



Iowa ChapterGram

CPCU Society Iowa Chapter November 2007

www.cpcu-iowa.org

**2007-2008
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Upcoming Events

Tuesday, November 6	Hilton Garden Inn, Johnston, IA	"I-Day"
Thursday, December 6	Polk County Heritage Gallery	Art
Thursday, January 17	Wakonda Club	Safeguard Iowa
Thursday, February 21	Des Moines Golf & CC	"You're Sitting in My Seat!"
Thursday, February 21	Farm Bureau	NLI Seminar, Building Communication Strategies

By the time you read this I-Day will be less than a week away. And what an I-Day it's going to be as we formally welcome 120 New Designees to the Iowa Chapter! This year's educational speakers for the event are Bruce Kawahara, Joe Solem, and Dale Sanders. For more than 20 years, Bruce Kawahara has brought his functional expertise in business consulting, learning and development, sales performance, executive coaching, competitive intelligence and organizational development to a wide variety of public and private sector organizations. He will be speaking to I-Day attendees about committed performance, and that's just the beginning!



I-Day speakers Joe Solem and Dale Sanders will be addressing the issues of pandemic influenza and business continuity planning. Both Joe and Dale have a vast amount of experience in disaster recovery planning, and I'm certain their presentation will be of great interest to all. CPCU Society National President, Jim Britt, will also be joining us and speaking during our conferment ceremony.

Jody Ochsner has done a fantastic job selecting a great lineup of speakers, and organizing this event. Plan to join us on November 6 for a day of learning and also help us celebrate the accomplishments of our 120 New Designees!

Our CPCU Chapter has a long standing tradition of placing an ad in the Des Moines Register to recognize our New Designees on attaining the CPCU designation. The cost of the ad is sponsored by the generous contributions of local companies and organizations in conjunction with the Iowa Chapter. I want to take this opportunity to personally thank the 72 companies and organizations who have graciously agreed to sponsor this year's I-Day ad. We truly appreciate their support! Thanks also go to Ted Lussem, Rose Nwaturuocha, and the staff at the Des Moines Register for their efforts in designing the ad, taking numerous photos, and contacting sponsors for financial support. The ad is scheduled to appear in the Des Moines Register on Monday, November 5.

If you attended our October meeting, you no doubt learned how private investigative firms can help identify fraud and reduce the amount paid on worker's compensation claims. Barb Steil and Mike Weatherall from Silverhawk Investigations shared with us the key indicators of fraud to watch for in handling worker's compensation claims. We also had the pleasure of watching humorous surveillance footage of work comp claimants who thought they were "out-smarting" the insurance company.

Thanksgiving is quickly approaching, and I am reminded of all the many things for which I am thankful. I hope you know I am thankful for the support each of you has shown for the CPCU Society and the Iowa Chapter. Your efforts have helped to make the CPCU Society the great organization it is today. Have a very happy and safe Thanksgiving holiday!

Kevin Seward, CPCU
President

October Meeting Photos

We had a good turn out for the October 18th Chapter meeting to listen to Barbara Steil and Mike Weatherall from Silverhawk Investigations. They identify some of the indications of Workers' Compensation fraud as well as when an investigation may be warranted.



October Technical Workshops

Several people came to the October 9th Technical Workshops. The workshops consisted of two half day sessions. The first session was "The Dirty Dozen: Twelve External Factors Impacting Insurance Contracts". The afternoon session was "Insurance Cheats are Deadbeats—and They Cost You Money!"



North Central Iowa Sub Chapter

On October 10th, Jon Grether, CPCU, from Pharmacists Mutual Insurance Company, presented the board with a petition to form a North Central Iowa Sub-Chapter. This is a momentous happening for our chapter as we haven't had a new sub-chapter since the Grinnell Sub-Chapter was formed 20 years ago!



Do You Know?

Julie Ann Larson, CPCU

Occupation: Personal Systems Applications Manager
—EMC Insurance Companies

Background: Began her career at EMC on November 5th 1984 as a Programmer in the Commercial Lines Department. Julie was promoted to Programmer Analyst in November 1986 after completing the design and programming of the Bonds Rating and Issue systems. Julie was involved with Crime, Bonds, Global, Texas Homeowners and Dwelling and was promoted to Systems Analyst in December 1989. Julie received her CPCU designation in 1995. In October 1998, Julie became the manager of Personal Systems department. In November 2001, Julie was promoted to the EMC officer position of Assistant Secretary. Julie has also been active on the Credit Union board, the Activities Committee, the corporate Leadership Practices team, and most recently was the president of the Twenty Year Club. Julie has a high set of expectations for both her own work and the work of others. Julie wants to do the best for the members of her department and for the company.



Off-the-Job Interests: Loves spending time with her husband and two children and her dog, Lucky. She loves to scrapbook, golf and spend time with good friends.

