



Main Street

INDUSTRY NEWS

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Did you know?

Did you know that PIA's company council, The PIA Partnership, has conducted nationwide research about the insurance buying preferences of small business owners?

The research is encouraging because it found that small business owners strongly prefer independent insurance agents as they make choices in today's online world.

However, the results also serve as a wake-up call that agents must take steps to continue to demonstrate their value and also be more engaged online.

PIA and the companies belonging to The PIA Partnership have created a public website that helps agents understand PIA's findings.

PIA members also have access to a private website containing a series of strategies and tools to help them stay ahead of online competition in commercial lines.

To access the newest PIA Partnership project, ***Small Business Insurance & The Internet – The Voice of the Commercial Lines Customer***, visit us at www.pianet.com/voiceofthecustomer.

If you are not a PIA member and want to access all of the tools available through this program, contact us for a membership application or visit us online at www.pianet.com/joinpia.



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Main Street INDUSTRY NEWS

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THE NATION'S TOP INSURERS NET WRITTEN PREMIUM



S&P Global Market Intelligence gathered its own information and put it with information issued each year by the National Association of Insurance Commissioners (NAIC) and then shared it with ***National Underwriter***.

The publication turns it into the annual ***Top 100 and Heads of the Lines*** list that measures the top 100 insurers in the country. We are only looking at the top 20. The source link at the bottom of this story will take you to the ***PropertyCasualty360.com*** story that has all of the information.

TOP-10

(Based on a comparison of 2018 to 2017)

1. STATE FARM

(Number 1 in 2018 and 2017)

| | |
|--|----------------|
| Net premiums written | \$65.5 billion |
| Percentage of growth from 2017 to 2018 | 1.34% |
| 2018 combined ratio | 97.34 |
| 2017 combined ratio | 109.86 |
| | 12.52% better |

2. BERKSHIRE HATHAWAY

(Number 2 in 2018 and 2017)

| | |
|--|----------------|
| Net premiums written | \$50.3 billion |
| Percentage of growth from 2017 to 2018 | 8.26% |
| 2018 combined ratio | 95.84 |
| 2017 combined ratio | 102.24 |
| | 6.4% better |

3. PROGRESSIVE

(Number 3 in 2018 and number 5 in 2017)

| | |
|--|----------------|
| Net premiums written | \$32.6 billion |
| Percentage of growth from 2017 to 2018 | 20.19% |
| 2018 combined ratio | 90.27 |
| 2017 combined ratio | 93.18 |
| | 2.92% better |

4. ALLSTATE

(Number 4 in 2018 and number 3 in 2017)

| | |
|--|----------------|
| Net premiums written | \$32.3 billion |
| Percentage of growth from 2017 to 2018 | 5.66% |
| 2018 combined ratio | 90.06 |
| 2017 combined ratio | 90.90 |
| | 0.84% better |

5. LIBERTY MUTUAL

(Number 5 in 2018 and number 4 in 2017)

| | |
|--|----------------|
| Net premiums written | \$31.8 billion |
| Percentage of growth from 2017 to 2018 | 11.2% |
| 2018 combined ratio | 99.13 |
| 2017 combined ratio | 110.58 |
| | 11.45% better |

6. TRAVELERS

(Number 6 in 2018 and 2017)

| | |
|--|----------------|
| Net premiums written | \$25.8 billion |
| Percentage of growth from 2017 to 2018 | 5.42% |
| 2018 combined ratio | 85.36 |
| 2017 combined ratio | 96.24 |
| | 0.97% better |

7. USAA

(Number 7 in 2018 and 2017)

| | |
|--|----------------|
| Net premiums written | \$21.5 billion |
| Percentage of growth from 2017 to 2018 | 9.61% |
| 2018 combined ratio | 103.33 |
| 2017 combined ratio | 104.86 |
| | 1.53% better |

8. CHUBB

(Number 8 in 2018 and number 11 in 2017)

| | |
|--|----------------|
| Net premiums written | \$19.6 billion |
| Percentage of growth from 2017 to 2018 | 77.79% |
| 2018 combined ratio | 85.36 |
| 2017 combined ratio | 94.66 |
| | 9.3% better |

9. NATIONWIDE

(Number 9 in 2018 and number 8 in 2017)

| | |
|--|----------------|
| Net premiums written | \$11.1 billion |
| Percentage of growth from 2017 to 2018 | -3.81% |
| 2018 combined ratio | 108.43 |
| 2017 combined ratio | 113.32 |
| | 4.90% better |

10. AIG

(Number 10 in 2018 and number 9 in 2017)

| | |
|--|----------------|
| Net premiums written | \$14.6 billion |
| Percentage of growth from 2017 to 2018 | 1.33% |
| 2018 combined ratio | 123.13 |
| 2017 combined ratio | 126.57 |
| | 3.44% better |

TOP-20**11. FARMERS****12. THE HARTFORD****13. AMERICAN FAMILY INSURANCE****14. AUTO-OWNERS INSURANCE****15. SWISS RE****16. ERIE INSURANCE****17. FAIRFAX FINANCIAL****18. MUNICH RE****19. CNA****20. TOKIO MARINE***Source: PropertyCasualty360.com*



UPDATE: HEALTHCARE MEDICARE FOR ALL

You heard ideas on Medicare for All in the debates of the Democratic Party presidential challengers. The U.S. House of Representatives recently held a hearing on the matter. Proponents say it is about time and opponents — and that includes a lot of Democrats and House Speaker Nancy Pelosi — say at \$33 trillion over a decade, it's too expensive and not workable.

