



THE Minnesota News

Meet MIIAB's New President

Chad Ostermann



**2020
Legislative
Session
Wrap-Up**
page 37



Thank you for a successful 100 years!

The world today is vastly different than it was in 1920. Over the past 100 years, North Star survived The Great Depression, a World War, numerous recessions, unprecedented technology advances and many other changes. It takes a combination of hard work, determination, intelligent decision making and a little luck to adapt to all these changes and still be around a century later. We thank you for playing a key part in our company's success and look forward to serving you and your policyholders for years to come!



Summer 2020

The Minnesota News

CONTENTS

MIIAB BOARD OF DIRECTORS

Chad W. Ostermann

President

M & M Insurance Agency, LLC, Mapleton

Shawn Flavin, CIC

President - Elect

Christensen Group, Inc., St. Cloud

Kelly Bowe, CIC

Past President

Bremer Insurance Agencies, Inc., Lake Elmo

Jay Nesbit

Vice President

Nesbit Agencies, Inc., Minnetonka

Chad Bjugan

IIABA State National Director

Richfield State Insurance, Richfield

Alisa Lamb

East Metro Director

Stein Insurance Agency, Inc., Lindstrom

Christine Larson

East Metro Director

Empire Insurance Group, Inc., North Branch

Jake Olinger

Central Region Director

Foster-White Agency, Monticello

Jean Sundlof, CIC, CPCU, ACI

West Metro Director

Kraus-Anderson Insurance, Burnsville

Grant Wilson

Southern Region Director

Heartman Insurance, Faribault

Scott Wojtysiak, CIC, CSRM

Northern Region Director

Reliable Agency, Inc., Hermantown

MIIAB STAFF

Daniel D. Riley

Executive Vice President

763.235.6470 driley@miia.org

Lisa Flatten

Accounting & HR Director

763.235.6479 lflatten@miia.org

April Goodin

Director of Operations

763.235.6475 agoodin@miia.org

Keith B. Knapp

Director of Communications

763.235.6478 kknapp@miia.org

Bernie Neff

Insurance Agent Advisor

651.757.7533 neffbj@aol.com

Amy Rau

Director of Education & Events

763.235.6471 arau@miia.org

Robyn Rowen, J.D.

Legislative/Regulatory Counsel and Lobbyist

robyn@robynrowenassociates.com

17 Connecting Through the Camera and Keyboard 10 Success Strategies for Managing Meetings in the Virtual World

21 E&O Exposures: Increased When Working from Home?

31 Technically Speaking... True Breakdown Coverage and Covid – 19 Claim Denials

37 CAPITOL NOTES
2020 Regular Legislative Session Wrap-Up

Inside

- 5 President's Message
- 7 Executive VP Message
- 11 **Grinnell Mutual Profile**
- 15 **EMC Profile**
- 29 E&O Q&A
- 45 Education
- 48 Power in Partners

On the Cover

Trusted Choice

THE Minnesota News

Meet MIIAB's New President
Chad Ostermann

2020 Legislative Session Wrap-Up
page 37

MN Independent Insurance Agents & Brokers Association Summer 2020



**MN Independent Insurance
Agents & Brokers Association**

15490 101st Ave N, Suite 100
Maple Grove, MN 55369

763.235.6460 800.864.3846 F:763.235.6461 miia@miia.org www.miia.org



WHAT'S IMPORTANT TO YOU, IS IMPORTANT TO US.

*Trust the safety and reliability of the **SafeliteAdvantage**[®]*

Safelite AutoGlass[®] exists to make a difference in people's everyday lives so that you, and your family, can enjoy the road ahead.

safelite.com | 800-800-2727

From a Basketball All-Star to Coaching State Champions Meet MIIAB's Incoming President Chad Ostermann



We're No. 1!



20 Years and Counting

Unlike many other carriers, West Bend believes in the value of long-term relationships. That's why many of our personal lines underwriters, like Amy, have worked with their agents for so long. Amy trusts her agents as resources for many important things, including "life stuff" and they trust her, too. And that makes the relationships that much stronger.





MIAB Zooms Into a New Era

How things have changed for all of us over the last several months as we cope with communicating and connecting to our members, staff, department of commerce, and legislators. Over the last several months, like you and your agency staff, the MIAB staff has held Zoom meetings every day to keep the communication open for updating our members. In fact, we've had to change the way we communicate with our regulators, as you can see in our picture with Commissioner Kelley. We had our lobbyist, Robyn Rowen, and key board members talking to the Commissioner on licensing, license renewals, and workers compensation rating changes. We also had to virtually communicate with Congressmen Hagedorn, Stauber, and Emmer's staff regarding the potential changes that congress wanted to make regarding Business Interruption coverages. Although this was a new type of communication, over the past several months it seems as though this is the norm for now.

MIAB Will Be Converting CISR/CIC/Rubles into Webinars

Who ever thought that we wouldn't be able to hold live classrooms for continuing education in Minnesota. Because of the COVID-19 pandemic we now must change the way we do business in education for the future by converting many of our scheduled educational webinars into webinars. Our staff has been working diligently in making sure this transition is smooth and meets the needs of our members. You will be receiving educational emails with more information about this transition soon. We are keeping our fingers crossed that we can hold live classroom courses again soon.

Will the Covid-19 Crisis Force us Into a Virtual Expo?

Unfortunately, we have moved our convention/EXPO to August 11th in hopes that we could hold a large gathering like our awards luncheon and EXPO with summer, however, we are still waiting to see if the governor will allow large meetings & conventions to be held at this time. Currently, our staff is working on an alternative virtual meeting that will highlight education, award winners and our Power in Partners. It has been a moving target, but we are prepared to complete the task whatever the decision may be.

MIAB Covid-19 Food and Fund Challenge for Second Harvest Heartland = \$30,6040

We would like to thank all of the members and insurance company partners who participated in the COVID-19 Food & Fund Challenge. Many of you contributed with very generous donations to help your fellow Minnesotans. Your contributions will go a long way in feeding those individuals and families throughout the 87 counties in Minnesota. Our collective efforts as agents and companies has proven that the independent agency system can come together in a time of crisis.





or



SFM. The right choice in workers' comp.

Delivering positive, long-term results for employers.



Dedicated
injury
prevention



Specialized
claims
management



Exceptional
cost
containment



SFM[®]
The Work Comp Experts

sfmic.com

No turtles were harmed during the making of this ad.

MIAB's Lobbyist, Robyn Rowen, Steps Up on Your Behalf

Our association and its members should take a moment to thank our Lobbyist, Robyn Rowen, for all her efforts to inform and protect your interests at the capitol this year. Her efforts have insured that MIAB and its members were in front of the leadership of the Department of Commerce and Legislators throughout the many changes that have been happening that would affect you and your agency staff. MIAB, its board and legislative committee, along with Robyn's lobbying expertise has led the way in protecting the interests of the independent agency system in Minnesota. Please see Robyn's Annual Legislative Update on page 37-39 of this issue.

Now, more than ever, you need an effective association with the ability to keep your agency healthy and prosperous over these changing times.

LIVE CIC/RUBLE WEBINARS

These live instructor-led CIC webinars function just like a virtual classroom

Participate in Q&A sessions

See the instructor in real time

*Regular attendance checks
and no **EXAM** for CE*

**16 hours, 16 credits,
regular breaks and a
break for lunch**

Participate from the comfort and convenience of your home or office

IT'S YOUR TURN TO BECOME A --- **DIGITAL AGENCY**

Insurance is evolving, and we're at a tipping point where the tech advantage is going to separate the haves from the have nots.

Most insuretechs are trying to cut you out, digital agencies like, lemonade, bold penguin, coverhound are taking your business directly, while others commoditize and devalue agencies. But we're taking their tools and putting them in your hands. Giving you what you need to win and win big.

The internet of Insurance is in your corner, and we only win when you do.

Claim your portal today!

link.dais.com/portal

UNIVERSALLY CONNECTED

Connects to carriers and underwriters for all lines, all classes, and all sizes of business

OWN THE CUSTOMER EXPERIENCE

Takes control of the experience with the customer and touchpoints

OPTIMIZE THEIR BOOK

Cultivates their book of business like never before

Diamond Profile



Minnesota Independent Insurance Agents & Brokers Association recognizes Grinnell Mutual as one of its Diamond Partners. MIIAB Diamond Partners are the highest level of sponsorship to our organization.

FEATURED PARTNER
Grinnell Mutual

PRESIDENT & CEO
Jeff Menary

COMPANY HEADQUARTERS
Grinnell, IA

A.M. BEST RATING
"A" (Excellent)

COMPANY WEBSITE
www.grinnellmutual.com

There are over 2,500 property-casualty companies in the United States. And according to Ward's benchmarking, Grinnell Mutual is one of the top 50.

That might be because we're not waiting for disruption — we're working to get ahead of it. In fact, that's why we were able to transition nearly 600 employees to working from home in just two days, without any disruption in our service to agents, mutual members, and policyholders.

Moving forward — and being ready for anything — is more important than ever and we believe that if you're not growing, you're losing ground. Between



*President & CEO
Jeff Menary*



2016 and 2019, we grew from the 114th-largest property-casualty company in the U.S. to the 110th-largest. Our products are available in 19 states and we're the largest reinsurer of farm mutual companies in North America.

