

# Young Agents On The Move

IIAV Young Agent Newsletter

April 2015



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## Announcements

The Brethren Mutual  
Insurance Company  
welcomes Jamey  
Walthall as its new Virginia  
Territory Manager.

If you have any  
announcements please  
email [kpreisner@iav.com](mailto:kpreisner@iav.com).

## Monthly Quote

"Courage is what it takes to  
stand up and speak;  
courage is also what it  
takes to sit down and  
listen."

~ Winston Churchill,

Dear IIAV Young Agent,

As you enjoy the April newsletter, don't forget about some upcoming events IIAV's Young Agents' have coming up. We have Cocktails for a Cause on May 7 and then on June 21-23 we head to the beach for IIAV's Annual Convention. Look forward to seeing you there!



## What's Next for Workers Comp Insurance?

by Jacquelyn Connelly

As workers comp rates take a downturn, what issues will challenge a newly competitive market in 2015?

Here are the top workers comp issues agents should keep an eye on this year:

[Read the full article here.](#)

## Business Income and Civil Authority Curfews

by VU Faculty

An ice and windstorm shut down a 24-hour restaurant due to off-premises power failure. The power was restored fairly quickly but a 6 p.m. to 6 a.m. curfew was imposed on the city. Because of prep and clean-up time, the restaurant could only be open from 8 a.m. to 4 p.m., resulting in a significant business income loss. Is this a covered loss?

[Read the full article here.](#)

## When a PAP Carrier Refuses to Insure a Replacement Auto

by Bill Wilson

An agent's 2005 ISO PAP insured calls to replace an auto with a 2013 Tesla S85. The underwriter claims it cannot cover the replacement, since that model is on its prohibited vehicle list in the underwriting manual.

[Read the full article here.](#)

Former U.K. Prime Minister

## Upcoming Classes

- [View Upcoming Classes](#)
- [View All Classes](#)

Sign up for classes and events online at [www.iiav.com](http://www.iiav.com).

To register at member prices, you MUST enter your member ID and password. If you do not have this information, please call IIAV at 804-747-9300.

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## IIABA's ACT Presents "The Customer Service Journey"

Join IIABA on Monday, June 22, for a focused webinar discussing the critical role Customer Experience plays in every consumer and client interaction. The [Agents Council for Technology](#) (ACT) hosts an active Work Group focused on mapping out the technology interactions within the Customer Experience journey.

Claudia McClain and Judy DeLaRosa, the co-chairs for ACT's 'Customer Experience' Work Group, will discuss the top implementations within each phase, using ACT's "CX Recommendations" document to help agents plan and elevate their technology strategy.

Don't miss a chance to review and refine your customer service experience journey and learn more about resources for your agency.

[Register here.](#)

## Last Call for Cocktails for a Cause on May 7

Come join us on May 7 for our annual Cocktails for a Cause event hosted by IIAV's Young Agents' Committee. This event will take place from 5:00-7:30 pm at Hardywood Park Craft Brewery in Richmond, Virginia. It is being held in tribute to Eddie Benson of Saunders & Benson. All proceeds from this event will be donated to the Huntington's Disease Society of America.

Food trucks will be on site!

Friends and family are welcome to attend.

If you would like to make a donation please bring a check made out to Huntington's Disease Society of America.

This event is free to attend. \$10 is the suggested donation.

Please register so we have an accurate count of who is attending.

[Register Here.](#)

## Join IIAV at the Beach in June

IIAV's 117<sup>th</sup> Annual Convention will be taking place June 21-23 at the Hilton Oceanfront in Virginia Beach. This year's event will feature:

- Mary Eisenhart with Eisenhart Consulting Group – Back by popular demand, Mary will focus on executing the plan for the exceptional agency.
- Bill Cundiff, Jr, CIC, AAI – Will challenge attendees to look

at 21<sup>st</sup> century insurance challenges from autonomous vehicles, the sharing society, cyber risk, fracking and the role of the agency and producers.

- IIAV's Annette Ardler, CPIW, DAE, AIAM and Doug Palais, Esq. will team up to review the E&O minefield and review a sampling of claims in Virginia and provide practical tips on how to avoid them.
- And Mike Beavers – Chief of Investigations with the Bureau of Insurance, will team up with IIAV's Joe Hudgins and Bob Bradshaw to review common mistakes found during agent investigations.

With the theme of "Finding Treasures on the Open Seas", IIAV will seek to provide fun for the whole family – starting with the nation's largest juried art show on the Virginia Beach Boardwalk on June 21.

There will be young agent events, social opportunities, and golf. This conference begins with a welcome reception on the evening of June 21 and concludes on the evening of June 23 with a concert by The Janitors – "more than just a band....they are a show!"

For details go to [www.iiav.com](http://www.iiav.com) or call 804-747-9300.