Of the leading candidates for president, Sen. Bernie Sanders, Sen. Elizabeth Warren and Sen. Kamala Harris support the idea and don't want to leave much room for private insurers to participate.

Former Vice President Joe Biden and South Bend, Indiana Mayor Pete Buttigieg want a government option — a government insurance company — that works alongside private insurers. The consumer gets to choose which one they want.

Referring back to what happened when President Obama promised this for ObamaCare, most of us — according to a Morning Consult/Politico survey — like the idea of Medicare for All if we can keep our own doctors.

While not an overwhelming majority, when told Medicare for All would reduce the role of private insurers in healthcare but you can keep your doctor, the figure is significant at 55%.

When just told the system would only diminish the role of private insurers the support figure fell to 46%.

Here's more:

- 77% of Democrats want it
- 50% of Independents want it
- 27% of Republicans want it

A different poll — one done by the Kaiser Family Foundation — says most of us don't really have a clue about how Medicare for All will work. In spite of stories and information outlining that these things will go away:

- 69% said people will still pay premiums, deductibles and copays
- 55% think people with private insurance will get to keep their plans
- Those private plans — as you know — go away with Medicare for All
- 54% think individuals and employers will keep paying premiums

As for who understands and who doesn't, Republicans have a better understanding of the plan than Democrats:

- Just 24% of Democrats know people will not be able to keep their private plans
- 53% of Republicans know they won't be able to keep those plans

In the focus groups — and once they understood the Medicare for All plan — Kaiser

said many were skeptical that private insurance would go away. Many feel these companies are too powerful and will be there for those wanting extra coverage.

Lastly, questions on cost. Kaiser did find that 78% of those polled understand that taxes will increase for most of us if the plan is eventually adopted.

Sources: *The Hill* | **Photo by Bill Oxford**



SCHWAB WILL BUY USAA \$1.8 BILLION PRICE TAG

Charles Schwab is buying the assets of the USAA Investment Management for \$1.8 billion.

The cash sale was announced on Friday of last week and the boards of directors of both companies have approved the sale.

Most people in the insurance industry are familiar with the popularity of USAA's insurance division. It provides insurance to the families

and members of the military or those who used to be members. USAA also helps with wealth management and investments.

Depending on the point of the survey, USAA is often rated as the best insurer in the country.

Stuart Parker is the CEO of USAA. He said the purchase of USAA will add to Schwab's \$1.9 trillion investor service business by giving it a million new customers and about \$90 billion in assets.

"This agreement with Schwab can help enhance our members' financial futures with a client-first approach that offers access to more choices in investment products," Parker said.

Schwab CEO Walt Bettinger said his firm will keep a large number of USAA employees.

"We have long admired USAA's mission to enhance the financial security of our country's military service men and women and their families," he said.

Sources: *Insurance Journal*, *Insurance Business America*

SPECIAL REPORT

CYBER BREACHES AND A DIFFERENT KIND OF BURNOUT

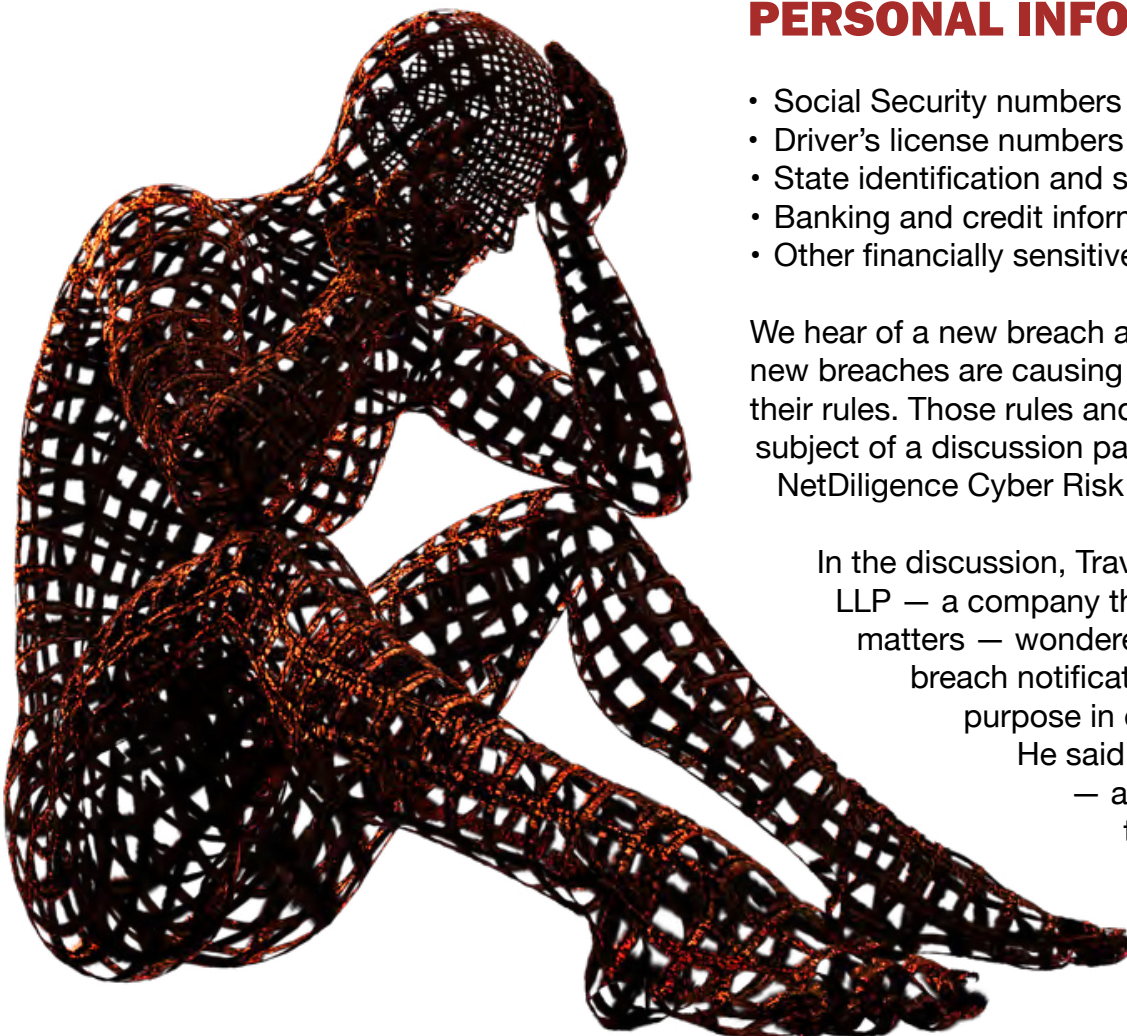
The how varies from state to state but in broad terms, businesses are required to notify individuals if their personal information is stolen in a data hack. Of course, laws are full of definitions so a legal definition of personal information must come before the rest of this story.