To ensure continued growth, we're in the midst of a multi-year project to upgrade our technology with award-winning insurance software. Plus, we're investing our time and resources in other companies' great technologies, too, through our investments in the Global Insurance Accelerator and the Iowa AgriTech Accelerator. These investments leverage emerging tools for the benefit of everyone we do business with, from agents to farmers.

We also invest in our employees — both current

and future — because we know that happy employees equal good business. We've been voted an Iowa Top Workplace by our employees for nine consecutive years, and Vault's 2019 survey named Grinnell Mutual's co-op program one of the country's Best 50 Internships.

We've been around for 111 years, but we're just getting started.

Trust in Tomorrow.® Find out more at grinnellmutual.com

Find out more about Grinnell Mutual at www.grinnellmutual.com

For whatever lies ahead.

Since 1916, Auto-Owners Insurance has been dedicated to the independent agency system and proudly stands behind the agents who represent us.

A photograph of a young couple smiling and holding a newborn baby. The woman is on the left, wearing a white top and blue jeans, with her hair in a ponytail. The man is on the right, wearing a dark blue t-shirt and blue jeans, holding the baby. They are standing in a living room with a blue wall and a window in the background.

Auto-Owners
INSURANCE

LIFE • HOME • CAR • BUSINESS

Introducing...LIVE CISR Webinars

These live instructor-led CISR webinars function just like a virtual classroom, and they are **NOT** the same self-paced CISR webinars as offered by the National Alliance

Participate in Q&A sessions

See the instructor in real time

*Regular attendance checks
and no **EXAM** for CE*

7 hours, 7 credits,
regular **breaks** and an
hour for lunch

Participate from the **comfort** and **convenience** of your **home** or **office**

POLICYHOLDER RETENTION RATE

OVER **90%***

When you only do one thing, you better do it well and workers' comp is all we've ever done for over 30 years.

WORKERS' COMP IS ALL WE DO.



AMERISAFE

Safe Above All

amerisafe.com - 800.897.9719

*Policyholder retention rate based on voluntary business that we elected for renewal quote: 93.1% in 2019.
© 2020 AMERISAFE, Inc. AMERISAFE and the AMERISAFE LOGO is a registered trademark of AMERISAFE, Inc. SAFE ABOVE ALL is a trademark of AMERISAFE, Inc. All rights reserved.



CONTRACTORS TRUST YOU BECAUSE YOU TRUST TBG.

You're a broker that thinks like a builder. That's why you work with The Builders Group, Minnesota's leading work comp fund for the construction industry. TBG was founded by contractors, for contractors. TBG is owned and run by its members, who are construction industry pros. By doing business with integrity, TBG provides a variety of safety training services that help keep your workers safe. When independent agents like you trust TBG for work comp — **clients trust you.**



**Proactive Claims
Management**



**Safety Training
Services**



**NurseCare
Hotline**



**Pay-As-You-Go
Premiums**



**Member
Retention Rate**



WE MAKE WORKERS' COMP WORK

Members are jointly and severally liable for their proportionate share of obligations for the group and will be assessed on an individual and proportionate share basis for any deficit created by the group. Dividends are not guaranteed.

2919 Eagandale Blvd. • Suite 100 • Eagan, MN 55121-1214 • 651.389.1140 • www.tbgnm.com

Diamond Profile



FEATURED PARTNER
EMC Insurance Companies

**RESIDENT VICE
PRESIDENT AND
MINNEAPOLIS
BRANCH MANAGER**
Jerry K. Harlow, CPCU, AU

**COMPANY
HEADQUARTERS**
Des Moines, Iowa

AM BEST RATING
A (Excellent)

About EMC Insurance Companies

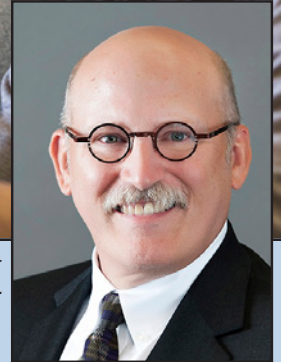
Founded in 1911, EMC Insurance Companies is financially solid, built on more than 100 years of serving policyholders and independent insurance agents. Today, EMC employs more than 2,400 employees in 19 locations across the country, is in the top 60 property/casualty organizations in the United States based on net written premium and is rated A (Excellent) by AM Best with a stable outlook.

EMC's mission is to grow profitably through partnership with independent insurance agents and to enhance the ability of our partners to deliver quality financial protection to the people and businesses we mutually serve. Our brand promise, Count on EMC, represents the core values upon which EMC Insurance Companies has built its reputation. Since 1911, policyholders, agents and employees have come to Count on EMC for

Minnesota Independent Insurance Agents & Brokers Association recognizes EMC Insurance Companies as one of its Diamond Partners. MIIAB Diamond Partners are the highest level of sponsorship to our organization.



*EMC Insurance Companies Resident Vice President
and Minneapolis Branch Manager*
Jerry K. Harlow, CPCU, AU



comprehensive protection, superior service and financial security.

The five EMC values are the essence of our company's identity. These are the beliefs we operate by that create our corporate culture. Keeping these values in mind while working with fellow employees, agents and policyholders enables us to fulfill our company mission.

- **Honesty & Integrity**—We gain the confidence and trust of others easily through honesty, integrity and authenticity.
- **Customer Focus**—We build strong customer relationships and deliver customer-centric solutions.
- **Collaboration**—We build partnerships and work collaboratively with others to meet shared goals.
- **Innovation**—We create new and better ways for EMC to be successful.

- **Driving Results**—We consistently achieve results, even under tough circumstances.

The EMC Minnesota Branch has steadily grown in premium dollars and personnel since opening in 1942. With an experienced staff of local underwriting, claims, marketing, audit and loss control professionals, we are a full-service branch office that values the local relationships we have with our agency partners.

You can find us at:

EMC Insurance Companies
Minneapolis Branch
11095 Viking Drive, Suite 230
Eden Prairie, MN 55344
800-362-4670
minneapolis@emcins.com



You understand
your clients.

**Liberty Mutual Insurance and
Safeco Insurance understands how
to support them.**

We know your clients' needs are unique.
That's why we work with you to customize
coverage exclusively for them.

Talk to your territory manager or visit
LibertyMutualGroup.com/Business or Safeco.com
to learn more.



CONNECTING THROUGH THE CAMERA AND KEYBOARD



10 Success Strategies for Managing Meetings in the Virtual World

By Kate Zabriskie

As the world finds itself rapidly adopting virtual meetings, many people struggle while attempting to translate the in-person experience to an online format. Luckily, there are some tried and true actions neophytes can take to have their online gatherings running like clockwork. By following ten strategies for surviving in the virtual world, a newbie can perform like a pro in record time.

Strategy One: Know what you want to accomplish.

Just as it's important to have a game plan for an in-person meeting, it's essential that you have a goal for any online get-together. Are you informing, gathering information, looking for opinion, making a decision, or something else? If you don't know, your meeting is not going to feel as tight as it could, and you won't look as put together as you might had you done some thinking in advance.

Once you know the goal, it should inform the meeting's length, number of attendees, and desired level of interaction. For example, if you're discussing your company's new telecommuting rules and short-term business plans, you're probably not seeking opinion but instead providing information and perhaps answering questions. Given the one-way nature of the bulk of that gathering, you can probably accommodate far more people than you could if your goal were to elicit opinion and seek input.

Strategy Two: Communicate Your Expectations

Most people will do what you ask them to do if you ask them to do it and you model the behavior. Be specific and direct. If you want people to share their cameras, have a slide outlining your request as people join the meeting. If you want them to raise their hands to answer a question, raise your hand when you ask it. If you want people to type something in the chat box, you should type as they are typing. The more deliberate you are in your instruction and actions, the better your chances of seeing what you want to see.

Strategy Three: Share a Roadmap

Just as an in-person meeting can benefit from an agenda, virtual meetings need a roadmap or itinerary. Furthermore, in the virtual world it is helpful to show the agenda several times during the meeting and point out where you are on the schedule. An agenda check refocuses people who may have drifted off and it gives them an easy onramp back to the meeting. Furthermore, acknowledging where you are in the process gives people a sense of movement (or lack of movement, for that matter) and helps the group stay on task.

Strategy Four: Recognize Technology Diversity

When it comes to technology, the virtual world is not equal. In a typical meeting, some participants will have equipment and bandwidth worthy of a Hollywood production, while others will appear to have a dial-up line reminiscent of equipment from the previous century. For that reason, it's important to think about what could go wrong and how to troubleshoot potential problems before they occur. For example, will you record and post the meeting for people who have difficulty joining? Do you have a dial-in number for those attendees who can't get VoIP technology to work correctly? Will you send slides in advance for people who have difficulty logging in altogether and must rely solely on a PDF? The more you prepare for problems, the easier they are to deal with should they arise.

continued on page 19



DURABLE RELATIONSHIPS DURABLE SOLUTIONS

Grinnell Mutual builds enduring trust with personalized coverages that offer the tools a hardware store needs to protect its business. That's how we build relationships that last. Trust in Tomorrow.® Learn more today.

