

# 2012 NAIW/ IAIP Region I Conference

March 29 ~ April 1, 2012

Hyatt Regency, Goat Island, Newport, Rhode Island

Dear Region I Members:

The holidays have passed, our state days are behind us and the New Year brings new excitement for NAIW/IAIP's Regional and National Conferences! In the next few months, we hope that you will begin to plan to attend the 2012 NAIW/IAIP Region I Conference. The members of NAIW of Rhode Island are pleased to be hosting this special event. We hope you will be "Sailing into Success with NAIW". **(If you have purchased a Sailing into Success Sailboat pin – be sure to wear it when you check in to be entered into a special drawing!)** When you read the attached flyers and see our plans, we know you will want to be part of this wonderful conference.

If you arrive Thursday night, don't miss out on the Welcome Dinner at Newport Playhouse. If we have 75 or more in attendance, not only will you have a spectacular buffet dinner and see an awesome play, but you will have the opportunity to see a special performance of the Cabaret! So make sure you plan to attend this extraordinary experience.

Can't make the Newport Playhouse? Want to stay at the hotel Thursday evening? No problem! We will have Kevin Durigan, DJ Extraordinaire, spinning tunes in the Hospitality Suite from 7-10. Please stop by.

In addition to having our awesome leader, Region I Vice President, Debra C. Kuhne, AAI, CPIW, AIC, AIS, PWCA, DAE, CELS, CRIS at the helm for the weekend, we have other special guests that will be joining us. It is with great excitement that we have learned our International Representative for the weekend will be International Vice President, Jane Densch, CPCU, AIC, ARe, ARP, AIS, CPIW. We also have a special keynote speaker on Friday night who is Meagan Johnson who will speak on "Zap the Gap".

The insurance professionals of Region I will come together for education, the business of the organization, recognition awards, networking, fellowship and FUN! Once you have attended a Regional Conference, we know you will return year after year.

The stars will be shining in Newport and we will be there to welcome you to the great state of Rhode Island. Make it your GOAL to attend this year's conference.

## Other items you need to know:

- Registration Dates – We will be using the **postmarked** date to determine Early Bird and late Registration fees.
- Information table – For those free spirits among us who want to explore on their own, we will have an information table near the Registration desk. Look for our "Fun in 15 minutes" flyer for ideas. We will have extra copies at the desk and in the Hospitality Suite.
- Tours – the committee has prepared several opportunities for your enjoyment. They are all limited in seating, so book early! We require payment in advance for all tours.
- Registration Cancellation Policy - Requests received in writing **BEFORE** February 13, 2012 will receive a full refund. Cancellation Requests received in writing between February 13 and March 1, 2012 - a \$50 charge will be assessed. **NO REFUNDS after March 1, 2012 – NO EXCEPTIONS!**

In fellowship,  
Donna A. Liro, AIS, CPIW  
Donna L. Varin, AIT, CIIP  
2012 NAIW/IAIP Region I Conference Co-chairs

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## *For your information....*

### Travel Instructions & Directions to Newport

Please refer to the Hotel registration form for complete travel information.

### What to bring

**Don't forget your "Sailing into Success" Sail boat pin! – Be sure to wear it to registration check in!**

Business Cards for Exhibitors raffles and networking (at least 50).

A sweater for those often too chilly conference rooms.

Camera – Newport is a very unique and picturesque location.

### Dress

Attire for the conference will be business casual (see flyer on page 10 for dress down option)

Tours and dinner at the Newport Playhouse will be casual.

Saturday evening's 2012 Sailing into Success banquet will be very dressy.

Weather in Newport is normally in the 40s and 50s with the chance of spring showers, but you never know what March in New England will bring!

### Meals

Please indicate any dietary restrictions on the Conference Registration Form.

### Banquet Table Registration

You may pre-register for Saturday's banquet seating. Ask for information at the Conference Registration Desk.

### Conference Registration Desk Hours

(Follow signs located in the hotel lobby to the Conference Registration Desk)

Thursday 2:00 PM ~ 9:00 PM

Friday 7:30 AM ~ 5:00 PM

Saturday 7:30 AM ~ 8:45 AM

### When you arrive...

Check into your room, visit the Conference Registration Desk to pick up your registration packet and tote bag, make your banquet seating reservations, check out the Conference Bulletin Board for breaking news and messages, and then visit the Hospitality Suite!