MOST STATES SAY PERSONAL INFORMATION IS:

- Social Security numbers
- Driver's license numbers
- State identification and state ID numbers
- Banking and credit information
- Other financially sensitive numbers

We hear of a new breach almost daily and those new breaches are causing states to upgrade their rules. Those rules and upgrades were the subject of a discussion panel at the recent NetDiligence Cyber Risk Summit.

In the discussion, Travis LeBranc of Cooley LLP — a company that deals in regulatory matters — wondered aloud whether data breach notification actually serves a purpose in every, single instance. He said we — consumers — are burned out on the topic and almost ignore breach notification.



“How many times has our information been breached, we’ve received a notice, and we’ve had to figure out what to do next? What happens is, people start to think: ‘My information’s out there anyway, so what good is another notification?’” he said. “I know the law requires it — and notification certainly makes sense in a world where we’re talking about very sensitive data like social security numbers — but when you get to these broader breaches that involve personal information (PI), does the constant pursuit of notification continue to serve a valid remedial purpose for consumers?”

Some on the panel agree with LeBlanc. One is Vermont’s assistant attorney general Ryan Kriger. He pointed to notification fatigue as a genuine issue.

“I’ve had people call me and they say: ‘OK, I’ve got this notification, what am I supposed to do now?’ They should do the same things you should be doing even if you didn’t get a notification,” Kriger said. “You should freeze your accounts, you should be looking at your credit card statements, and you should be looking at your credit reports. Everyone should be doing that, whether you’ve been notified of a breach or not.”

The most important reason for those laws — Kriger noted — is to hold businesses accountable and should be driving them to get insured.

“That’s one of the reasons why these laws are really critical. They are, for many businesses, the motivation to have cyber insurance and to have counsel advising them on how to avoid breaches,” he said.

Yet businesses still resist either purchasing policies or upgrading current policies. That’s a big issue since cyber attacks in 2018 hit 1,244 and each one — says the marketing data

portal, Statista — takes an average of 197 days to detect.

The cyber security firm Symantec said 4,800 websites are hit each month with formjacking code. That’s the stuff cyber criminals use to steal personal information. The company also reports that supply chain attacks rose 78% in 2018.

FedEx and FedEx lost \$300 million apiece in lost business and clean-up costs. Marriot lost a bundle, too with the 500 million identifications stolen from its data base.

RSA — another security risk management company — says mobile devices make companies even more vulnerable. In 2018:

- 70% of fraudulent transactions happened from a mobile channel
- 20% came from a rogue mobile app
- 57% of companies use 10 different anti-fraud tools to manage fraud
- They rarely work

The Council of Insurance Agents & Brokers (CIAB) says its statistics show companies may be suffering burnout similar to consumers. Only a small percentage are going to be upping their cybersecurity protection policies.

- 33% of clients of CIAB members say they’ll purchase some form of cyber insurance
- Just 34% increased their coverage in the last six-months
- 63% of those with cyber insurance will be keeping it at the same level it is now

Ken Crerar is the CEO of the CIAB. He said, “While respondents agreed that clients view

cyber insurance as important to have, this did not necessarily translate to clients increasing their budgets for higher limits or increased coverage. As a result, take-up rate and coverage levels have remained consistent over the past two years.”

He suggests that — by not paying closer attention to cyber risks and cyber risk insurance — companies are putting themselves at risk. Here’s why:

- In 2018 the average data breach costs \$3.86 million
- That’s up 6% from 2017
- Worse, the limit of the average cyber insurance policy is \$2.8 million
- That’s down from \$3.2 million in early 2018
- Verizon says 58% of data breach victims are small businesses.

Crerar said what’s saddest about the report is the cost to business of cyber insurance. It is not going up.

- 61% of businesses have not seen an increase in premiums
- Just 26% report seeing an increase

There’s more. Most small and mid-sized businesses — 43% — say the transfer of risk is the reason to purchase cyber insurance. Yet, 20% took out policies only after a cyber breach.

Crerar said regulation — the subject that started this report — is driving more businesses to pick up cyber security policies.

“On the whole, respondents agreed that the clients who had been directly affected

by regulation like the European Union’s General Data Protection Regulation and the New York Department of Financial Services’ Cybersecurity Rule were the ones who were starting to ask more questions, such as whether certain fines or penalties would be covered,” he wrote. “As more and more states continue to enact or introduce bills and resolutions related to cybersecurity (at least 22 states enacted 52 such bills by November 2018), it will be interesting to see if that might drive more companies to purchase, or at least consider the purchase of, cyber insurance.”