AUTO | HOME | FARM | BUSINESS

grinnellmutual.com

 **GRINNELL**
MUTUAL.®

Trust in Tomorrow.®

Strategy Five: Arrive Early and Start on Time

If at all possible, it's a good idea to arrive to your virtual meeting well in advance of your participants. The time you have in the virtual room before it fills will give you an opportunity to troubleshoot your technology, get comfortable in your seat, and welcome early birds as they enter the room. Your early arrival also allows you to avoid having participants wait in a lobby. In principle, the lobby is a neat concept. In practice, it can work against you. If participants arrive to a lobby, they will more than likely work on other tasks as they wait for you, and you'll have to work harder to get the full attention they were initially prepared to give you.

Strategy Six: Accept You Are in a Competition for Attention

Nothing says multitasking opportunity like a web-based meeting. Even the most effective presenter competes with a participant's inbox, other work, and just about any activity that is potentially more interesting. You will have to double or even triple your efforts to keep virtual attendees involved. Putting yourself on camera and asking participants to appear on camera is only the first step. Next, you have to think about ways to keep people's eyes on the screen or handout and their hands busy about every two minutes. Two minutes? Yes! People want to be engaged. If they don't engage with you, they will engage with something else.

Strategy Seven: Add Variety

The longer your meeting, the more important it is for you to add variety. If you are taking a poll, for example, consider conducting one using one that uses fingers held up to screen, another that uses the systems polling function, one that requires people to stamp a shape on a Likert scale displayed on a slide, and another that requires attendees to type a number in the chat box. The idea is to avoid becoming predictable. Slide, slide, poll; slide, slide, poll; slide, slide poll equals BORING.

Strategy Eight: Balance Conversation

Just as people participate in in-person meetings at various levels, the same thing will happen in the virtual world. A good meeting facilitator will take action to add balance. For instance, "I'm going to throw this next question to the people I see in the second row on my screen. That's Jane, Josh, and Juan." In that example, nobody is individually put on the spot. However, those three participants know that at least one of them is on deck to speak next. In addition to calling on a few people, you should also consider directing people to different channels.

"If you would like to answer in the chat box, do that. If you would prefer to open your microphone, go ahead. If you would like to send a message just to me, send a private chat." The variety of avenues offered in that example accommodate people who like to talk, those who prefer to write, and others who are less comfortable speaking up in public.

Strategy Nine: Consider Using a Production Team

It takes time to master a virtual meeting program, and even the pros can find it difficult to wear half a dozen hats at once. If you are running a large meeting or new to the process, consider assembling a team. For example, designate someone to troubleshoot tech problems for attendees, assign a chat monitor to bring anything to your attention you don't see right away, and so forth.

Strategy Ten: Limit Your Time and Use it Wisely

No adult wants to sit for more than two hours at a time, and this is especially true in the virtual world. If you plan to move a six-hour meeting online and leave the agenda essential as is, think again. For meetings that are essentially information-sharing exercises, consider limiting yourself to one-hour blocks. For interactive conversations, as a rule of thumb, you should be able to get away with two hours at a time. Rarely, if ever, should you schedule more than four hours a day. And those four hours should include a generous break if possible. If you need more hours to accomplish everything you need to, consider running smaller meetings with fewer people, spreading a long meeting over several days, or sharing video recordings instead of bringing people together if they would accomplish the same result.

It's a new world for many people taking the plunge into the world of virtual meetings, and now is the time to get comfortable. Take the time now to leverage a few simple strategies that will get you on solid footing. Paying attention to what you like and don't that others do in their meetings will help you grow. Asking for feedback from your attendees will further accelerate the process. May your next online meeting be a smashing success.

ABOUT THE AUTHOR:

Kate Zabriskie is the president of Business Training Works, Inc., a Maryland-based talent development firm. She and her team help businesses establish customer service strategies and train their people to live up to what's promised. For more information, visit www.businesstrainingworks.com



Nationwide®

**For your
taking care of
what matters
side, there's
Nationwide.**

AUTO | HOME | BUSINESS | LIFE | FARM | RETIREMENT

**For more information,
please visit www.nationwide.com.**

Products underwritten by Nationwide Mutual Insurance Company and affiliated companies. Columbus, OH. Nationwide and the Nationwide N and Eagle are service marks of Nationwide Mutual Insurance Company. © 2018 Nationwide 7143411



E&O Exposures: Increased When Working from Home?



Focus is key! From an errors and omissions (E&O) perspective, agents cannot lose focus during this disrupted work setup. Working from home does not change the fact that all procedures and processes that apply in the home office also apply at the “home” office.

From now until we are released from our lockdown and able to return to normalcy, we must remember that every action or inaction has consequences – good or bad. There are a few simple rules or guidelines agencies and agents should follow during this unprecedented moment in time to avoid or lessen the effects of an errors and omissions claim.

Rule #1: Document! Document! Document!

Franklin D. Roosevelt may be the most famous cheerleader of all time (other than Toni Basil). It’s true. As a student at Harvard he was a cheerleader for home football games.

Some years later, he led the country through World War II, using his fireside chats to calm America’s tensions and fears. He was still a cheerleader. Given the

tensions and even insecurity some feel as we live through our current pandemic panic, we need a cheerleader and simply a leader to keep us calm and to keep us focused.

Roosevelt was a forward thinker; he actually wrote a cheer to help agents remember Rule #1 for working from home.

*Are you Ready? OK!
Document day;
Document night;
Document left;
Document right;
Document, document, document!
Yea, document!*

OK, so maybe this isn’t a Roosevelt original, in fact it’s a pure fabrication – but the point is no less relevant. Even when working in a non-traditional space, remember to document every conversation, text, email, yell, whatever. When it involves a client, document it.

Rule #2: Keep the Schedule You Had at the Office

No, this isn’t limited to “open” and “close” times; this refers to regularly scheduled staff and team

meetings. Not being in the same room is no excuse for ending activities necessary for the successful operation of the agency.

Basically, if it was important for the agency and the teams leading up to the disbursement, it still is.

“We have our normal commercial lines staff meeting on Mondays at 10. We go over new and renewal business, lost accounts, cancellations, claims, accounts with issues, industry news and current events and any issues that popped up that need to be addressed,” reports one agent. “We also have individual team meetings for personal lines and employee benefits.”

Another agent tells us, “Zoom is our new contact method for client meetings and for meetings with staff. We have ‘Town Hall’ meetings every Friday afternoon with all employees; producer meetings every Monday morning; the commercial lines, personal lines and employee benefits teams have staff meetings once per week; and the Leadership team has probably had Zoom meetings 10 times over the past three weeks.”



YOUR CLIENT'S BIGGEST WORRY SHOULD BE
making sure they set their alarm for 5 A.M., not 5 P.M.,
NOT THEIR INSURANCE COVERAGE.

Western National provides the best, carefully crafted coverage to fit your client's insurance needs.

So, they'll just have to find something else to worry about.™



Keeping everyone connected and informed is paramount when everyone is in the office. But when there is no office “atmosphere,” keeping everyone connected and informed is even more important.

A cornerstone of these meetings should be policies and procedures. Pick one errors and omissions topic and remind every person on the call of the office procedure relevant to that topic. This conversation does not have to take more than three or four minutes. One topic, one reminder - this keeps the staff on course.

Rule #3: Keep “Them” Close and Informed

Your clients and your carriers are living in this same altered reality in which you are living. Any sense of normalcy is welcomed.

Stay in contact with your clients and keep them informed. As their agent, your insureds will likely turn to you more now than in the past. News reports, press releases and the problem of “someone told me” will certainly spread a lot of misinformation among your customer base.

To manage and hopefully end the spread of misinformation, you need to know the correct information. Know policy language, know the carrier’s processes and plans, know the insurance regulations, and know when to say “No.” From an E&O perspective:

- ▶ Never answer a coverage question without the insured’s policy in front of you. Even the most “common” policy has “uncommon” endorsement you may forget were attached.
- ▶ Not every carrier is the same; in fact, no carrier is like any other carrier. Know the underwriting guidelines and what can and can’t be done for the client. Don’t



promise something until after you know it can be delivered.

- ▶ Don’t practice outside your licensure. As a licensed agent, your job is to procure and manage the insurance program with and for the client. You are not licensed or qualified to offer an opinion on contract wording or other legal matters.

Remember also, you are not licensed to help complete federal forms unrelated to insurance. Direct the insured to the proper professional; don’t create an E&O problem by being too helpful.

Your underwriters need to hear from you as well. In fact, they may want to hear more from you now than in the past because they may be lonely. Kind of a weird thought, but many underwriters are used to working in an office with other humans; being alone is hard on them. Even field underwriters who normally work at home are accustomed to meeting with and talking with agents face to face on a regular basis.

Keep the underwriters informed when something new is learned

about a client. Talk with them about unusual situations or unusual requests made by the insured. You and your underwriter may be able to find creative solutions that best serve your client and the carrier. You also want to know what the carriers are thinking and planning in regard to renewals. Are there new endorsements coming that may limit coverage? Find out during these “keeping in touch” calls, it may help avoid an E&O situation.

Many insureds are concerned about money as a result of state-mandated lockdowns. Commercial lines clients may essentially be out of business, personal lines clients may be out of a job; the result is the same for both clients - fear. The fear of having to choose among feeding their family, paying the bills or paying insurance premiums. When this question arises, this is a conversation that involves both your insured and your insurance carrier. Everyone must be informed.

When the specter of policy cancellation appears, address it directly and appropriately.