Norm Evans

Norm Evans, retired Senior Commercial Underwriter at Grinnell Mutual Reinsurance Company, passed away on September 22, 2007 at his home in Grinnell. Norm received his CPCU designation in 1987. He started his employment with Grinnell Mutual in 1976 and retired in 2004. Previous to his employment at Grinnell Mutual, he was employed with State Auto in Des Moines. Norm was a member of the Iowa Chapter of CPCU and a charter member of the Grinnell Subchapter.

Funeral services were held at St. Mary's Catholic Church in Grinnell on October 4th. Burial was held in his native hometown of Rainy River, Ontario, Canada.

Robert L. Sinclair

Robert L. Sinclair, 83, of Des Moines died on Sunday October 21, 2007 at the Fleur Heights Care Center in Des Moines.

A funeral Mass will be held at 11 a.m. Thursday at Christ the King Catholic Church with cremation following the service. Interment of the cremains will be at Resthaven Cemetery at a later date.

Bob was born and raised in Des Moines, was an Eagle Scout, and a graduate of Roosevelt High School and Iowa State University. He served in the Army Air Force and was a veteran of WW II. He retired in 1986 as Senior Regional Representative (Iowa and Nebraska) for Insurance Services Offices Inc. (formerly Insurance Services Office of Iowa). Bob was past president of the Dowling Club and past president of the Iowa Pond of the Honorable Order of Blue Goose International. He was a life member of the Society of Chartered Property and Casualty Underwriters (CPCU) and a former member of the Society of Fire Protection Engineers.

He is survived by his wife of 59 years Dolores "Dede", his daughter Dawn of Tempe, Arizona, his son Michael of Lincoln, Nebraska, his grandsons Matthew and Brett of Lincoln, his brother Warren E. Sinclair of Scotts Valley, California, his brother-in-law Sammy Rich of Des Moines as well as numerous nieces and nephews. He was preceded in death by his parents Earl and Bessie Sinclair, his sisters Miriam Thorgrimson, Frances Dean, and Mary Caple and his brother Raleigh Sinclair.



The CPCU Society's Iowa Chapter is proud to congratulate its 2007 CPCU Designees

Jason Adams, CPCU
Melissa Sue Allen, CPCU
Scott J. Atkinson, CPCU
Lorie A. Bear, CPCU
David Benson, CPCU
Emma J. Bielenberg,
CPCU
Cory Bleich, CPCU
James Loren Bowers,
CPCU
Kimberly A. Brienzo,
CPCU
Christopher Thomas
Bronk, CPCU
Dean Edward Brushaber,
CPCU
Carrie Burch, CPCU
Terry T. Burkle, CPCU
Todd Carber, CPCU
Leong Yeong Chew, CPCU
Dennis P. Christy, CPCU
Daniel L. Claman, CPCU
Gerrad T. Clausen, CPCU
Eric J. Coleman, CPCU
Thomas Connor, CPCU
Erin Diane Cumings,
CPCU
Debra J. Cunningham,
CPCU
Diane J. Cuttell, CPCU
Steven Ray Davidson,
CPCU
Nichelle Dorinda Dawkins,
CPCU
Randy J. Dickey, CPCU
Dietrice R. Donahue,
CPCU
Guy W. Dougherty, CPCU

Amy S. Eckert, CPCU
Linda Eckles, CPCU
Angela Eisele, CPCU
Chad Eisele, CPCU
Tate A. Featherstone,
CPCU
Casey C. Fett, CPCU
Jay Gates, CPCU
Nancy A. Gates, CPCU
Edwin Gordon, CPCU
Joy Gray, CPCU
Michael Greiner, CPCU
Dawn Grooters, CPCU
Karen Guard, CPCU
Roger Halbur, CPCU
Rita C. Harder, CPCU
Tamara Ann Heeren,
CPCU
David E. Heger, CPCU
James Heidt, CPCU
Nathan Henn, CPCU
Dorothy Holden, CPCU
Anita Hiromi Hyon,
CPCU
Beverly S. James, CPCU
Carolyn Jennett, CPCU
Ziyi Jiao, CPCU
Doug Johnson, CPCU
Michael R. Johnson,
CPCU
Brian L. Kraft, CPCU
Charles E. Lackore, CPCU
Kristine J. Laubenthal,
CPCU
Heather A. Lehmer,
CPCU
Eileen D. Loomis, CPCU