Sources: Insurance Business America, FreightWaves



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OBAMACARE NEWS

CADILLAC TAX REPEALED

Rarely does Congress do anything in a bipartisan manner. In this case the bipartisanship happened in the House. On a 419 to 6 vote, the House voted to do away with ObamaCare's so-called Cadillac Tax on high end health plans.

As you may remember, the 40% tax was designed to keep the cost of health insurance down by discouraging overly generous employee plans. Those are plans that exceed the ObamaCare \$11,100 threshold for individual coverage and the \$29,750 for family coverage.

It was never implemented.

PIA National is pleased and hopes the Senate will make a similar decision. Jon Gentile is PIA National's vice president of government relations. He said millions of Americans with employer-sponsored health care will be affected if the tax is ever put into effect.

"PIA National has long sought to prevent this tax from ever being implemented, and we've successfully advocated for its delay twice," Gentile said. "Even though the tax will not take effect until 2022, its very existence creates instability in the

health insurance market while putting consumers' health care at risk. We urge the Senate to follow the House and pass this bill to fully repeal the Cadillac Tax as soon as possible."

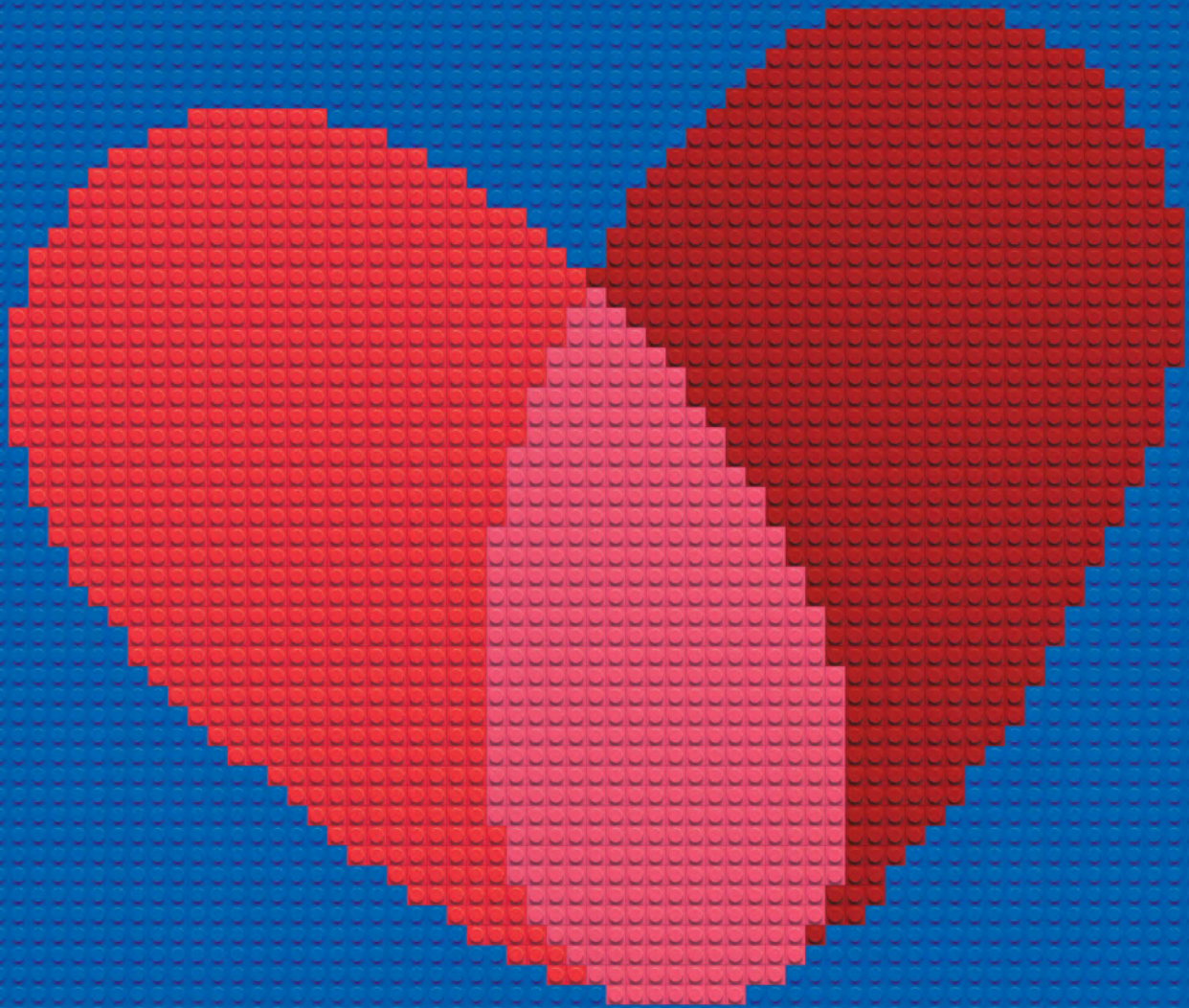
The Congressional Budget Office (CBO) said repeal of the tax is going to cost the federal government's health care operations \$196.9 billion over the next decade.

House Ways and Means Committee Chairman and Rep. Richard Neal — a Democrat from Massachusetts — praised the passage of the repeal and the bipartisan work put in to make sure it is not implemented.

"After a decade of fiercely debating the merits of the Affordable Care Act, I hope we have turned a corner today and can now focus on strengthening the parts of the law that work in the manner we'd intended and changing the parts of the law — which is not unusual — that we believe could be improved," he said.