- ▶ Know if your state has enacted any temporary measures regarding cancellation for non-payment. Current information is available here.
- ▶ If a regulation is in place, advise your client of the regulation and give them a copy of the wording.
- ▶ Advise your insured to never cancel any policy and document the conversation.
- ▶ If the insured insists on cancelling any policy, make use of a cancellation notification letter. A copy can be found on this page.

WHO YOU GONNA CALL WHEN THEY SLIP AND FALL?

BUSINESS INSURANCE THAT'S DESIGNED TO BE WORRY FREE

A company is a business owner's pride and joy. Help maximize coverage and protect it with business insurance from the Worry Free company — IMT Insurance.

Learn how you can represent IMT Insurance at imtins.com/contact.

AUTO | HOME | BUSINESS



Contact between you, your clients and your underwriter is extremely important, especially during this period of separation. But solid E&O avoidance guidelines must still be followed.

Rule #4: Recognize Potential Weaknesses

“One of my E&O concerns is our new producers and what they are telling prospects and customers. Are they writing the correct coverages on new and renewal accounts? We do have mentors for each of the new producers and we hope nothing is falling through the cracks,” reports one agent.

This agent’s concern is probably the same as many other agents, what are the new, less experienced employees doing? Are coverages being written correctly? Are questions being answered correctly? Do they know and understand the agency procedures well enough to properly protect the client and us?

These are valid concerns. One drawback of working from home is the loss of “quick confirmation.” Generally, employees have the ability to quickly check their understanding of the policy language, an underwriting guideline or anything else with someone in the office; all they have to do is walk to someone’s desk and ask for help.

Well, unless there is an open-line Bat Phone there is no one to ask and get an answer from quickly. Emails, instant messages and/or phone calls have to be made to get the answer. Some agents feel like the insured is unwilling to wait for an answer and will just “wing it” and hope they are correct, or that if they are wrong, nothing will happen to highlight the error.

Make sure every employee understands this is NOT OK. It is never acceptable to “wing it,” and



the current situation does NOT change that fact.

Train every employee, not just the new employees, that it is acceptable for them to explain to the client that they don’t know the answer or that they want to confirm the answer. Rarely is the insured unwilling to wait for a correct answer. “Mr. Insured, that is a great question. Let me confirm the answer and call you right back. I would rather give you the correct answer the first time.”

Then, do what you promised. Get the answer as quickly as possible and call the insured back as soon as possible. The insured will be satisfied and you will be able to sleep well. (Oh yeah, don’t forget to document the conversation and follow up in writing with the insured.)

Last Rule: Don’t Forget Your Upbringing

As my kids got old enough to go out with friends and on their own, I would always say, “Remember who you are; whose you are; and who you represent.” My goal was to impress upon them that their actions affected more than just them.

Every employee’s actions affect the agency – positively or negatively. It is necessary to remind your employees, often, that what they do matters; not only does it matter to them, it matters to everyone in the office.

Train them, retrain them, and train them some more on E&O avoidance. Make it part of the fabric of the agency. Make it important. When it is important to the leadership, it is important to everyone.

Now that they are “out on their own,” in some respects, training will show. That statement should bring you comfort, not scare you. If it scares you, let’s talk.

*Christopher J. Boggs,
CPCU, ARM, ALCM,
LPCS, AAI, APA, CWCA,
CRIS, AINS, is IIABA’s
Executive Director Risk
Management and
Education.*



**Learn more
about Big “I” agency risk
management at
www.iiaba.net/EOHappens.**

This information is intended to be used for general informational purposes only. The information contained or referenced in this document is not intended to constitute and should not be considered legal or professional advice.



INDEPENDENT
INSURANCE
AGENT



More than a trusted brand, AAA is the perfect lead - and close.

Every sale has a beginning and end. And AAA can help your independent agency with both. Add AAA to your product mix and grow your bottom line selling quality insurance through AAA and the extensive benefits of AAA Membership – an unbeatable combination of security and savings.

If you're ready to grow, we're here to help with the products and support that can help you earn more.

- Quality insurance with competitive rates
- Powerful brand recognition
- Sales manager support
- Product training
- Extensive marketing co-op program
- Competitive commission on insurance and membership

Contact: Donna Kimmes, Regional Sales Director • 952-707-4952 • donna.kimmes@mn-ia.aaa.com

17-IA-1985B LC 3/17

TRICIA

- Says SECURA feels like home
 - Earns your trust every day with creative problem solving
- Two decades of insurance experience

A true people person

Meet Tricia, one of our Personal Lines experts. She's a natural when it comes to connecting with agents and insuring your bundled home and auto business, just like the others on her team. It's the genuine kind of expertise we look for at SECURA. And they're supported by our caring claims group who will treat your clients like family.

SECURA Personal Lines. It's how you thrive.
secura.net/personal

 **SECURA**
INSURANCE COMPANIES
Commercial | Personal | Farm-Ag | Specialty

AGENTS OF *invention*

A PARTNERSHIP BUILT ON UNLEASHING DATA

Independent agent Seth Zarembo has set his agency apart and up for continued growth by blending art and science. Using data sharing and artificial intelligence, he and his team create seamless customer journeys, from acquisition to renewal.

He values Progressive for its thought leadership, advanced technology, and consumer insights. Because, when it comes to strategy and innovation, "Progressive is playing chess while other carriers are playing checkers."

AgentsofProgressive.com



SETH ZAREMBO
ZINC | BROADVIEW HEIGHTS, OH

PROGRESSIVE

Vehicle insurance is provided by Progressive Casualty Ins. Co. & affiliates. Home and renters policies are provided and serviced by affiliated and third-party insurers who are solely responsible for claims. Prices, coverages, and privacy policies vary among these insurers.



E&O Q&A

By Mary LaPorte, CPCU, CIC, LIC, CIA

Agent's questions about Errors and Omissions, and how E&O losses can be prevented.

Q: I am an account manager in commercial lines, and we have heard that because of COVID-19, we need to be careful checking and preparing renewals. We think we have always done a good job in the past, but can you give us an idea of some specific things we should be looking for?

Trish, Iowa

A: Trish, that is a timely question and one that a lot of agencies are asking me about. With the Coronavirus has come an expectation that policies should cover more than they originally intended. As a result, some carriers are including notices with the renewal clarifying that coverage for certain exposures not covered under the policy. An example is ISO's clarification endorsement for Business Owners Policies: *BP P 026 03 20 Coronavirus – Advisory Notice to Policy Holders*. However, you should be alert to situations where a carrier may add an exclusionary endorsement, or revise language in an existing form in order to exclude coverage that was not excluded in the past.

Some states require that the insured be notified in situations when coverage has been reduced, but there are usually no requirements to notify the agent. I think you would agree that even if the insured had received a notice, they might not recognize it as anything important that they need to read, or may have read it but not understood its impact. This is where the agent can step in and make an understandable explanation, and possibly offer alternatives to secure the lost coverage.

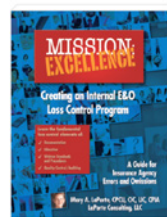
You might think that if some coverage was reduced at renewal, that the carrier would have to stand by the previous coverage if they did not notify the customer or the agent, or if it was an error. The courts do not agree. Many courts state that once the agent has received the policy and had an opportunity to review it, the coverage stands. Unfortunately, most agents do not find out about the coverage reduction until after an uncovered claim occurs. Surplus lines forms or policies written by non-admitted carriers should especially be scrutinized.

Make sure that when checking form numbers and endorsement numbers that you also verify the edition date to see if it has changed. If you have a clear, detailed checklist, a well-trained assistant or support person can perform the policy checking, referring the checklist or any discrepancies to a more experienced CSR, Account Manager or Producer. It is then their responsibility to identify the differences between the prior term and the renewing coverage and address critical coverage issues with the insured.

Because of the recent pandemic, there may be other areas that should be addressed with your customers. Premium basis (payrolls, sales) may need to be adjusted. Some of your customers may be involved with new products or services that grew from COVID-19. Others may have out-of-state workers which were not a consideration in the past. Determine if any events have occurred which could trigger coverage under any policy. If so, the insured should consider giving notice to the carrier as soon as possible (certainly before the expiration date) to preserve their rights under the policy.

The COVID-19 pandemic is impacting agencies' exposure to E&O. It is more important than ever to perform a diligent review with each customer at renewal.

*Mary LaPorte is a consultant and educator with a strong background in Errors & Omissions loss prevention. Forward your E&O questions to marylp@lpinsuranceconsult.com
2020 LaPorte Consulting, LLC. All Rights Reserved*



See Mary's new book: "**Mission: EXCELLENCE – Creating an Internal E&O Loss Control Program**"

For more information, go to Mary's website at www.lpinsuranceconsult.com



Signed. Sealed. Delivered.

With tailored insurance packages from EMC, you can help ensure your client's wholesale operation is properly insured every step of the way. We offer a full range of products, including coverage for delivery errors or omissions and employment practices liability. And with our extensive loss control resources and expert claims knowledge, we make choosing the right insurance for your clients a whole lot easier.



www.emcins.com

©Copyright Employers Mutual Casualty Company 2020. All rights reserved.

count on
EMC
INSURANCE

True Breakdown Coverage

As most of you know, our Building and Personal Property coverage forms, including most of the various BOP forms out there, often do not provide any help for losses that have to do with certain causes of loss. I am referring to losses caused by explosions of pressure vessels, electric arcing, centrifugal force, mechanical breakdown, and so on. In the old days, we would call the solution to cover these perils "Boiler and Machinery" coverage. Today, it is often called either "Mechanical Breakdown", or more often, "Equipment Breakdown." This coverage is provided by the various carriers in different ways, sometimes as a separate policy, or an endorsement, or it might be an "additional coverage" that is built into a policy (like a high-end BOP or Building or Package form).

