance Marketing
Echelon Property & Casualty Insurance Company	RLI Insurance
EMC Insurance	RV Rental Outlet
EMPLOYERS	SAFECO Insurance, A Liberty Mutual Company
Eydent Insurance Services LLC	Safehold Special Risk
EZLynx	Safelite AutoGlass
First American Property & Casualty Insurance Company	Safeway Insurance Company
Flood Control District of Maricopa County	SouthEast Personnel Leasing
Francis L. Dean & Associates of CA, LLC	Southwest Insurance Agents Alliance, LLC
Freedom National Insurance Services, Inc.	State Auto Insurance Companies
FreedomCare Benefits	Statewide Insurance Corp.
GAINSCO Auto Insurance	Stillwater Insurance Group
Glatfelter Public Practice	TAPCO Underwriters, Inc.
The Greenspan Co./Adjusters International	TASC (Total Administrative Services Corp.)
Hallmark Specialty Personal Lines	Titan Restoration of Arizona
Hawksott, Inc.	Tokio Marine HCC - Casualty Group
Homeowners of America Insurance Company	Tokio Marine HCC Surety Group
Houston International Insurance Group	Travelers
Imperial PFS	U.S. Premium Finance
Independent Insurance Agents & Brokers of Arizona	UCA General Insurance Services, Inc.
Infinity Insurance	UIG - The Agent Agency
Insurance Training & Education Center (ITEC)	US Risk
IPMG	Vacant Express
Iroquois Southwest, Inc.	Western Special Risks
ITC	Zona Restoration
Jive Communications	

# CONVENTION AGENDA

## Wednesday - August 16, 2017

Talking Stick Resort & Casino  
9800 Talking Stick Way—Scottsdale, AZ 85256

Presiding Officer: IIABAZ President John J. Vanyo of Vanyo Insurance Group, Inc. — Scottsdale, AZ

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

1-3:00 p.m. **The 5 Work Comp Errors EVERY Agent Makes**

Presenter: Christopher J. Boggs, CPCU, ARM, ALCM, LPCS, AAI, APA, CWCA, CRIS, AINS  
Executive Director of Big "I" Virtual University (IIABA) - Alexandria, VA

Workers' compensation, as a coverage, is simple. A worker gets hurt, the work comp policy pays – theoretically; that's the simple part. The more complicated areas of workers' compensation involve the state laws and legal doctrines applicable to workers' comp. Key areas of confusion are:

1. For whom is the insured actually responsible under workers' comp laws?
2. Who counts as an employee?
3. What happens when employees travel out-of-state to work?
4. When should insured's experience mod be combined?
5. What are some of the key premium audit problems?

Agents must be able to answer these questions when they arise. But there is much confusion and misinformation surrounding these topics. This session undertakes to introduce and answer these five questions to help prepare agents to better manage their client's usual and unusual workers' compensation exposures.

**\* Approved for 2 CE Hours in AZ**

3-5:00 p.m. **Trending Hot Topics in Personal Lines — Drones, Uber, and More**

Presenter: Jerry L. Kennedy, CIC of Foisy & Kennedy, Inc. - Grand Coulee, WA

This 2 hour class offers a look at the latest in personal lines coverage challenges, from AirBnB Home Sharing to Uber Ride Sharing. Other current coverage issues include social media liability, social host exposures, self-propelled vehicles, vehicle sharing, drones, coverage for domestic partners, animal liability, criminal acts exclusions, contractual exposures and troubles with trusts, corporations and LLCs.

**\* Approved for 2 CE Hours in AZ**

## Thursday - August 17, 2017

Talking Stick Resort & Casino: 9800 Talking Stick Way—Scottsdale, AZ 85256

Presiding Officer: IIABAZ President John J. Vanyo of Vanyo Insurance Group, Inc. — Scottsdale, AZ

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

# CONVENTION AGENDA

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

Leslie Hess, Interim Director of the Arizona Department of Insurance

**Autonomous Vehicles in Arizona**

Kevin Biesty, Deputy Director for Policy of the Arizona Department of Transportation

9-11:00 a.m. **Cyber Liability — What Every Agent Should Know**

Presenters: John Immordino, CIC, CRM, RPLU, CIPP/US, CPL, Vice President Professional Liability  
Arlington/Roe & Co. - Indianapolis, IN

Cybercrime has grown seventeen times since 2009 with no slowdown in sight. All businesses, including Insurance Agents, which collect private information about their clients, must comply with State and/or Federal Notification Laws. These notification requirements can cost small businesses on average over \$200,000 and larger businesses can be in the millions. Since this is also a rapidly growing exposure it is difficult for businesses to understand the definition of private information, how to protect it and how to comply with Notification Laws. This course will provide agents with an understanding of the current exposures associated with cyber risks and ways to protect themselves and their clients.