No one is sure if the Senate will take up the bill once it is sent over.

Sources: PIA National, The Hill



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WE'RE KEEPING OUR CARS LONGER

IHS Markit tracks data for all kinds of businesses. The latest information the company has generated is not good for Detroit or the auto-making business as a whole. The average age of cars and trucks in the U.S. has hit record old age.

What? Record old age. We actually do track that kind of stuff.

The average age of a vehicle in this country is 11.8 years. That's up 0.1 years from 2018. By 2020, IHS spokesman Mark Seng said he expects the average age to hit 12-years. People are keeping vehicles longer because they're being built better.

"The quality is higher, lasting longer, withstanding the weather," Seng said. Another factor? The original owners are doing a better

job of maintaining them. Part of that is because they're financing them for longer periods — six or even seven years in many cases.

The Western states have the oldest vehicles and average 12.4 years. The Northeast average is 10.9 years. Weather and less stop and go traffic are the reasons.

The PIA Western Alliance state of Montana has the oldest vehicles. They average 16.6 years. Vermont possesses the youngest at 9.9. Seng says all this is bad news for automakers but good news for auto repair shops. He suggests they ought to change their marketing strategies to cater to the owners of older autos.

Source: *The Independent Record*
Photo by Nabeel Syed

THE BEST CITIES IN THE COUNTRY TO BE AN INSURANCE AGENT



AdvisorSmith is a business insurance advisor. It recently published a report outlining the best 20 cities in the country in which to be an insurance agent. The company took data from the Bureau of Labor Statistics and looked at 343 of the nation's largest cities. To make its recommendations on which cities are the best AdvisorSmith took into account:

- The cost of living
- Concentration of insurance jobs
- Average salaries

The report found the best places for agents to be are in the states in the South and Midwest and for these reasons:

- High concentration of insurance jobs
- Low cost of living
- Good salaries

TOP-5 Cities Alabama, Michigan, Iowa, Mississippi and Nebraska

The Bureau of Labor Statistics Occupational Employment Statistics report found:

- The average annual salary nationwide is \$67,890
- There are 393,830 agents employed throughout the nation
- A 10% growth in insurance employment is predicted between 2016 and 2026

Top-20 Cities

1. Birmingham, Alabama

- \$95,630 annual salary
- 2,400 total jobs
- 84th nationally in cost of living

2. Saginaw, Michigan

- \$91,880 annual salary
- 260 total jobs
- 79th nationally in cost of living

3. Des Moines, Iowa

- \$72,930 annual salary
- 2,400 total jobs
- 90th nationally in cost of living

4. Jackson, Mississippi

- \$88,330 annual salary
- 910 total jobs
- 87th nationally in cost of living

5. Grand Island, Nebraska

- \$75,280 annual salary
- 190 total jobs
- 88th nationally in cost of living

6. Springfield, Ohio

- \$75,130 annual salary
- 160 total jobs
- 87th nationally in cost of living

7. Hartford, Connecticut

- \$78,520 annual salary
- 3,400 total jobs
- 117th nationally in cost of living

8. Springfield, Illinois

- \$83,020 annual salary
- 450 total jobs
- 87th nationally in cost of living

9. Savannah, Georgia

- \$92,210 annual salary
- 300 total jobs
- 94th nationally in cost of living

10. Tampa, Florida

- \$63,130 annual salary
- 7,560 total jobs
- 96th nationally in cost of living

11. Evansville, Indiana

- \$83,050 annual salary
- 410 total jobs
- 86th nationally in cost of living

12. Columbia, South Carolina

- \$64,740 annual salary
- 1,870 total jobs
- 89th nationally in cost of living

13. Amarillo, Texas

- \$58,450 annual salary
- 580 total jobs
- 84th nationally in cost of living

14. Albany, New York

- \$93,790 annual salary
- 1,370 total jobs
- 105th nationally in cost of living

15. Omaha, Nebraska

- \$73,320 annual salary
- 1,780 total jobs
- 89th nationally in cost of living

16. Indianapolis, Indiana

- \$69,670 annual salary
- 4,310 total jobs
- 90th nationally in cost of living

17. La Crosse, Wisconsin

- \$82,460 annual salary
- 210 total jobs
- 91st nationally in cost of living

18. Sebastian, Florida

- \$73,350 annual salary
- 230 total jobs
- 100th nationally in cost of living

19. Sioux Falls, South Dakota

- \$76,430 annual salary
- 620 total jobs
- 98th nationally in cost of living

20. Green Bay, Wisconsin

- \$67,520 annual salary
- 770 total jobs
- 92nd nationally in cost of living

Source: Insurance Business America

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MARKETSCOUT CAT RATES RISING



MarketScout CEO Richard Kerr says the personal lines rates in catastrophe-prone areas are skyrocketing. They've risen in some areas as much as 50%.

"Rates for homes are up in all locations; however, Florida and California are getting hit the hardest," he said and pointed out that the composite rate for personal lines insurance rose 3.5% in the second quarter of this year. That's 2% higher than the first quarter's composite rate.

"Large admitted markets are cutting back in Florida, resulting in more business going to the more expensive non-admitted markets. In California, most insurers are running from new business and remain fearful of another torturous wildfire season," Kerr concluded.

PERSONAL LINES RATES

- Homeowners under and over \$1,000,000 value — up 3.5%
- Automobile — up 3.5%
- Personal articles — up 2.5%

"Some homeowners are being assessed 50% rate increases along with much larger deductibles. Only three months ago, these rate increases were around 20-25%, so the trend is up. This upward trajectory is likely to continue for the rest of the year, especially with the Fourth of July earthquake reminding underwriters [that] quake exposure is very real," Kerr pointed out.