Here is the problem. Most of our forms are on a "Special Causes of Loss" basis that has an insuring agreement with language that typically says a loss must be caused by "**direct physical loss or damage**". Very nice coverage, but it does require some kind of **manifestation**. That means the property burned, was blown up or away, sagged, shows signs of smoke damage, was stolen, etc. But what happens, for example, if a machine just stops working and there is no outward sign (or manifestation) of damage? For industries that rely on their machines to make certain products, this can be a devastating loss, and often the client will be told there is no coverage.

Here is an actual loss. A machine that was mixing and drying a certain product (hermetically sealed in the machine) stopped working before the process was complete. The client suffered the following losses:

- Loss to the machine, which had to be replaced (\$50,000)
- Loss of use of the machine which not only had to be replaced, but also had to be tested for several months (Federal requirements) (\$100,000)
- Loss of their customer's product that was ruined when the machine quit running prematurely, and for which the insured had contractually agreed to be absolutely responsible while the product was in their care and control (\$92,000)
- Extra Expenses incurred in getting the new machine ordered and installed as quickly as possible (\$25,000)

Needless to say, the client was not very happy when informed by the adjuster (correctly) that the "direct physical loss or damage" coverage would not apply to these losses.

Another loss to a freezer complex occurred two years ago, when one of the freezers just shut down and stopped working. Once again, there was no manifestation or cause of loss to justify the stoppage – and the claim was denied. By the time the loss was discovered, the frozen french fries were no longer completely frozen and the customer would not accept them for delivery in their food establishment.

The solution to the problem is really fairly simple – you want "true mechanical or equipment breakdown" coverage. However, if it is provided, look at the insuring agreement of this special coverage. Remember, it can be a separate policy, an endorsement or a built-in sublimit. If the words "direct physical loss or damage" are there, that is fine as long as they are followed





OPEN SEMCI



Single-entry, multiple-company interface (SEMCI) is like magic!

Acuity, long recognized as a leader in agency interface technology, is committed to supporting SEMCI in commercial lines. SEMCI drives efficiency in the quote and application process and allows you to choose how you want to do business with Acuity.

Acuity currently partners with several of the leading commercial lines insurtechs. We are building, exploring partnerships, or expanding with numerous other independent agency technology solutions. And Acuity is on the forefront of integration technology, continually building the connections necessary to be ready to connect to new insurtechs as they emerge.



by either the word “failure” or “malfunction”, or both. The word “failure” is my preference since carriers sometimes use the word “malfunction” later in their forms to describe property not covered, or property excluded. “Failure” will provide coverage when the machine just quits. Your clients will have coverage when their machines just stop running, and you do not have to be concerned about manifestations or signs of damage.

* * * * *

Covid – 19 Claim Denials

By now, you have probably read about claims sent in by clients seeking coverage for Loss of Income and/or Extra Expense because of the Corona Virus pandemic. The cause, of course, was a virus that resulted in an order from state government for businesses to shut down. The claims have been routinely denied by the insurance carriers, mostly because there was **no “direct physical loss”** (see paragraph #2 of this article). As of this time period (May, 2020), many of these claims are heading to the courts, and it will be interesting to see how they will be adjudicated. Their lawyers have arguments like **“the virus really is property damage”**; and **“the virus must be cleaned and contained and therefore is real property damage”**. Against these arguments are the need for a manifestation and the fact that the loss cause must be **direct**, which would cause the covered property to burn, smoke, sag, collapse, etc. Also, many of our BOP and Commercial Property Packages and Policies have a fungus, Wet Rot & Dry Rot and bacteria exclusion (but I don’t think that would eliminate coverage for a virus as they are completely different organisms; check your company’s form to see if it includes the word virus in its exclusion).

The following questions are from an article that I wrote a couple of months ago. But I wanted to repeat them as they hint at both an interesting and frightening insurance world ahead. It will impact both Personal and Commercial coverages. Possible Covid-19 claim situations that will likely arise:

1. Did the directors & officers handle the financial impact on their respective businesses in a reasonable manner?
2. Will employees sue if they feel their employer wants them to return to work and they do not feel safe (especially if they get sick)?
3. Was the employee infected while “at work” (at the business or while working at home)?
4. How safe are those cyber systems that employees are using at home?
5. Did those overworked doctors and nurses and other front-line responders take proper precautions as to diagnoses, treatment, use of medicines, etc.?
6. Will customers sue if they feel they were exposed in a client’s business establishment?
7. Who will pay for all these clean-up costs?
8. What about discrimination claims that may be forwarded when a customer refuses to use a mask and is asked to leave?
9. What if a neighbor sues his/her neighbor after being invited to a barbeque, wedding, funeral, birthday, etc., and then gets sick?

Whether there is liability or not, just having to defend these claims will be a big hit to a carrier’s loss experience.



JOIN OUR *Success*

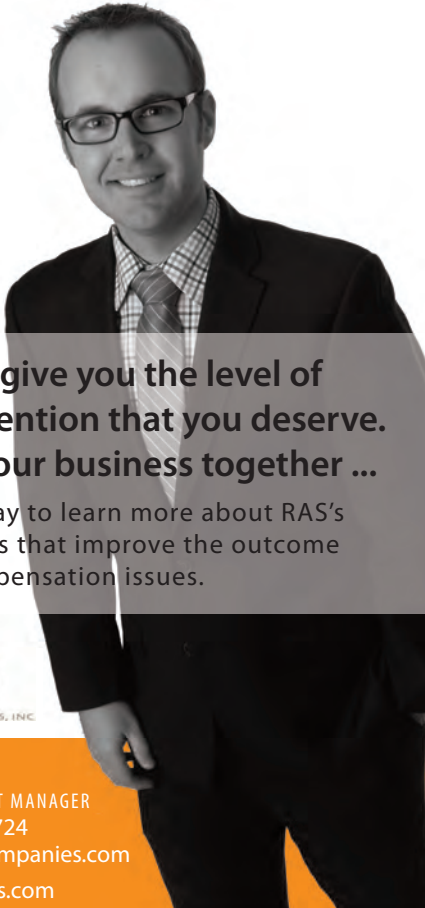
We offer competitive pricing, an easy submission process, and the opportunity for multi-product discounts. Visit www.guard.com/states/ to view products available in each state.

PRODUCTS IN MINNESOTA

- ▶ Businessowner's
- ▶ Commercial Auto
- ▶ Commercial Umbrella
- ▶ Workers' Comp


APPLY NOW TO BECOME AN AGENT:

WWW.GUARD.COM/APPLY/   

I am here to give you the level of personal attention that you deserve. Let's grow your business together ...

Contact me today to learn more about RAS's superior services that improve the outcome of workers' compensation issues.



Nate Wenzl
 BUSINESS DEVELOPMENT MANAGER
 800.732.1486 ext. 5724
Nate.Wenzl@RASCompanies.com
www.RASCompanies.com

SERVING MN
 AGENTS UNDER THE
SAME NAME
 FOR
66 YEARS
 AND COUNTING



Northern States Agency
 A Berkshire Hathaway Company

www.nsa-mga.com

WHY WALK WHEN YOU CAN SOAR?



Swiss Re Corporate Solutions policyholders: Don't miss out on the invaluable risk management resources available exclusively to you. Log in to www.iiaba.net/EOHappens to access claims statistics, prevention tools, insightful articles and more.

THE BIG "I" PROFESSIONAL LIABILITY PROGRAM

Prevent.

Our exclusive risk management resources help your agency avoid making common preventable mistakes.

The Big "I" and Swiss Re Corporate Solutions are committed to providing IIABA members with leading edge agency E&O products and services. IIABA and its federation of 51 state associations endorse the comprehensive professional liability program offered by Swiss Re Corporate Solutions.

Visit www.iiaba.net/EOContact to connect with your state association today.

Insurance products underwritten by Westport Insurance Corporation, Overland Park, Kansas. Westport is a member of Swiss Re Corporate Solutions and is licensed in all 50 states and the District of Columbia.

Protect.

Our superior coverage through Swiss Re Corporate Solutions and our experienced claims teams are in your corner in the event of a claim.



Big "I"
**PROFESSIONAL
LIABILITY**

E&O Hotline: 800-550-9891
mia@arlingtonroe.com

Prosper.

When you know you have the best agency E&O Protection, you can focus on growing your most important asset—your business.

Swiss Re

Corporate Solutions



You're in the business of protecting others.

So, who's watching out for you?

We are. At Arlington/Roe, we put the needs of our customers first. What does that look like? Well, it looks like experience you can trust, integrity you can count on, promises we stand behind and an independent and family-owned industry partner who understands your specific needs. Located in nine states and licensed in all 50, we've got your back.

Get to know the people of Arlington/Roe. We've been doing the right thing since 1964.