The Hyatt Regency has a beautiful spa ~ treat yourself to a massage or a pedicure, relax in the sauna, work out in the fitness room, or take a dip in the pool!

Take a tour of Newport – there's shopping, sightseeing and fine food to enjoy!

### If you have any questions:

Call or contact either Conference Co-Chair:

Donna Liro (800) 343-3375 X770

[DLiro@nbic.com](mailto:DLiro@nbic.com)

Donna Varin (800) 652-6422 X23540

[dvarin@amica.com](mailto:dvarin@amica.com)

Visit our Facebook Group – **2012 NAIW Region I Conference** or our Web Site <http://naiwri.com/2012-region-conf.html> for a copy of the Registration Form and information.

# 2012 NAIW/ IAIP Region I Conference

**\*\*\* Thursday Welcome Party\*\*\***

**Thursday, March 29, 2012**

## **The Newport Playhouse & Cabaret Restaurant**

102 Connell Highway • Newport • Rhode Island

[www.newportplayhouse.com](http://www.newportplayhouse.com)

On Thursday, March 29, 2012, at 6:00 p.m., our guests will be delivered to The Newport Playhouse.

The Newport Playhouse was established in 1983 and has been a favorite with locals and tourists ever since it first opened their doors. They are a family-run business and cater to your needs as if you were a member of their family.

The dinner theatre is unique...enjoy a great buffet--a wonderful play and a fun-filled cabaret. The extensive, hearty buffet does not skimp on quality or selection. Everything is prepared on the premises. They offer a large variety of hot and cold foods, main entrees, side dishes, beverages and homemade desserts. A full liquor service is available either tableside or at the comfortable bar. You will not be disappointed!

The intimate theatre is just a short stroll from the dining room. There you will have reserved seating to enjoy some of the finest entertainment available. Professional actors will delight you with a wonderful play worthy of Broadway.

### **With 75 or more in attendance..... Cabaret**

It is back to your original table...or you may enjoy the view from the bar...where the dining room has been transformed into a delightful Cabaret where our Company Members continue to entertain you with songs and laughter.

A great night out! Just as you would expect it to be!

**ENJOY A GREAT BUFFET • A WONDERFUL PLAY  
A FUN-FILLED CABARET!**

<http://www.newportplayhouse.com/>

**To register, please indicate on Page 2 of the Registration form:  
“Item 8. Thursday Night Welcome Dinner”.**

**Member Cost - \$50**

**Non-Member Cost - \$60**

# 2012 NAIW/ IAIP Region I Conference

## \*\*\* SEMINARS AND CONTINUING EDUCATION\*\*\*

Friday, March 30, 2012

**Title: HO 2011 – This is not the Same Old HO Policy!**

Instructor: Robin Federicci

Description: This program is an intermediate course that reviews the HO 2011 contract including a side by side comparison of the differences between the HO'01 and the HO'11 contracts.

Time: 8:00 AM – 11:00 AM

CE: CT, MA, RI (will be filed in ME, VT, NH, NY, NJ and PA)

**Title: Cloud Computing and SaaS**

Instructor: Mike Anselmo

Description: Find out who's being "SaaSy" and why... Small carriers often have very limited IT resources or budget; large carriers frequently find themselves trapped on inflexible, monolithic legacy systems that make it difficult, time consuming, expensive, and/or impossible to get a new product out the door; SaaS may give both an alternative option to get a product out quickly.

Time: 11:15 AM – 12:00 PM

CE: None

**Title: Management Protection**

Instructor: Katherine Zalios Wood/Nelda Cronin

Description: This seminar focuses on coverage highlights and claims scenarios of the Management Liability coverage lines (Directors & Officers Liability, Employment Practices Liability, Fiduciary Liability, Crime, Kidnap & Ransom, and Professional Liability) as well as the Management Liability Coverage terms and conditions.