Source: *PropertyCasualty360.com*

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PREMIUMS WORLDWIDE HIT A MILESTONE **\$5 TRILLION**

The Swiss Re Institute tracks insurance numbers. Now that all the figures are in, the institute says it looks like the \$5 trillion mark in premium dollars was passed in 2018. That's over 6% of the gross domestic product of the entire planet.

Emerging markets in the non-life sector — in China and in Asia mostly — is the reason.

It also just released information saying globally insurance premiums will rise by 3% the rest of this year and into the next. China will be the likely driver of the increase for the next two years and by 2029 will account for 20% of the premiums paid globally.

China currently accounts for 11% of them.

Jérôme Jean Haegeli is Swiss Re's chief economist. He thinks China will surpass the U.S. as the premium payment leader by the mid-2030s. "Global direct premiums written were equivalent to more than 6% of world GDP in 2018, underlining the very significant role insurance plays in supporting sustainable development and global resilience," he said. "With \$5 trillion of premiums written globally per year, the role of the insurance industry as a long-term investor is becoming ever more important."

Source: *PropertyCasualty360.com*

CONGRESS & THE MINIMUM WAGE



The U.S. House of Representatives has voted to raise the federal minimum wage from \$7.25 to \$15 per hour. The bill — called the Raise the Wage Act — was introduced by Virginia Democrat Rep. Bobby Scott.

House Majority Leader Steny Hoyer praised the bill and said, “All of America is going to be advantaged. They’re going to buy groceries, they’re going to buy clothes, they’re going to buy things they need.”

The Economic Policy Institute says it will affect 33 million workers most of whom — 90% — are over age 20. Women are 58% of that number.

The Congressional Budget Office (CBO) says the institute’s number is a bit inflated. It says 27 million will be impacted and the raise will move 1.3 million families out of poverty.

If — and that’s a big if — it passes the Senate, the increase will happen over a six-year period.

The raise also does away with the tipped employees minimum wage. Currently, employers — like restaurants — can pay employees \$2.13 per hour as long as tips get them up to the \$7.25 minimum. That will go away.

SIX-YEAR PERIOD SCHEDULE

| | |
|----------------|----------------|
| 2019 — \$8.40 | 2023 — \$12.80 |
| 2020 — \$9.50 | 2024 — \$13.90 |
| 2021 — \$10.60 | 2025 — \$15.00 |
| 2022 — \$11.70 | |

Only three Republicans in the House voted for the bill. Republicans say it will cause more job losses. As proof they cite a CBO report that says the \$15 minimum wage will cut as many as 3.7 million jobs.

It’s for that reason the odds are the \$15 minimum wage will die a long, slow death in the Senate. Majority Leader Mitch McConnell says he won’t even give it a look.

And even if he did, it’s doubtful President Trump would sign it into law.

Sources: *CNBC, Politico*

MOTIVATION

ALWAYS WORTH THE EFFORT

Sure, you have bigger things to think about, like keeping your agency profitable, so why should you have to worry about keeping your employees motivated? If you manage with this state of mind, your staff will be made up of people who show up (most of the time), do the work (most of the time) and have a good idea of what it takes to NOT get fired (most of the time). Your superstars will move on and your potential superstars will watch the clock by day and surf employment sites by night.

Treated well, your employees are more invested in the success of your business. People are more innovative and more open with their ideas. A motivated staff will put extra effort into keeping your agency moving ahead. Make your employees' jobs meaningful and they'll give it their all because they want to.

A little motivation goes a long way!

Not everyone is motivated by the same things, but here are some universals to let your staff know you appreciate them:

1. Say "Thank you" and mean it.
2. Let people know specifically how their contributions are helping the agency.
3. Talk and listen, not necessarily just about work.
4. Ask employees what would make their jobs better. They might surprise you!
5. Let people know they are trusted and respected.
6. Allow them to use their strengths, and encourage growth.

JOIN US

SEPTEMBER 18 AT 2PM ET

For more motivational strategies at our PIA exclusive webinar:
[CASH, KUDOS, OR PIZZA... WHAT MOTIVATES YOUR STAFF?](#)



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- Learn if a CSR will fit in with your team.
- Compare job candidates with top staff.
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FMO Webinars

Ethics and E&O – Synergy, not Rivalry

September 12, 2019

1:00 pm - 4:00 pm

E&O: Reasons and Solutions

November 21, 2019

9:00 am – 12:00 pm CST

SCHEDULE

Ethics and E&O –
Synergy, not Rivalry
September 12, 2019
1:00 PM – 4:00 PM

E&O: Reasons
and Solutions
November 21, 2019
9:00 AM – 12:00 PM

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Step 2: – At date/time of Webinar, click link provided in email invitation.

Step 3: – Enjoy the presentation. Verify attendance when prompted.

☐ September 12, 2019 – Ethics and E&O – Synergy, not Rivalry

Ethics. Morals. Errors. Omissions. Words that touch the nerves of even the most solid agents and strike at the foundation of even the most formidable agencies. Through recent headlines and interactive case studies, this course seeks to find and explain the synergy between the fundamental principles of ethical conduct and the effect certain business practices will invariably have on E&O risk management.

Chris Amrhein, AAI: After beginning in this business as a life-health agent, he graduated to property-casualty sales where he first met the greatest mine of comedy material existing today, the ISO forms. Following several years as a producer and independent agency manager/owner, Chris spent many years as a full-time educator/VP-Education for the Florida Association of Insurance Agents and VP-Education for the Independent Insurance Agents and Brokers of America. Those years found him traveling about the country teaching seminars on everything from agency management to the claims made CGL. Chris is now a speaker, consultant, seminar leader and training developer, and resides in Lorton, Virginia, with his wife and youngest son.

