

FLORIDA ASSOCIATION OF INSURANCE AGENTS

AGENTS CONFIDENTIAL

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ADVOCACY

FMS ends partnership with Bankers

Those offered direct appointment should carefully review new contract



FAIA Vice
President &
General Counsel
Laura Pearce

After careful consideration, FAIA Member Services recently terminated its relationship with Bankers Insurance Group. The decision was based on a number of factors, including Bankers' lack of commitment to the partnership, refusal to allow new FAIA member agents to access the program, and multiple changes in management. Bankers will offer several agents a direct appointment. [Carefully read the new agency agreement](#), writes Laura Pearce in her Legal Brief of the Week, before signing.

[LEARN MORE](#)

Industry consolidation: first agencies, then companies, and now trade associations



FAIA President &
CEO Jeff Grady

Agency consolidation continues at a dizzying pace, [writes Jeff Grady](#), with seemingly no end to hungry buyers and available cash. Carrier consolidation is picking up steam, too, nudged forward by operational changes related to big data, drones, and AI. Industry trade associations aren't too far behind, as two major company trades recently announced they are in merger discussions.

[READ MORE](#)



FRIDAY MORNING LIVE!

Citizens Managed Care Repair Program

 JULY 27, 2018  9:00 AM EST

EDUCATION

David Thompson demonstrates (yet again) the value of the loss damage waiver



FAIA Instructor
David Thompson

If you're looking for a good anecdote to use when counseling customers to buy the loss damage waiver (LDW) when they rent a car, David Thompson is the man to turn to. Four times—yes, four!—he's dropped the keys and walked away from a rental car damaged while in his possession.

WHY DAVID BUYS LDW

Understand EPLI details as interest in coverage grows

Celebrities, journalists, and CEOs snared in sexual harassment court cases have considerably raised the profile of employment practices liability insurance. But how much do you really know about coverage details? There are two particular aspects of EPLI producers should understand when selling: [non-disclosure agreements and “hammer” clauses](#). Commercial Lines expert **Keith Jones** explains.

LEARN MORE

Self-insured plans, PEOs among WCI Conference agent breakout session topics



FAIA Education
Director Dave
Newell

When workers' compensation coverage becomes challenging, where do you turn? Attend the Workers' Compensation Institute Conference, August 19–22, and learn about large deductible and self-insured plans in the work comp space. That topic is just one of many that will be covered during [two days of agent-specific breakout sessions](#), August 20–21. [Read Dave Newell's blog](#) for a brief rundown of offerings just for agents.

[READ THE RUN DOWN](#)

Explore the six stages of customer buying experience



FAIA Vice
President & CTO
Paul Peeples

The Agents Council for Technology has launched a new [Customer Experience Planning Website](#) designed to help agents understand the customer lifecycle and leverage technology to deliver the ease of doing business consumers expect. The site explains the six phases of the consumer buying experience—discover, evaluate, purchase, experience, renew, and refer—and matches each one with available technology and processes.

[IMPROVE YOUR CUSTOMER EXPERIENCE](#)

YOUNG AGENTS COUNCIL



Service project supports students on local level

The [Young Agents Council](#) SmartStart4Kids school supply drive is in full swing and needs your help. [Supplies collected](#) (backpacks, pencils, pens, calculators, computers, notebooks, etc.) can be dropped off at [several volunteer agencies](#) in each zone. From there, the supplies are delivered to designated [non-profit organizations](#). Watch your inbox for notices about collection events in your area!

[GET INVOLVED](#)

IN MEMORIAM

Linda A. Pate

FAIA extends its condolences to the family, friends, and colleagues of former FAIA staff member Linda Pate, who was a fierce advocate for independent agents. She joined FAIA in 1971 and retired as FAIA's director of Insurance Programs in May 2001. In lieu of flowers, gifts in memory of Linda may be made to the Alzheimer's Project of Tallahassee, or to St. Peter's Anglican Cathedral. [Read more about her life](#) in the *Tallahassee Democrat*.

IN CASE YOU MISSED IT...