Managing General Agents | Wholesale Insurance Brokers

**Let us help you find
the right solutions.**

800.878.9891 | ArlingtonRoe.com

Aviation | Bonds | Brokerage | Commercial Lines | Healthcare & Human Services | Farm
Personal Lines | Professional Liability | Transportation | Workers' Compensation

Capitol *Notes*



MN Independent Insurance
Agents & Brokers Association



THE LEGISLATIVE AND POLITICAL NEWSLETTER OF THE
MN INDEPENDENT INSURANCE AGENTS & BROKERS ASSOCIATION

2020 Regular Legislative Session Wrap-Up

When I penned my preview of the 2020 legislative session for the Spring edition, I forecasted that election year politics would be the most influential factor in the outcome of the 2020 session. What a difference three months can make. Never in my wildest dreams could I have predicted that Governor Walz would shut down the state as a result of a global pandemic or that legislators would be wearing masks on the House and Senate Floors, conducting hearings remotely, and discussing how to address a \$4 billion swing to the negative in the state's coffers.

Nevertheless, when the Legislature adjourned the 2020 legislative session sine die on Sunday at midnight, the session ended as it often does in a standoff between the DFL controlled House and the Republican controlled Senate. Despite a weekend full of negotiations, the House and Senate could not reach an agreement on a bonding bill, tax relief, a state worker pay increase, or the allocation and legislative oversight of the federal CARES act funding. The resulting blame game is also business as usual with the DFLers pointing fingers at Republican House members for taking down the House's bonding proposals over its hefty price tag and concerns over Governor Walz's emergency powers and the Senate Republicans belief that Governor Walz encouraged Senate DFLers to vote against their bonding proposal.

Once again, we find ourselves anticipating a special session for the Legislature to complete its work. In fact, nine of the last ten legislative sessions have resulted in a special session. Only this time, the triggering of special session will occur because of the peacetime emergency. Under state law, if Walz extends his peacetime emergency powers on June 12 for another 30 days, the Legislature must automatically come back into session where they would have the power to overrule Walz's decision and to complete their work. With deepening disagreements with over how the Governor is handling the pandemic, compromise will be a challenge.

With the 2020 legislative session almost in the rear view mirror, legislators will start to turn their attention to November. With all 201 seats up for reelection and the once in a decade opportunity for the controlling party to redraw legislative and congressional district boundaries, the stakes are exceedingly high. Speculation among lobbyists is rampant on how and when legislators will begin fundraising during a pandemic (hosting fundraising events at bars in Wisconsin is a favorite if unrealistic theory). Not surprisingly, legislators are rising to the challenge and I received my first ever invitation to a Zoom fundraiser this week.

Lastly, under the category of the more things change the more they stay the same, MIIAB will continue to be on the frontlines working with public policy makers at all levels to protect your ability to serve your clients in these challenging times. What follows is a summary of how we have been working on your behalf during the 2020 Minnesota Legislative Session.

continued on page 38

COVID-19 Response

Collaborating with the DOC on the development of the state's COVID-19 response is one of MIIAB most significant accomplishments this year. We began with an intensive effort to convince Commissioner Kelley and Governor Walz that insurance agencies must be allowed to continue to serve their clients and, therefore should be deemed an essential business. Once we secured agents' ability to continue working during the stay at home order, we turned our attention to licensing issues. First, we worked with the DOC and the Legislature to enact legislation allowing the DOC to extend key statutory deadlines during the peacetime emergency that would allow agents to retain their licenses. We then collaborated with the DOC to provide license renewal extensions for March, April and May so agents would have extra time to meet their CE requirements. We also worked with the DOC to increase the amount of on-line CE content by waiving the DOC's 30-day filing requirement to convert classroom CE courses to an on-line format. We will continue to work closely with the DOC to protect your interests as the state begins to return to normal and beyond.

Cybersecurity

Pre-pandemic, enacting the NAIC Insurance Data Security Model was one of the DOC's top priorities for 2020. Recognizing that MIIAB support was critical to the passage of the bill, the DOC sought to appease our concerns about the impact of the Model especially on smaller agencies. As a result, the DOC significantly expanded the small entity exemption from firms with fewer than 10 employees including independent contractors to entities with fewer than 25 employees excluding independent contractors—a big win. We also expanded the exemption to apply to all of the acts requirements with the exception of the requirement to notify the Commissioner in the case of a breach at the agency level.

The cybersecurity bill was one of many initiatives that fell to the wayside as the DOC and the Legislature pivoted to focus on the state's pandemic response. The bill will be back next year, however, as the US Treasury has threatened Congressional action if state insurance commissioners do not address cybersecurity at the state level by 2022.

Workers' Compensation

In April, the Legislature held a one-day session to enact legislation providing workers' compensation coverage for certain healthcare workers and first responders who contract COVID-19. The legislation was the result of weeks of intense negotiations between employers, insurers, cities, hospitals and unions. Specifically, HF 4537, provides that an employee that contracts COVID-19 is presumed to have an occupational disease arising out of and in the course of employment if the employee satisfies certain conditions.

This expansion of coverage, however, will come at a cost. State projections show that the price tag could be as high \$580 million. Employers, insurers, and the League of MN Cities have raised concerns about the ability of the workers' compensation system to withstand a pandemic without a financial backstop. The Legislature committed to finding a funding source, but didn't want to postpone enacting the presumption.

MIIAB is committed to supporting efforts of our clients, and our insurer partners in making sure that the workers' compensation system remains solvent. Towards that end, we are supporting legislation authored by the League of MN cities and the Insurance Federation to appropriate \$375 million in federal funds from the CARES Act to reimburse workers compensation providers for claims due to the COVID-19 presumption.

While the Senate passed the backstop during the regular session, the House did not. The proposal was caught up in an overall debate on how best to use the \$1.8 billion in federal funds in the face of over \$4 billion in requests. MIIAB will continue to work with our coalition partners to ensure that a presumption backstop is included on the agenda for the June special session.

Drivers Licenses

Significant delays in behind-the-wheel drivers' license testing led to the Legislature considering several proposals to relieve the backlog. The fact that Legislature found time to discuss these proposals during the pandemic indicates how frustrating the delays are for parents and teens alike. One proposal, which passed the Senate, but not the House, would have allowed third-parties to offer road tests. The opposition claimed that third-party tests might not be as rigorous and might be too expensive. Another proposal would have authorized the the state to issue temporary drivers' licenses to 16-year olds without a road test. This proposal also failed to make it across the finish line.

In April, the Legislature extended the expiration dates for drivers' licenses that expire during the peacetime emergency for two months past the end of the emergency. The Legislature also eased the Real ID proof of residency requirements—the only area where the requirements are not controlled by the federal government. New requirements extend the validity certain proofs of residency from 90 days to a year and added new forms of proof such as a brokerage account statement.

Paid Family and Medical Leave

The House passed a \$900 million, state-run insurance program to provide family and medical leave to all employees. The program would impose an increase in the payroll tax to cover the 24-week leave program. The Senate Republicans continue to oppose the sweeping program choosing instead to explore the creation of a voluntary family leave insurance market that would allow employers to create a program that fits their needs. PFML will be a major campaign issue.

Health Insurance

This was an unusually quiet session for health insurance. The Legislature did enact legislation creating an emergency insulin program and requiring drug manufacturers to disclose cost information to the MN Department of Health for drugs that experience price spikes. In the waning hours of the regular session, the Legislature also passed a bill to improve the prior authorization process for consumers and physicians, provisions include shorter turn around times and more physician involvement in denials. Expect health care costs to continue to be a significant issue on the campaign trail.

Business Interruption Insurance

Unlike many other states, neither the MN Legislature nor the DOC attempted to impose pandemic coverage on existing business interruption policies. MIIAB along with the insurance industry took steps to educate key legislators and regulators about the market instability and solvency issues that would result from the retroactive imposition of coverage.



Robyn Rowen, J.D.
MIIAB Legislative/Regulatory Counsel and Lobbyist

Practice of Risk Management

December 2-4, 2020
Maple Grove, MN

For more info and to register
follow this link:

<https://www.scic.com/courses/CRM#>

**RISK MAKES
EVERYTHING
EXCITING.**



**PROTECTING RESTAURANTS & BARS
IS WHAT WE DO BEST**

Call us at 1-888-5-SOCIETY
or visit societyinsurance.com.



SOCIETY INSURANCE
Small details. Big difference.™

hippo
A proactive
approach to modern
home insurance.

Plus, faster quotes + instant binds

hippo.com
(650) 305.7881
agentappointments@myhippo.com



**Get 10 interested buyers for your
insurance practice in 90 Days. Guaranteed.**
It's like getting Selling-Your-Business Insurance.

Contact: Keith Payne
Insurance Industry Business Broker
Call: (612) 843-0074
Email: kpayne@sunbeltmidwest.com
Visit: www.sunbeltmidwest.com

SUNBELT
BUSINESS ADVISORS

MEMBER OF
THE BBIC

MG MEAGHER+GEER

Representing Insurance
Agencies and Agents in
Minnesota, North Dakota, and
Wisconsin

AARON SIMON

612.337.9658
asimon@meagher.com





**Customized Solutions
for Specialty Risks**

Rick Schaap
Senior Vice President - Marketing
Tel.: 801.304.5578
Fax: 801.233.5278
Email: ricks@primeis.com



8722 South Harrison Street
Sandy, UT 84070

*An Excess & Surplus
Lines Carrier*



Katapult Network

We are the #1 expert in hiring recent college graduates for Insurance Careers

- Broker Trainee
- CSR
- Adjuster Trainee
- Administration
- Account Manager
- Underwriting Trainee
- Auditor
- Producer Trainee
- Agent Trainee
- Claims Trainee

Phone: (952) 542-6400 - KatapultNetwork.com


LAUNCHING RECENT COLLEGE GRADS INTO INSURANCE CAREERS

The Hanover – here for you!