Time: 1:00 PM – 4:00 PM

CE: CT, MA, RI, ME, VT, NH

**Title: Legal Issues Facing The Insurance Industry**

Instructor: Andria Coletta, Heather Kilmartin & Kristen Whittle

Description: Review the main policyholder challenges and discuss how best to overcome obstacles to enforcing arbitration clauses. Review insurance coverage issues presented under Personal and Advertising Injury coverage of CGL policies where policyholders tender a new generation of claims under an old generation of insurance policy.

Time: 8:00 AM – 11:00 AM

CE: (will be filed in CT, MA, RI, ME, VT, NH, NY, NJ and PA)

**Title: Long Term Care – A Complete Picture**

Instructor: Paulette E. Jones

Description: This program defines Long Term Care, the cost of Long Term Care, how to pay for it, what Long Term Care should cover, types of facilities and policy triggers.

Time: 2:30 PM – 5:30 PM

CE: (will be filed by IAIP in CT, MA, RI, ME, VT, NH, NY, NJ and PA)

# 2012 NAIW/ IAIP Region I Conference

## \*\*\* SEMINARS AND CONTINUING EDUCATION\*\*\*

(CONTINUED)

**Title: Making Change Work**

Instructor: Kim Cabral

Description: *Making Change Work for You* is an NAIW (International) workshop designed to help you manage the changes in your life.

Time: 12:30 PM – 2:30 PM

CE: None

**Title: Listening Leads to Learning**

Instructor: Brenda Miller

Description: Effective communication exists between two people when the receiver interprets and understands the sender's message in the same way the sender intended it. Effective listening demands that you pay attention to what is said. This course will provide tools that you can use to improve your interpersonal effectiveness in your career and in your personal life.

Time: 12:30 PM – 2:30 PM

CE: None

**Title: Water Damage – Mitigating the Loss**

Instructor: Frank Van Zant

Description: This course will cover Water Damage Inspection including how water enters a building and the types of damage. The course will also cover the water damage restoration, carpet fiber content and construction and secondary damage to contents and structures.

Time: 8:00 AM – 11:00 AM and 2:30 PM – 5:30 PM

CE: CT, MA, RI, ME, VT, NH, NY, NJ and PA

**Title: Flood Insurance Saavy**

Instructor: Paula Keith

Description: This course provides a basic understanding of the National Flood Insurance Program including how the program works with regards to the guidelines, regulations, coverages as well as underwriting information and much more.

Time: 8:00 AM – 11:00 AM

CE: CT, MA, RI, ME, VT, NH, NY, NJ and PA

**Title: Inland Marine**

Instructor: Jim Luis

Description: Discussion of definition, regulation, rating methodologies and first party vs. third party forms. This class will also cover the concepts of legal liability within Inland Marine forms and will review specific and specialty forms.

Time: 12:30 PM – 3:30 PM

CE: (will be filed in CT, MA, RI, ME, VT, NH, NY, NJ and PA)

**Title: Clean Technology**

Instructor:

Description: Discussion of the various risk factors that influence renewable energy and Clean technology products/services

Time: 3:30 PM – 5:30 PM

CE: CT, MA, RI, ME, NH, NY, and PA (to be filed in NJ and VT)

# 2012 NAIW/ IAIP Region I Conference

**\*\*\* Saturday Afternoon Tours\*\*\***

**Saturday, March 31, 2012**

**To reserve your seat on a tour (as space is limited), please indicate on Page 2 of the Registration form: "Item 10. Saturday Afternoon Tours".**

TOUR #1

## **The Breakers Grand Mansion Tour    Members \$37, Non-Members \$42**

Return to the early 20<sup>th</sup> century and the elaborate period of "America's Gilded Age" on this comprehensive tour. You'll travel through Ocean Drive and Bellevue Avenue area with its famous mansions, the "summer cottages" of the country's elite in the early 1900's. Your journey includes a stop for a guided tour through the largest of these magnificent estates; The Breakers. Commissioned by Cornelius Vanderbilt in 1895, the mansion was designed by noted architect Richard Morris Hunt. Hunt directed an international team of artists and craftsmen to create a 70 room Italian Renaissance style palazzo. The design was inspired by the 16<sup>th</sup> century palaces of Genoa and Turin. The estate is a fine example of the opulent lifestyle of Newport society during the "Gilded Age". After your visit to the mansion, enjoy time on the grounds before continuing your tour of Bellevue Avenue.