Trusted Choice expands content-to-share

With access to even more graphics and articles in the Trusted Choice library of shareable content, you can easily download and share content directly with consumers through agency newsletters, blogs, and social media. [Read more.](#)



InsureSign tops in e-signature software

FAIA preferred provider InsureSign received a 97 percent satisfaction score—4.9 stars out of a possible 5—for its usability and customer support in G2Crowd's Summer 2018 report. [Read more.](#)



Insurance Institute offers hurricane resources

Science-based guidance on how FAIA members can help their insureds, both personal and commercial lines, prepare for fierce summer storms is available from the Tampa-based Insurance Institute for Business & Home Safety (IBHS). [Read more.](#)



Big "I"
MARKETS

Are you set up for EFT?

Starting September 1, 2018, agents will be required to receive Big "I" Markets commission via electronic funds transfer (EFT). Those who don't sign up for EFT will be paid by paper check only twice a year. [Read more.](#)

NEW MEMBERS

AGENCY MEMBERS

- **Coast to Coast Insurance Group, LLC:** Tampa
- **Dano Insurance:** West Palm Beach
- **Harbor Lights Insurance Agency, Inc.:** Port St. Lucie
- **Riemer Insurance Group, Inc.:** Hallandale Beach
- **Silvester Insurance Advisors, Inc.:** Palm Beach Gardens
- **True Insurance Solution:** Kissimmee
- **U R Insurance Agency, LLC:** Ft. Lauderdale
- **YourEadvisor.com, LLC:** St. Petersburg

HEADLINES

MEMBER NEWS

- **Annette Owens, 1st Place Insurance, LLC:** named the June 2018 recipient of the James T. Harrison, Jr., CIC Scholarship.
- **Grace Booker, Central Sarasota Insurance, Inc.:** named the June 2018 recipient of the James T. Harrison, Jr., CISR Scholarship.
- **William P. Taulbee, CIC, Lykes Insurance, Inc.:** presented a \$9,000 check to Feeding Children Everywhere on behalf of Westfield Insurance Foundation's Legacy of Caring Fund.
- **Sandra Perry, Southern Financial Insurance Group, LLC:** named the June 2018 recipient of the James T. Harrison, Jr., CISR Scholarship.

INDUSTRY NEWS

- **AmTrust Group:** had the financial strength ratings for its insurer members downgraded by A.M. Best in anticipation of its move to go private.
- **Federal National Insurance Co.:** changed its name to FedNat Insurance Co.
- **Kemer Corp.:** closed on the acquisition of Infinity Property & Casualty Corp.
- **Liberty Specialty Markets:** rebranded its reinsurance division Liberty Mutual Re and has begun writing marine business in the U.S. for the first time.
- **Markel Corp.:** named Robert Cox as president and chief operating officer, Insurance Operations; promoted Brad Kiscaden to president and chief administrative officer; and, promoted Bryan Sanders to president, U.S. Insurance.
- **Swiss Re Corporate Solutions:** named Diane Link as head of Excess and Surplus Casualty for North America.

CALENDAR OF EVENTS

FAIA EVENTS

- August 9–10, 2018: [Summer Leadership Conference](#); The Henderson Resort, Destin.
- March 19–20, 2019: [Capitol Days](#); Tallahassee.
- June 19–21, 2019: [115th Anniversary Convention and Educational Symposium](#); Orlando World Center Marriott, Orlando.

LOCAL BOARD EVENTS

- July 19, 2018: IIA of Palm Beach County, [Summer Mixer & Music](#); E.R. Bradley's, West Palm Beach.
- July 25, 2018: [IIA of Northeast Florida](#), July Lunch and Learn; Paul Davis Restoration of North Florida, Jacksonville.
- July 26, 2018: [IIA of South Florida](#), 2018 Hurricane Update; La Riviera at Pullman Miami Airport Hotel, Miami.

YOUNG AGENT EVENTS

- July 1–August 15, 2018: [SmartStart4Kids](#).
- January 22–23, 2019: [Young Agents Council Sales & Leadership Conference](#); Tampa Marriott Waterside.
- March 18–20, 2019: [YAC Political Summit](#); Tallahassee.

INDUSTRY EVENTS

- August 19–22, 2018: [Workers' Compensation Institute Annual Conference](#); Orlando World Center Marriott, Orlando.



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