WORKFORCE DEVELOPMENT

A solution for new-employee training

FAIA has partnered with New Level Partners to offer member agencies on-demand, affordable training to new hires. Interactive online courses are a flexible starting point for learning the basics—the insurance industry, coverage essentials, and business skills—needed for success. Read Education & Workforce Development Director Dave Newell’s blog for details and tips for avoiding the "three hour data dump."
Showcase your agency to insurance students

Get to know insurance students (and potential new hires) in an informal setting by attending an upcoming Risk Management & Insurance Careers social; two are planned for the coming weeks:

- **Broward College**: Tuesday, April 3, 2018, at the Westin Hotel in Ft. Lauderdale. The reception begins at 5:30 p.m. in the Keys Ballroom.
- **St. Petersburg College**: Wednesday, April 11, 2018, at the EpiCenter Campus in Clearwater, 5:00–6:30 p.m. *Tables are available* for members that want to showcase their agency but must be reserved in advance by calling Tracy Garrett at 727-341-3172.

Email Dave Newell for information about either event.

ADVOCACY

2018 Legislative Session Summary

FAIA scored two legislative victories for its members this session, amending Florida law to recognize changes to the Gramm-Leach-Bliley Act relating to privacy notices, and amending the Notice of Change in Policy Terms Statute to require carriers to summarize their form changes for consumers and agents. The session ended, however, without action on assignment of benefits and workers' compensation reform. Read Kyle Ulrich's blog for the end-of-session wrap up, and bookmark the Advocacy Resource Center for line-by-line summaries analyzing legislation and how it will affect the insurance industry.

IIABA responds to Department of Labor proposed rule on association health plans

The proposed rule would broaden the criteria under which small businesses and trade groups can band together to offer association health plans (AHPs) to employees. Though Big I member views are mixed about expanding the rule, one thing is certain: independent agents play an important role in placing health insurance, and as such, any changes to AHP regulations must maintain an appropriate role for agents.
EDUCATION

Promptly report address changes to the DFS

If you have moved from where you live, changed employers, or changed your email address, you have 30 days to make that change with the Department of Financial Services. Why this reminder now? Because, writes David Thompson, several agents report recent "courtesy visits" from the DFS that uncovered several incorrect addresses. That's $250 for each violation.

National Alliance Research Academy study designed to establish agency performance benchmarks

The Academy is seeking agency owners, managers, and supervisors to participate in its Growth and Performance Standards study. The study collects information that allows agencies to compare their agency's financial and productivity results to that of others of a similar size and location. Those who complete the study will be entered into a drawing to win a scholarship for a CIC online course.

EVENTS

Overflow hotel added for Convention guests

We aren't kidding when we say "book your room early!" The room blocks at the Rosen Shingle Creek and the Rosen Centre are sold out! We've also added a third room block at the Courtyard by Marriott Orlando South. Email Cindy Molnar if you'd like to be placed on a waiting list for a Rosen room.
ASSOCIATION NEWS

Success starts with effective leaders (like you?)

FAIA has enjoyed success in the classroom, the Legislature, and the marketplace. That success starts, writes Chairman Doug Wiles, with effective board leadership. With that in mind, FAIA is looking for a few good women and men with leadership skills and industry knowledge to serve on FAIA's board of directors. Complete the nomination form before the April 20 deadline.

Nominate

South Florida agents invited to attend Claims Advisory Panel meeting, April 3 in Ft. Lauderdale

FAIA and the Independent Insurance Agents of Broward County are conducting a Claims Advisory Panel on Tuesday, April 3 from 3:00 to 5:00 p.m. at the Westin Hotel in Ft. Lauderdale. The panel, which features both agents and company representatives, will review the results of a recent claims survey and discuss best practices for claims reporting with the goal to create a better claims experience for all.

Later that day, FAIA will host a fundraiser for Florida CFO Jimmy Patronis, and the following day, April 4, the FAIA board meets. Read Jeff Grady's blog for details.