This bus will leave the Hyatt at 2:30pm, returning at approximately 5:00pm

**Maximum 54 passengers**



TOUR #2

## **Newport Vineyard Tour and Tasting    Members \$15, Non-Members \$20**

Newport Vineyards was originally planted in 1977 on a hill overlooking Rhode Island Sound with the goal of producing fine wines and as a way of preserving beautiful agricultural land from rapid development. Since the original vineyard plantings in the 1970s, Newport Vineyards, under the ownership of John and Paul Nunes, has grown to 60 vineyard acres.

Your tour will begin outside with a close-up view of the vineyard. The guide will explain how grapes are grown and harvested. Next, you will learn the step-by-step winemaking process using state-of-the-art equipment, guests will also be provided with an in-depth explanation of how wines are aged in oak barrels.

Following the tour, guests of Newport Vineyard will enjoy a tasting of five selected wines. You will also have the opportunity to shop for award winning wines such as Newport Vineyard's "Great White", Riesling and Ice Wine as well as wine accessories and gourmet foods.

This bus will leave the Hyatt at 2:30pm, returning at approximately 4:30pm

**Maximum 54 passengers**



# 2012 NAIW/ IAIP Region I Conference

## \*\*\* Saturday Afternoon Tours\*\*\*

(CONTINUED)

TOUR #3

### Newport Grand

Cost \$5 per person

Boasting over 1,000 of the latest Video Slots including line and reel games, poker, keno, & Virtual blackjack tables, Newport Grand Slots is the place to be for all the action. There are hundreds of games to choose from including: Wheel of Fortune, Double Diamond and Cleopatra. You can bet 1¢, 2¢, 3¢, 5¢, 10¢, 25¢, 50¢, \$1.00, \$5.00 & \$10.00 credits, with \$1,000, \$2,500, \$6,000, and the top \$25,000 prizes on a single spin! **Guests will receive a \$5 FREE PLAY for slots upon arrival.**

You can also enjoy thoroughbred, harness and greyhound racing as well as Jai alai in Newport Grand's state-of-the-art simulcast theater.

Or relax in the lounge with the martini that took 3<sup>rd</sup> place at the 2011 Newport Winter Festival Martini contest, The Chocolate Raspberry Truffle Martini!

This bus will leave the Hyatt at 3:30pm, returning at approximately 5:30pm

**Maximum 54 passengers**



<b>2012 Conference Mini Agenda</b>
<b>Thursday March 29</b>
Conference Registration & Credentials
Nominating Committee
Exhibitor Setup
Hospitality w/ DJ Spinning tunes
Welcome Dinner – off site (Newport Playhouse)
<b>Friday March 30</b>
Open Exhibitor Showcase
Association Fund Raising Tables
Breakfast w/Exhibitors
First Timer's Breakfast
Conference Registration & Credentials
Morning CE Seminars and Workshops
Members-at-Large meeting
CDE (Council Director-Elect) Training
Luncheon
PRO's Luncheon - off site (White Horse Tavern)
Afternoon CE Seminars and Workshops
Young New Professional Meeting
PROs Meeting
CWC Speak-off Rehearsal
Delegates Briefing & Meet the Candidates
First Business Meeting & Dinner
Keynote Speaker – Meagan Johnson
Hospitality Suite
<b>Saturday March 31</b>
Exhibitor Showcase
Association Fund Raising Tables
Breakfast w/Exhibitors
CWC Contestants Breakfast
Conference Registration & Credentials
CWC Speak-off
Second Business Meeting
Memorial Service
Reconfirmation of Bids
Awards Luncheon
Tours - Breaker Mansion, Newport Vineyards, Newport Grand
RVP-Elect meeting with Council Directors-Elect
2012 Sailing into Success Banquet ~ Dinner & Dancing
Group Photographs (during dinner)
Hospitality Suite
<b>Sunday April 1</b>
Non-Denominational Service
Third Business Meeting & Breakfast
Adjournment