**\* Approved for 2 CE Hours in AZ**

11-12:00 p.m. **IIABAZ & Surplus Line Association of Arizona Annual Business Meetings**

IIABAZ State National Director and Committee Chair Reports  
IIABAZ Executive Vice President Lanny Hair's Annual Report

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

**The Psychology of Persuasion - How to Ethically Move Clients to Yes!**

*Brian Ahearn, CPCU, CTM, CMCT, Director of Learning, The State Auto University*

Did you know the typical sales professional spends 50% or more of their day trying to persuade people? If you're going to spend at least 4 hours a day using a particular skill then it's a skill you should try to perfect. Brian Ahearn will combine his 30 years in the insurance industry with more than seven decades of research into the psychology of persuasion to help you become a more persuasive salesperson.

Association Awards

IIABAZ Past Presidents Recognition

Installation of 2017-2018 Officers and Directors

New President: Deanna M. Chew, CPCU of Lovitt & Touché – Tempe, AZ

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

Featuring 121 Exhibit Booths with Markets, Products, Services, and Networking.  
Company Hospitality Suites

**Friday - November 10, 2017**

The Raven Golf Course—3636 East Baseline Road — Phoenix, Arizona 85042

***Golf Registrations will be sent out closer to the Tournament date.***



# CONVENTION REGISTRATION

## 83rd Annual Convention and Trade Show

August 16-17, 2017 — Talking Stick Resort & Casino, Scottsdale

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 \_\_\_\_\_

### 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 5 WC Errors Every Agent Makes	\$30.00	\$55.00	
Wednesday: Trending Hot Topics in Personal Lines	\$30.00	\$55.00	
Thursday: Breakfast Tickets	\$50.00	\$65.00	
Thursday: Meetings Only (No Meal Functions)	\$40.00	\$65.00	
Thursday: Luncheon Tickets	\$60.00	\$75.00	

Total Amount Due:

☐ Make Check payable to IIABAZ

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

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

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

Email Address for Credit Card Receipt \_\_\_\_\_

### FREE TRADE SHOW!

Exhibit Hall is Open to All  
Thursday, August 17th from 2-7 p.m.  
Talking Stick's Salt River Ballroom

**ENTRY IS FREE**  
**NO REGISTRATION REQUIRED**

Special meal requests may be accommodated if possible and additional charges may apply. Contact Terri Edwards at 602-956-1851 with any requests by August 1, 2017 or accommodations will not be made.

### 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 8/2/2017.  
Cancellations received on or after 8/3/2017 will forfeit full registration.  
No shows forfeit full registration.



# TALKING STICK RESORT

## Room Reservations

Talking Stick Resort & Casino

9800 Talking Stick Way, Scottsdale, AZ 85256

Discounted Rate of \$119 + Gratuities for Single/Double for August 16-18, 2017.  
Cut Off Deadline for Discounted Room Block is July 21, 2017.

Call Talking Sticks' Toll Free Reservations Number at **1-866-877-9897**  
Reference Booking ID **#10788** to identify yourself with the IABAZ Convention.

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

Gratuities are a one time Bellman \$10 charge and \$3 per night for Housekeeping.  
Bellman and Housekeeping gratuities will automatically be posted to guests' individual folio.

Examples:

1 night would be \$132 + tax (\$119 + \$10 + \$3)

2 nights would be \$254 + tax total (\$238 + \$10 + \$6) = \$127 a night

3 nights would be \$376 + tax total (\$357 + \$10 + \$9) = \$125.34 a night

\$25 per person above double occupancy.

Requests prior to and after convention dates will be accepted on a space available basis only and at the Talking Stick Resort's regular room rates.

All reservation requests must be guaranteed with a credit card for the reservation to be processed and confirmed. First night deposit may be charged to hold the reservation.

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

Talking Stick's Direct Phone Number — (480) 850-7777.