The Hanover has a full suite of product and service solutions to help you – Minnesota agents – grow and retain quality business in the Commercial and Specialty markets. Contact us today 952-897-3000 or go to hanover.com



hanover.com




**Offering smart solutions,
financial security,
and peace of mind.**

www.universalproperty.com

ph - 800.425.9113 | Rachel Friday (MN Territory Marketing Manager) - 612.961.7482 | 1110 W. Commercial Blvd, Fort Lauderdale, FL 33309



It's better under the umbrella®



travelers.com

© 2016 The Travelers Indemnity Company. All rights reserved. Travelers and the Travelers Umbrella logo are registered trademarks of The Travelers Indemnity Company in the U.S. and other countries. M-17604 Rev. 1-16



**Commercial Lines
AVAILABLE IN MINNESOTA**

APPLY TO BECOME AN AGENT: WWW.GUARD.COM/APPLY/




RT SPECIALTY, MINNESOTA
First National Bank Building
332 Minnesota Street, Suite W2600
St. Paul, MN 55101
(651) 647-6254

RTSPECIALTY.COM

PROFESSIONAL | BINDING AUTHORITY | PROPERTY | CASUALTY | WORKERS' COMP | TRANSPORTATION



**Spring Holcomb
Minnesota Underwriter**

Office: 405-283-4389
Email: Spring.Holcomb@greatnorthwest.com
www.greatnorthwest.com

**In Minnesota
Small Business
is OUR Business**

www.amtrustfinancial.com





**YOUR
TRUSTED
SOURCE FOR
WORK COMP
INFORMATION**

952.897.1737
www.mwcia.org

Minnesota Workers' Compensation
Insurers Association Inc



We proudly support the MIIAB

cna.com

Copyright © 2020 CNA. All rights reserved.



Cheers!

to Commercial Insurance that understands the Bar & Tavern Industry



badgermutual.com



STATEAUTO.COM



TOMSCHÉ, SONNESYN & TOMSCHÉ, P.A.

Attorneys at Law

Phone 763.521.4499

Fax 763.521.4482

www.tstlaw.com

Jessica C. Richardson

Rolf E. Sonnesyn

Providing advice and defense to insurance agents and brokers throughout Minnesota regarding E&O claims, professional disciplinary matters, agency management concerns, employment issues, and more.



RESTORATION & CLEANING SERVICES
WATER | SEWER | FIRE | MOLD | STORM



24-HOUR EMERGENCY CLEAN UP

888.739.4289

WWW.ICCHELPS.COM

PROPERTY RESTORATION SPECIALISTS

WOODBURY | ROCHESTER

A "Power in Partners" Member of MIIAB

MN LIC#BC316232 | WI LIC#1042030



www.EricksonLarsenInc.com

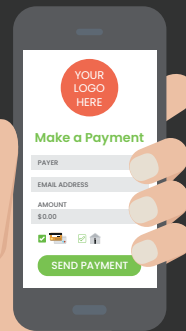
Because you **believe** you are meant to do something more.

We **believe** in you.

westfieldinsurance.com

WESTFIELD

©2020 Westfield. All rights reserved.



Still taking paper checks?

Get your money **faster** with

ePayPolicy

SCHEDULE A DEMO AT

epaypolicy.com/demo

Helping you create new revenue streams from your book of business.

Health Insurance | Group Products | Senior & Individual Products | Life, DI & LTC Insurance



Trips and Bonuses | Sales Training | Concierge Services | Practice Management
Continuing Education | Product Training

1-800-598-5560 | www.ifcnationalmarketing.com

INSURANCE PREMIUM FINANCING

Our premium finance experience meets your insurance expertise. **A perfect match.**



For more information visit ipfs.com or contact:

ELLIOT SHANNON | elliott.shannon@ipfs.com | 952.454.3675

Copyright 2019 © 2019 IPFS Corporation. All rights reserved.

**Coverage you need.
Service you deserve.**

This year has been hard on our farmers. Mother Nature has been unpredictable with excessive rainfall across the U.S., volatile weather throughout the summer, and early snow and cold in the northern plains. Such devastating weather conditions reinforce the need for crop insurance and ensuring the livelihood of our farmers more than ever before. NAU Country is committed to supporting our farmers who have been in the path of Mother Nature's fury by providing fast, friendly, and complete claim service.

Learn more at: <http://www.naucountry.com/serviceyoudeserve>

 **NAU Country**
A QBE Insurance Company

1.888.NAU.MPCI | www.naucountry.com

© 2020 NAU Country Insurance Company. All rights reserved. NAU Country Insurance Company is an equal opportunity provider. QBE and the links logo are registered service marks of QBE Insurance Group Limited. NAU and NAU Country are registered services mark of NAU Country Insurance Company.

 **FOREMOST**
INSURANCE GROUP

WRITE FOREMOST CHOICE® HOME TODAY!

Foremost Choice Home is our newest property insurance offering in Minnesota.

We love your specialty property insurance customers. Now you can look to Foremost® for your standard homeowners customers, too!



Start quoting and booking policies on ForemostSTAR.com

 **A Better Insurance Experience.®**

Not all products, coverages or discounts available in all areas. 9018738 02/20

**Customer-centric.
Agent focused.
Encompass can help
grow your business.**


Our simple, tailored approach to coverage offers powerful benefits to you and your clients.

From our signature package policy, the EncompassOne® Policy, to our segment policies—you can offer customized coverage to your clients for all stages of their life. Whether they are just starting out, protecting family assets or enjoying retirement, coverage-conscious clients can enjoy greater peace of mind.

For your agency, Encompass can help you grow through a collaborative relationship, dedicated support and ongoing education. And the simplicity of the EncompassOne® Policy, with one bill and one renewal, means less time and resources spent managing—and more time building business. Encompass delivers the protection your clients demand, and the focus you deserve.

To gain a powerful, revenue-building ally for your agency, talk to us today.

Brian Mitchell - (612)219-2870 or brian.mitchell@encompassins.com
Dean Ohlhues - (651)452-2730 or dean.ohlhues@encompassins.com
Sandy Schow - (320)979-9757 or sandy.schow@encompassins.com

 **Encompass**
Creating protection around you

Insurance subject to terms, conditions and availability. EncompassOne® Policy is not available in TX. Encompass Insurance Company and its affiliates, Northbrook, IL. Availability from a particular company varies by state.

PI-597-2 03/18

A NAME COMMITTED TO MINNESOTA

At Risk Placement Services (RPS), we are committed to building relationships in Minnesota one retail partner at a time. Our stewardship begins by providing you access to the finest markets and top producers in the industry. In addition, we provide customized solutions by designing, negotiating, and tailoring individual risks to help you meet your insureds needs. It's a statewide partnership that shines bright!

To learn more contact Kathy Gallagher-Burton
952.646.6769
Kathy_Gallagher-Burton@RPSins.com

 **RPS**
Risk Placement Services, Inc.
Knowledge. Relationships.
Trust and Confidence.

www.RPSins.com



ufg
INSURANCE
Cedar Rapids, Iowa

Simple solutions
for small business

ArtisanPro®
for contractors

GaragePro®
for auto shops

PremierPro®
for stores and offices

Learn more at ufginsurance.com/smallbusiness.

© 2019 United Fire & Casualty Company. All rights reserved.

**COVERAGE TO
PROTECT WHAT
YOU CARE
ABOUT MOST**



encova
INSURANCE

encova.com



icwGROUP
Insurance Companies

**GROW YOUR
MINNESOTA
BUSINESS!**

Get appointed with a Top 20,
full-service work comp carrier.

www.icwgroup.com/join | 952.258.9683

**Workers' Compensation
Insurance**



AccidentFund
Insurance Company of America
Part of the AF Group

AccidentFund.com

**WHEN DISASTER STRIKES,
WE ARE HERE FOR YOU.**

WATER • FIRE • MOLD • RECONSTRUCTION



ServiceMASTER
Restore

1-800-954-9444
ServiceMasterDSI.com

KEMPER
Personal Insurance

Affordable protection in an ever-changing world.

LIKE YOU
WE WANT TO **DO WHAT'S BEST**
FOR YOUR CLIENTS.

Contact Kurt for a
Premium Finance Program Review.
kurt.dykstra@firstinsurancefunding.com



FIRST INSURANCE®
FUNDING
A WINTRUST COMPANY

www.firstinsurancefunding.com

**REAL PEOPLE.
REAL ANSWERS.
REAL QUICK.**



 **PHILADELPHIA**
INSURANCE COMPANIES
A Member of the Tokio Marine Group

800.873.4552 | PHLY.com

**Burns &
Wilcox**

Wholesale Specialty Insurance

burnsandwilcox.com

CHUBB®



2020 MIIAB CIC Program Schedule



MN Independent Insurance Agents & Brokers Association

Please select Seminar date

- 8/12 - 8/14/20 Maple Grove** Commercial Property
- 9/16 - 9/17/20 Edina** *Ruble Graduate Seminar
- 10/7 - 10/9/20 Maple Grove** Commercial Multiline
- 10/21 - 10/22/20 Maple Grove** *Ruble Graduate Seminar
- 11/11- 11/13/20 Maple Grove** Personal Lines

* Must be a dues paid member of CISR, CIC, CRM or CSRM to attend a Ruble Graduate Seminar. CE Credit is available for MN and all bordering states, if you are licensed in a different state and registering less than 40 days from the program, please contact National Alliance to determine if CE is available. 1-800-633-2165

Dates and locations are subject to change. Before making any travel arrangements, call to verify the dates, location, start time and availability when registering for a program.