**Hyatt Regency Newport**  
1 Goat Island Newport, RI 02840  
(401) 851-1234 Fax – (401) 846-7210

Room rate **\$135** per room – single or double (**good until 02/27/2012**)

[https://resweb.passkey.com/Resweb.do?mode=welcome\\_ei\\_new&eventID=3409718](https://resweb.passkey.com/Resweb.do?mode=welcome_ei_new&eventID=3409718)

Reservation code: **NAIW** or **National Association of Insurance Women**

**Parking – Overnight parking is \$20 per night/Valet parking \$25 per day**

**Wi-Fi - \$10.95 per day**

**Check-In / Check-Out**

Check-In Time: 4:00 p.m.  
Check-Out Time: 11:00 a.m.

**Stillwater Spa**

**Spa Hours:** 9am - 7pm daily  
Spa Tel: 401 851 3225  
Resort Tel: 401 851 1234  
Fax: 401 851 3201

**From T. F. Green Airport (Approximately 28 miles)**

Follow I-95 South toward Newport RI and turn left onto Exit 9. Follow Route 4 South for 10 miles. At the end of Route 4, follow Route 1 South and take the first Exit to Route 138 East. Continue over the Jamestown Bridge, then over the Newport Bridge (\$4.00 toll). Take the Scenic Newport / Route 238 Exit, which is the first exit after leaving Newport Bridge, and turn right at the stop sign at the end of the exit ramp. Proceed straight to the second traffic light, and then turn right onto Route 238 / America's Cup Avenue. Take a right at the next traffic light onto Goat Island Connector Road / Gladys Carr Bolhouse Road and proceed for one block. This road becomes the causeway. At the stop sign, continue straight over the causeway to our Newport, RI luxury hotel.

**From Points East:**

Follow Route 138A / Memorial Boulevard West through Newport toward Goat Island. Turn left onto Route 238 / America's Cup Avenue. Turn right at the next traffic light onto Gladys Carr Bolhouse Road / Goat Island Connector Road and proceed one block. This road becomes the causeway. At the stop sign, proceed over the causeway to Hyatt Regency Newport.

**From Points West:**

Follow Mass Pike / I-90 East to Route 146 South / Providence via Exit 10A. Merge onto I-295 South toward Warwick. At the end of 295, merge onto I-95 South and stay in the left lane to turn onto Exit 9. Follow Route 4 South for 10 miles. At the end of Route 4, follow Route 1 South and take the first Exit to Route 138 East. Follow Route 138 East toward Jamestown / Newport / Bridges (portions are toll). Continue over the Jamestown Bridge, then over the Newport Bridge (\$4.00 toll). Take the RI-238 South ramp toward Scenic Newport. Turn right onto JT Connell Highway / RI-138A / RI-238 and continue for 0.3 miles. Turn right onto America's Cup Avenue / RI-138A / RI-238 and continue for 0.2 miles. Turn right onto RI-238 / Goat Island Connector Road and follow for 0.2 miles. This road becomes the causeway. Proceed over the causeway to our Newport RI resort.

**From Points North:**

Follow I-93 to Route 24 South toward Fall River, Massachusetts. Continue on Route 24 across the Rhode Island border. At the end of Route 24, merge onto Route 114 South and proceed approximately 11-12 miles to Newport. Proceed one mile past the Newport city line. Take the first right turn after the Newport Police Station onto Marlborough Street. Continue straight to the traffic light. Make a right turn onto America's Cup Avenue. At the next light, turn left at the Goat Island Connector Road / Gladys Carr Bolhouse Road. This road becomes the causeway. At the stop sign, proceed over the causeway to Hyatt Regency Newport.

**From Points South:**

Follow I-95 North to Exit 3A / Route 138 East toward Rhode Island. Follow the signs to reach Newport. Continue over the Jamestown Bridge, then over the Newport Bridge (\$4.00 toll). Take the first exit after bridge, Scenic Newport / Route 238. Turn right at the stop sign at the end of exit ramp. Proceed to the second traffic light. Turn right onto Route 238 / America's Cup Avenue. Turn right onto RI-238 / Goat Island Connector Road and follow for 0.2 miles. This road becomes the causeway. Proceed over the causeway to Hyatt Regency Newport.