RSVP
We’re looking for the BEST of the BEST in CUSTOMER SERVICE

NOMINATE: Nominations are now being accepted for the 2018 Outstanding Customer Service Representative of the Year award. Nominate yourself or a deserving colleague.

ENTER: Write a 1,000-word essay on the customer service topic specified on the Nomination Form. Entries are due no later than May 1, 2018.

WIN: The national winner receives a $10,000 cash award; national finalists win $500; nominee the national winner, and receive $1,000.

For more information about the award and to access the nomination and entry form, visit: academicplanning

Nominate and enter before May 1, 2018.

NEW MEMBERS

AGENCY MEMBERS

- Atlantic Insurance Partners, Inc.: Stuart
- Blue Sky Insurance, Inc.: Boca Raton
- I Plus Insurance, LLC: Loxahatchee
- Johnson Agencies: Naples
- Lowi Insurance Group: Wesley Chapel
- M & A Insurance, Inc.: Hialeah
- Rapid Insurance Services, Inc.: Orlando

ASSOCIATE MEMBERS

- Security Premium Finance: Miami

HEADLINES

MEMBER NEWS

- Bryan F. Nelson, Nelson's Insurance Services: elected mayor of Apopka. Nelson is a former state representative and current Orange County Commissioner.
• **Purmort & Martin Insurance Agency, LLC, Sarasota**: named Russ Bobbitt as president and CEO, replacing Jamie Purmort who recently resigned to pursue other opportunities.

**INDUSTRY NEWS**

• **American Insurance Association**: elected Anthony J. Kuczinski, president and chief executive officer at Munich Reinsurance America Inc., as chairman of AIA’s Board of Directors.

• **Fortune Magazine**: announced its annual list of best companies to work for in the United States, including insurers USAA, Nationwide, and Progressive.

• **Zurich North American**: named Greg Massey as the head of Programs, replacing David Putz.

**CALENDAR OF EVENTS**

**FAIA EVENTS**

- April 4, 2018: FAIA Board Meeting; The Westin, Ft. Lauderdale.
- June 13–16, 2018: 114th Anniversary Convention and Educational Symposium; Rosen Shingle Creek Resort, Orlando.
- August 8–10, 2018: Summer Leadership Conference; The Henderson Resort, Destin.

**LOCAL BOARD EVENTS**

- April 5, 2018: **IIA of Broward County Big I Day**; Weston Hills Country Club, Weston.
- April 5, 2018: **IIA of South Florida** Bunny Drop at Miami Children’s Hospital.
- April 12, 2018: **IIA of Northeast Florida Big I Day**; TopGolf, Jacksonville.
- April 19, 2018: **IIA of Central Florida Big I Day**; TopGolf, Orlando.
- May 3, 2018: IIA of Palm Beach County Big I Day, PGA National Resort. Email Andrea Sanford for more information.
- May 3, 2018: IIA of Tallahassee Big I Day.
- May 10, 2018: **Insurance Agents of Tampa Bay** Big I Day; TopGolf, Tampa.

**YOUNG AGENT EVENTS**

- June 13, 2018: **YAC Golf Tournament** benefiting Folds of Honor; Rosen Shingle Creek Golf Club, Orlando.
INDUSTRY EVENTS

- April 3, 2018: Broward College Insurance Careers Open House; Westin Hotel, Keys Ballroom, Ft. Lauderdale.
- April 11, 2018: St. Petersburg College School of Business Risk Management and Insurance Careers Social; St. Petersburg College, Clearwater.
- April 18–20, 2018: IIABA Legislative Conference; Grand Hyatt Washington, Washington, D.C.
- Trusted Choice sponsors Florida Make-A-Wish Walks:
  1. April 14, 2018: Walks for Wishes at Zoo Miami, Miami.
- June 24–26, 2018: Agency Nation Elevate Conference, Hilton Cleveland Downtown, Cleveland, OH.
- August 19–22, 2018: Workers' Compensation Institute Annual Conference; Orlando World Center Marriott, Orlando.