2 Day Format

Wednesday 8:00 a.m. - 5:30 p.m.

Thursday 8:00 a.m. - 5:00 p.m.

Optional Exam: **Friday** 9:00 a.m. - 11:00 a.m.

NOTE: Ruble Graduate Seminars meet 8:00 a.m. until 5:15 p.m. & there is no exam.

All CIC courses have been submitted for approval to the MN Commissioner of Commerce for **16 hours** of Insurance continuing education.

Cancellation Policy: Full refund or transfer will be granted if request is received in writing within 7 days prior to the seminar. Requests received after that date will incur a \$75.00 fee. No refund/transfer will be granted for no shows.

Method of Payment

Check Enclosed (Payable to MIIAB)

Please Invoice

Due to cyber security concerns MIIAB will no longer take credit card information in writing or over the phone. To pay by credit card please use our secure Online Registration process through our Education Calendar on our website.

<https://www.miaa.org/Education/Pages/Calendar/default.aspx>

Cost	Seminar
\$460.00	CIC Institutes (16 Hours)
\$445.00	Ruble Graduate Seminar (16 Hours)

In accordance with Title III of the American with Disabilities Act, we invite all registrants to advise us of any disability and any request for accommodation to that disability. Please submit your request as far as possible in advance of the program you wish to attend.

Name of Attendee

MN Insurance License #

DOB

Designations

Agency/Company

Phone

Email

Address

City

State Zip

Return to: **MIIAB, 15490 101st Ave N, Suite 100, Maple Grove, MN 55369 P: 763.235.6460 F: 763.235.6461 E: miaa@miaa.org**



2020 MIIAB CISR Program Schedule



MN Independent Insurance Agents & Brokers Association

Please select Seminar date - These courses have been approved by the MN Commissioner of Commerce for 7 hours of Insurance continuing education

- 8/4/20 - Duluth Agency Operations
- 8/20/20 - Mankato Personal Residential
- 8/20/20 - Edina Commercial Casualty I
- 8/25/20 - St. Cloud Commercial Property
- 9/22/20 - Edina Personal Lines Miscellaneous
- 10/1/20 - Duluth *Dynamics of Service
- 10/13/20 - Woodbury Agency Operations
- 10/27/20 - Maple Grove Commercial Property
- 11/17/20 - Edina Personal Auto
- 12/15/20 - Maple Grove Commercial Casualty II

- Alexandria** - Holiday Inn
5637 Highway 29 S, Alexandria, MN 56308
- Baxter** - Arrowwood Lodge at Brainerd Lakes
6967 Lake Forest Road, Baxter, MN 56425
- Bemidji** - Hampton Inn & Suites
1019 Paul Bunyan Drive, Bemidji MN 56601
- Duluth** - Holiday Inn and Suites
200 West First St, Duluth, MN 55802
- Edina** - Western National
4700 West 77th St, Edina, MN 55435
- Lake Elmo** - Auto Owners Ins. Company
8574 Eagle Point Circle, Lake Elmo, MN 55042
- Mankato** - Country Inn & Suites
1900 Premier Drive, Mankato, MN 56001
- Maple Grove** - MIIAB
15490 101st Ave N, Maple Grove, MN 55369
- Moorhead** - Courtyard by Marriott
1080 28th Ave S, Moorhead, MN 56560
- Rochester** - Courtyard by Marriott
161 13th Ave SW, Rochester, MN 55902
- St. Cloud** - Best Western Kelly Inn
100 4th Ave S, St. Cloud, MN 56301
- Willmar** - Willmar Conference Center
240 23rd Street SE, Willmar, MN 56201
- Woodbury** - ICC Restoration Company
451 Commerce Dr #800, Woodbury, MN 55125

***Dynamics of Service is good for CE and updating your designation, not for achieving your designation.**

Dues-paid CISRs may receive up to two years' update credit for full attendance at any James K. Ruble Graduate Seminar.

In accordance with Title III of the American with Disabilities Act, we invite all registrants to advise us of any disability and any request for accommodation to that disability. Please submit your request as far as possible in advance of the program you wish to attend.

Cancellation Policy: Full refund or transfer will be granted if request is received in writing within 7 days prior to the seminar. Requests received after that date will incur a \$35.00 fee. No refund/transfer will be granted for no shows.

Method of Payment

- Check Enclosed (Payable to MIIAB)
- Please Invoice

Due to cyber security concerns MIIAB will no longer take credit card information in writing or over the phone. To pay by credit card please use our secure Online Registration process through our Education Calendar on our website.

<https://www.miaa.org/Education/Pages/Calendar/default.aspx>

Cost	Seminar	Time
\$185.00	CISR Seminar	8:00am-3:45pm Test: 4:15-5:15pm
\$185.00	Dynamics of Service	8:00am-4:00pm

Name of Attendee _____ MN Insurance License # _____ DOB _____ Designations _____

Agency/Company _____ Phone _____ Email _____

Address _____ City _____ State _____ Zip _____

Return to: **MIAB, 15490 101st Ave N, Suite 100, Maple Grove, MN 55369 P: 763.235.6460 F: 763.235.6461 E: miaa@miaa.org**

www.miaa.org



NEW FOR 2020 E&O SEMINARS NOW 3 HOURS

Please Check Location

- 8/5/20 - Edina** 8:30am-11:30am
Commercial Liability Coverage Gaps and How To Fill Them
Western National
4700 West 77th Street
Edina MN 55435
- 10/14/20 - St. Cloud** 8:30am-11:30am
E&O: Road Map to Policy Analysis
Best Western Kelly Inn
100 4th Ave S
St. Cloud MN 56301

New Simplified Westport E&O Requirements

Agencies that attend this seminar will receive a **10% loss control credit** on their Westport E&O Premium. Once an agency attends the seminar the 10% credit will apply for 2 years

Number of agency staff required to attend is bases upon staff size

Staff Size	Required to attend
1-4	1
5-11	3
12+	25% of Staff (max of 15 attendees)

** Your agency can recieve an additional 5% credit if 50% of your agency attend.*

CONTACT OUR E&O HOTLINE AT 800-550-9891
TO FIND OUT ABOUT THE NEW ADDITIONAL
PREMIUM CREDITS AVAILABLE

Method of Payment

Cost: \$85.00 MIIAB Member **OR \$100.00** Non-Member

- Check Enclosed (Payable to MIIAB) Please Invoice

Due to cyber security concerns MIIAB will no longer take credit card information in writing or over the phone. To pay by credit card please use our secure Online Registration process through our Education Calendar on our website.

<https://www.miia.org/Education/Pages/Calendar/default.aspx>

These courses have been approved by the MN Commissioner of Commerce for 3 hours of Insurance continuing education.

Cancellation Policy: Full refund or transfer will be granted if request is received in writing within 7 days prior to the seminar. Requests received after that date will incur a \$35.00 fee. No refund/transfer will be granted for no shows.

In accordance with Title III of the American with Disabilities Act, we invite all registrants to advise us of any disability and any request for accommodation to that disability. Please submit your request as far as possible in advance of the program you wish to attend.

Name of Attendee _____ MN Insurance License # _____ DOB _____ Designations _____

Agency/Company _____ Phone _____ Email _____

Address _____ City _____ State _____ Zip _____

Return to: **MIIAB, 15490 101st Ave N, Suite 100, Maple Grove, MN 55369 P: 763.235.6460 F: 763.235.6461 E: miia@miia.org**

Thank You



MN Independent Insurance
Agents & Brokers Association

to our 2020 MIIAB Partners

DIAMOND



THE MAIN STREET AMERICA GROUP



PLATINUM



Nationwide
is on your side



GOLD

Encompass Insurance Company
Foremost Insurance Group
NAU Country Insurance

Northern States Agency
Risk Administration Services
RPS

SILVER

Accident Fund
AmTrust North America
Badger Mutual Insurance
Berkshire Hathaway GUARD Insurance
Brownson PLLC
Burns & Wilcox
Chubb Group
CNA Insurance
ENCOVA
ePayPolicy
Erickson-Larsen, Inc.
FIRST Insurance Funding
Great Northwest Insurance Company

Hippo Insurance
ICC Restoration & Cleaning Services
ICW Group Insurance Companies
IFC National Marketing, Inc.
Imperial PFS
Katapult Network
Kemper Personal Insurance
Meagher + Geer, PLLP
Midwest Family Mutual
MN Workers Comp Insurers Association
Philadelphia Insurance Companies
Premco Financial Corporation
Prime Insurance Company

R-T Specialty, LLC.
ServiceMaster & Superior Construction
Society Insurance
State Auto Companies
Sunbelt Business Advisors
The Hanover Insurance Group
Tomsche, Sonnesyn & Tomsche, PA
Travelers Companies, Inc.
United Fire Group
Westfield Insurance
Workers Compensation Specialist