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**Transportation Options**

**Airport Shuttle – Cozy Cab** Call: 800-846-1502 or <http://cozytrans.com/> \$25 per person each way  
**Rainbow Cab** 401-849-1333 **1st Class Limousine** 401-846-1190 **Newport Limousine** 800-365-6713



## HERE'S YOUR DRESSCODE PASSPORT FOR REGIONAL CONFERENCE

A message from the RVP

Greetings! The dress code is business casual, but dressy for the banquet on Saturday night. However, I'm offering the option of wearing jeans with your blazers this year! Let's all be comfortable and professional all while giving back to those a little less fortunate.

I approached the committee with the idea of offering you the opportunity to wear jeans in return for a \$10 donation to the charity of my choice – One Simple Wish.

I was introduced to One Simple Wish at the NJ Council Meeting this year. The founder of the organization was the speaker and after learning about this organization, what can I say but they won my heart! Although not a Regional or National organization, I'm sure you will all agree that helping children anywhere is important to all of us.

One Simple Wish has been making small miracles happen for foster children and vulnerable families since December 2008. This can be something as small as a new pair of sneakers to “fit in at school”, to music lessons or a trip to a museum. Each donor can select the actual wish they wish to grant!

Please check out their website at [www.onesimplewish.org/](http://www.onesimplewish.org/) for additional information.

Be comfortable and help a needy child – wear your jeans and contribute \$10.00!

Donations should be mailed to: Carrie Mott, 12 Pogmore Dr., Wallingford, CT 06492 with your name and the indication that this is a “Jean donation for Regional Conference”.

Please use your own good judgment if you are seated at the head table, presenting an award or participating in the CWC speak-off.

See you at Regional Conference!

**Debbi**

## Keynote Speaker – Meagan Johnson

### Program Description

#### ZAP THE GAP!

##### How to Maneuver and Make Your Way in a Multi-Generational World

Job applicants are plentiful and unemployment is high but the threat remains the same. Making the wrong generational choice can cost organizations hundreds of thousand dollars a year. Failure to create a multi-generational team that is effective, productive and profitable is putting a company's future growth and sustainability at risk. Ignoring the drastically diverse ways generations learn and communicate with each other is tantamount to turning your back on a tsunami.

In this highly charged, participatory presentation, Meagan Johnson outlines the dominant generational forces in the workplace and how each generation's "generational signposts" drive motivation, influence company loyalty and delivery of customer service. Based on pre-conference audience member interviews, Meagan will deliver a roadmap that will enable members to tackle their specific generational challenges.

Key issues covered include:

- Generational Signposts
- Source of generational conflict
- Capturing Baby Boomer brainpower before it walks out the door
- Tapping into Gen Xers' self-reliant and often autocratic attitudes
- Creating a connectivity breeding ground for Generation Y

Meagan takes on generational issues with an insider's perspective. She spent years in the corporate world working for companies like Quaker Oats and Kraft Foods. At each organization she became frustrated by the blinders her own managers seemed to have when it came to career development and training. Meagan began to research small and large businesses to debunk generational myths and uncover the most effective way to solve the multi-generational clash. Meagan does not just explain the differences between the generations; she demonstrates how to move from conflict to collaboration.

Value to Members: Members will walk away with a clear understanding of the source of generational conflict, the cost of hoping it will just go away and a clear cut path to multi-generational productivity. Members will also leave armed with De-Coder cards that work as a quick refresher and a guide they can share with others.

Biography: Meagan is known as the Generational Humorist. Since 1997 she has entertained and educated thousands of audience members from all over the globe. She is the co-author of *Generations Inc. From Boomers to Linksters, Managing the Friction Between Generations at Work*. Her clients include: Harley-Davidson Motor CO, Dairy Queen, Burger King, American Express, Pepsi CO, Cadillac, The C.I.A. and Bubba Gump Shrimp Company.

Meagan lives in Phoenix, Arizona with four dogs that have a total of 15 legs. You do the math!