Pamela Susan Lund,
CPCU
Melissa R. Lyon, CPCU
Marilyn K. Matthews,
CPCU
Tina M. Mayberry, CPCU
Rose A. Mc Atee, CPCU
Andrew G. Mc Dowell,
CPCU
Louise A. Mc Ilhon,
CPCU
J. Dean Mc Inville, CPCU
Mike McGinn, CPCU
Erin Metz, CPCU
Sarah A. Middendorf,
CPCU
Brett Miller, CPCU
Dean A. Miller, CPCU
Lance M. Mouw, CPCU
Stefan C. Mumm, CPCU
Greg Alan Murphy, CPCU
Janel Myers, CPCU
Lloyd D. Myers, CPCU
David Andrew Naughton,
CPCU
Thomas J. Norris, CPCU
Matthew Oleson, CPCU
Erin E. Osier, CPCU
Timothy L. Otten, CPCU
Cameron Cole Pendroy,
CPCU
Meagen L. Phillips, CPCU
Eric C. Ratzlaff, CPCU
Kathryn A. Reynolds,
CPCU
Nicolas J. Richmond,
CPCU

Michael E. Rosenboom,
CPCU
Debra S. Sanford, CPCU
Shelly L. Shellenberg,
CPCU
Kimberly D. Smetzer,
CPCU
Charles L. Smith, CPCU
Kathryn L. Smith, CPCU
Barry A. Spencer, CPCU
Jason C. Starr, CPCU
George A. Stock, CPCU
Ryan Taggart, CPCU
Linda S. Thilges, CPCU
Sara L. Thompson, CPCU
Trudy J. Tompkin, CPCU
Heather L. Toyne, CPCU
James H. Turner, CPCU
Trent R. Turner, CPCU
Jeffrey Van Genderen,
CPCU
Danika L. Vilmont, CPCU
Donald R. Walls, CPCU
Patrick M. Walters, CPCU
Xuelian Wan, CPCU
Dalith M. Wells, CPCU
Rachel Welty, CPCU
Ronald Whitehead, CPCU
David R. Wolver, CPCU
Thomas S. Wonderlin,
CPCU
Lara Wood, CPCU
Jessica Zaugg, CPCU
Hui Zhang, CPCU
Wei Zhao, CPCU
Matthew G. Zmolek,
CPCU

2007-2008 CPCU Events

<p>Tuesday, November 6, 2007 8:00-1:45pm</p>	<p>Hilton Garden Inn</p>	<p>"I-Day" Keynote Speaker: Bruce Kawahara on "Committed Performance" Speakers: Dale Anderson and Joe Solem on "Pandemic Influenza and Business Continuity Planning"</p>
<p>Thursday, December 6, 2007 5:00pm</p>	<p>Heritage Gallery</p>	<p>Speaker: Tom Green Topic: Art</p>
<p>Thursday, January 17, 2008 11:30-1:00</p>	<p>Wakonda Club</p>	<p>Sandy Cowie, Corporate Security Division of Principal Financial Group and the co-chair of Safeguard Iowa which is a public/private partnership developed to respond to disasters.</p>
<p>Thursday, February 21, 2008 7:30am</p>	<p>Des Moines Golf & Country Club</p>	<p>Speaker: Marsha Eagan, Past President of the National CPCU Society Topic: "You're Sitting in My Seat!"</p>
<p>Thursday, February 21, 2008 1:00pm</p>	<p>Farm Bureau</p>	<p>NLI Seminar Speaker: Marsha Eagan Topic: Building Communication Strategies</p>
<p>Tuesday, April 1, 2008</p>	<p>Farm Bureau</p>	<p>Technical Workshops</p>
<p>Thursday, April 17, 2008 11:30-1:00</p>	<p>Hotel Fort Des Moines</p>	<p>Speakers: Katie Roland, HR Specialist and Mekenze Bishop, Senior Recruiter Topic: Writing an Effective Resume in the ever changing world of on-line recruiting</p>
<p>Thursday, May 15, 2008 11:30-1:00</p>	<p>Blank Park Zoo</p>	<p>TBA</p>

Date:	Tuesday, November 6, 2007
Time:	<p>8:00 - 8:30 a.m. Registration</p> <p>8:30 - 8:45 a.m. Opening Remarks and Introductions</p> <p>8:45 - 9:45 a.m. Committed Performance <i>A Vision for the Best That You Can Be</i> Bruce Kawahara</p> <p>9:45 - 10:00 a.m. Networking Break</p> <p>10:00 – 11:00 a.m. <i>Avian Influenza – Can It Happen In Your Neighborhood?</i> Joe Solem and Dale Sanders</p> <p>11:00 – 11:15 a.m. Networking Break</p> <p>11:15 – 12:00 p.m. Business Continuity Planning <i>How to Overcome the Empty Desk</i> Joe Solem and Dale Sanders</p> <p>12:00 – 12:15 p.m. Networking Break</p> <p>12:15 – 1:45 p.m. Lunch Conferment of New Designees James L. Britt, CPCU Society National President</p>
Location:	Hilton Garden Inn 8600 Northpark Drive Johnston, IA