OR

☐ November 21, 2019 - E&O: Reasons and Solutions

This course will analyze the current agency environment for potential E&O claims exposures and review preventative measures available to protect agents from financially harmful mistakes.

Becky Lathrop, CIC, CPIA: Becky is Vice President of Optimum Performance Solutions, LLC, a company that offers management consulting services on a nationwide basis to insurance agencies and carriers. Her agency and corporate experiences provide unique perspectives when assisting her clients. OPS is also an endorsed consulting firm for several state insurance associations.

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Mail to: PIA of NE IA

920 South 107th Avenue, Suite 305, Omaha, NE 68114 or register online at www.pianeia.com

Questions call: 402-392-1611

Upcoming Events Calendar 2019

For information and to register

[Click Here](#) or call (402) 392-1611.

| Date | Class/Webinar | Where | When |
|-----------------------------------|---|-------------------------|---|
| August 12 - October 12, 2019 | MERG: Commercial Lines Coverage Basics | Online | Online Course |
| August 12 - October 4, 2019 | MERG: Make Your New Employee A Winner | Online | Online Course |
| September 5, 2019 | 2019 Annual Scholarship Golf Outing - Golf & Dinner Registration | Ashland | Iron Horse Golf Club |
| September 5, 2019 | A Walk Around the Farm: Farm Liability Considerations | NE/IA | Webinar: 12:00PM - 3:00PM |
| September 8 - October 25, 2019 | MERG: Personal Lines Coverage Basics | Online | Online Course |
| September 11, 2019 | On Ethics: Data, Dilemmas and Knuckleheads | NE/IA | Webinar: 12:00PM - 3:00PM |
| September 11, 2019 | CISR: Insuring Commercial Property | Hiawatha | Kirkwood Linn Regional Center |
| September 17, 2019 | Certificates of Insurance and Additional Insureds: Making Sense of It | NE/IA | Webinar: 8:00AM - 11:00AM |
| September 17, 2019 | Everything's Soaked and My Stuff Stinks: The Water Damage Webinar | NE/IA | Webinar: 12:00PM - 3:00PM |
| September 18, 2019 | Cyber Coverage - Data Breach and So Much More! | NE/IA | Webinar: 12:00PM - 3:00PM |
| September 18, 2019 | CPSR: Systems, Operations & Procedures | Kearney | Younes Conference Center |
| September 23, 2019 | CPIA 1: Position for Success | Waukee | Holmes Murphy and Associates, LLC |
| September 25, 2019 | CISR: Personal Lines Miscellaneous | Des Moines | Hilton Garden Inn Des Moines/Urbandale |
| September 25 - 27, 2019 | CIC: Commercial Casualty Institute | Omaha | Omaha Marriott Hotel |
| September 26, 2019 | CPIA 1: Position for Success | Omaha | Omaha Marriott Hotel |
| October 1, 2019 | PIA Farm Seminar - Exploring the P/C Exposures of Today's Farming Operations | Grand Island | Bosselman Conference Center @Fonnor Park |

| | | | |
|----------------------------------|--|-----------------|--|
| October 3, 2019 | Ethics and E&O: Synergy, Not Rivalry | NE/IA | Webinar: 12:00PM - 3:00PM |
| October 7 - November 29, 2019 | MERG: Delivering Quality Service (to the Customer and the Employer) | Online | Online Course |
| October 8, 2019 | Insurance Issues for Today's World | NE/IA | Webinar: 12:00PM - 3:00PM |
| October 9, 2019 | CISR: Agency Operations | Waukee | Holmes Murphy and Associates, LLC |
| October 10, 2019 | CPSR: Commercial Casualty | York | Holthus Convention Center |
| October 16, 2019 | E&O: Reasons and Solutions | NE/IA | Webinar: 12:00PM - 3:00PM |
| October 16 - 18, 2019 | CIC: Commercial Multiline Institute | West Des Moines | Holiday Inn Hotel & Suites |
| October 22, 2019 | Homeowner's Policy Coverage Concerns for the Modern Family | NE/IA | Webinar: 12:00PM - 3:00PM |
| October 23, 2019 | Commercial Property Claims That Stink and How To Handle Them | NE/IA | Webinar: 12:00PM - 3:00PM |
| October 23, 2019 | CISR: Commercial Casualty 2 | Davenport | Saint Ambrose University |
| October 29, 2019 | Alphabet Soup: The Mistakes and Coverage Behind D&O, EPLI, FLI and EBL | NE/IA | Webinar: 12:00PM - 3:00PM |
| October 29, 2019 | Construction Contracts: What The Ins. Agent Should Know, Do & NOT Do | NE/IA | Webinar: 8:00AM - 11:00AM |
| November 6, 2019 | CISR: Commercial Casualty 1 | Hiawatha | Kirkwood Linn Regional Center |
| November 7, 2019 | On Ethics: Data, Dilemmas and Knuckleheads | NE/IA | Webinar: 12:00PM - 3:00PM |
| November 12 - 13, 2019 | Ruble: Graduate Seminar (NE) | Omaha | Omaha Marriott Hotel |
| November 19, 2019 | Everything's Soaked and My Stuff Stinks: The Water Damage Webinar | NE/IA | Webinar: 12:00PM - 3:00PM |
| November 20, 2019 | CISR: Elements of Risk Management | Des Moines | Hilton Garden Inn Des Moines/Urbandale |
| November 20, 2019 | Contractors, Contractors, Contractors | NE/IA | Webinar: 12:00PM - 3:00PM |
| November 21, 2019 | If It Moves On the Farm It Presents A Risk | NE/IA | Webinar: 12:00PM - 3:00PM |
| November 21, 2019 | Catastrophe: The Coverage Expertise You'll Need When It Matters Most | NE/IA | Webinar: 8:00AM - 11:00AM |

| | | | |
|-------------------|--|-------|------------------------------|
| December 3, 2019 | Ethics and E&O: Synergy, Not Rivalry | NE/IA | Webinar: 12:00PM - 3:00PM |
| December 5, 2019 | Alphabet Soup: The Mistakes and Coverage Behind D&O, EPLI, FLI and EBL | NE/IA | Webinar: 12:00PM - 3:00PM |
| December 10, 2019 | Cyber Coverage - Data Breach and So Much More! | NE/IA | Webinar: 8:00AM - 11:00AM |
| December 10, 2019 | Homeowner's Policy Coverage Concerns for the Modern Family | NE/IA | Webinar: 12:00PM - 3:00PM |
| December 12, 2019 | E&O: Reasons and Solutions | NE/IA | Webinar: 8:00AM - 11:00AM |
| December 12, 2019 | Commercial Liability Claims That Cause Problems | NE/IA | Webinar: 12:00PM - 3:00PM |
| December 17, 2019 | How Savvy Businesses Use Life Ins. to Hedge Against Financial Losses | NE/IA | Webinar: 12:00PM - 3:00PM |

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"So here's how the restructuring is going to work. I'm going to be Tom. Tom, you're Anne now. Anne will be the copier, and, going forward, the copier is in charge. Questions?"



INSURANCE CEOS AND THEIR INCOME

The publication ***Carrier Management*** looked at insurance company CEO salaries from 2018 and 2017.

AIG's CEO Brian Duperreault tops the salary list with compensation close to \$21 million. It's quite a drop. In 2017 Duperreault made \$43 million. While the salary is down, it still — at \$21 million — puts him at the top of the CEO heap.

Ironically, AIG is third in terms of net premiums. AIG brought in \$30.6 billion in 2018.

As a contrast, Progressive tops the list as the firm with the highest net premium income. The company's income in 2018 was \$33.7 billion yet its CEO, Susan Griffith had the fifth highest salary at \$14.2 million.

CEO SALARIES

1. Brian Duperreault AIG

| | |
|------|--------------|
| 2018 | \$20,855,000 |
| 2017 | \$43,087,000 |

2. Thomas Wilson II The Allstate Corporation

| | |
|------|--------------|
| 2018 | \$18,687,000 |
| 2017 | \$18,757,000 |

3. Sean Downes Universal Insurance Holdings

| | |
|------|--------------|
| 2018 | \$17,923,000 |
| 2017 | \$19,253,000 |

4. Alan Schnitzer Travelers Cos.

| | |
|------|--------------|
| 2018 | \$14,173,000 |
| 2017 | \$15,234,000 |

5. Susan Griffith Progressive

| | |
|------|--------------|
| 2018 | \$14,173,000 |
| 2017 | \$9,274,000 |

6. Christopher Swift Hartford Financial Services Group

| | |
|------|--------------|
| 2018 | \$13,884,000 |
| 2017 | \$13,115,000 |

7. Alan Colberg Assurant

| | |
|------|--------------|
| 2018 | \$13,617,000 |
| 2017 | \$9,275,000 |

8. W. Robert Berkley W.R. Berkley Corporation

| | |
|------|--------------|
| 2018 | \$11,253,000 |
| 2017 | \$10,280,000 |

9. Carl Lindner American Financial Group

| | |
|------|--------------|
| 2018 | \$10,209,000 |
| 2017 | \$9,773,000 |

9. S. Craig Lindner American Financial Group

| | |
|------|--------------|
| 2018 | \$10,191,000 |
| 2017 | \$9,602,000 |

10. Dino Robusto CNA Financial Corporation

| | |
|------|--------------|
| 2018 | \$10,109,000 |
| 2017 | \$10,635,781 |

2018 TOP-10 COMPANIES

(In terms of premiums written in the P&C lines.)

| | |
|--------------------------------------|-----------------|
| 1. Progressive | \$33.75 billion |
| 2. Allstate | \$33.56 billion |
| 3. AIG | \$30.6 billion |
| 4. Travelers Cos. | \$29.3 billion |
| 5. CNA Financial | \$11.6 billion |
| 6. Hartford Financial Services Group | \$10.8 billion |
| 7. W.R. Berkley | \$7.7 billion |
| 8. American Financial Group | \$6.8 billion |
| 9. Assurant | \$2.6 billion |
| 10. Universal Insurance Holdings | \$1.2 billion |

Source: Carrier Management / Photo by Amy Hirschi



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CISR Elite Designation

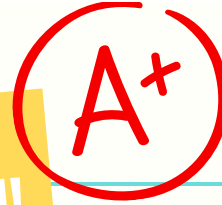
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- Sept 25 (Des Moines) - Personal Lines
- Oct 9 (Des Moines) - Agency Operations
- Oct 23 (Davenport) - Commercial Casualty II
- Nov 6 (Cedar Rapids/Hiawatha, IA) - Commercial Casualty I
- Nov 20 (Des Moines) - Elements of Risk Management



Certified Professional Insurance Agent

- Sept 23 (Des Moines) - Position for Success
- Sept 26 (Omaha) - Position for Success



Certified Professional Service Representative

- Sept 18 (Kearney) - Systems, Ops & Procedures
- Oct 17 (York) - Commercial Casualty **NEW DATE**

Farm Seminar - Oct 1 in Grand Island, NE



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