



4/10/2011

**Registration Opens** ..... 4:00 PM – 6:30 PM

*location:* Alhambra Foyer

**Faculty Review Meeting** ..... 4:30 PM – 5:00 PM

*location:* Sevilla

**First Timer Reception** ..... 5:00 PM – 6:00 PM

*location:* Valencia Lawn  
*sponsored by* SNR Denton

**Welcome Reception** ..... 6:00 PM – 7:00 PM

*location:* Alhambra Terrace + Foyer  
*sponsored by* SNR Denton + Nelson Levine de Luca & Horst, LLC

4/11/2011

**Registration Opens** ..... 7:15 AM – 5:00 PM

*location:* Alhambra Foyer

**Continental Breakfast** ..... 7:15 AM – 7:45 AM

*location:* Alhambra Terrace + Foyer

**VENDOR SESSION** ..... 7:15 AM – 7:45 AM

**Compliance Assurance Corporation**

*location:* Cordoba

**OPENING SESSION** ..... 7:45 AM – 9:00 AM

**Opening Session**

*location:* Alhambra B  
*with* Robin Clover, Tracy Arney, Leslie Krier, Director Christina Urias (AZ), + Superintendent John Franchini (NM)  
*moderator:*

Insurance Director Urias of Arizona and Superintendent Franchini of New Mexico will discuss the future of market regulation.

**SESSION #1** ..... 9:00 AM – 10:00 AM

**Nuts and Bolts of the NAIC**

*location:* Alhambra 2 + 3  
*with* Eric Nordman, Tim Mullen, Randy Helder, Craig Leonard  
*moderator:* Lisa Crump

What's new at the NAIC? For 140 years, the NAIC has assisted state regulators in protecting the interests of insurance consumers. Here's your chance to ask questions and find out about the most recent NAIC activities to assist states in providing more efficient and effective financial and market regulation.

**SESSION #2** ..... 9:00 AM – 10:00 AM

**Operations Compliance**

*location:* Alhambra 1  
*with* Cara Gressen, Pam O'Connell + Mark Hooker  
*moderator:* Lew Melahn

Ever feel like it's Groundhog's Day? You work with Ops to make a change, and the same thing comes up the next year! This session will explore how to build a partnership with your operations area and ensure processes and procedures are up-to-date and changes stick - change it once! Avoid repeat market conduct findings and meet regulatory expectations.

**Business Break** ..... 10: 00 AM – 10:30 AM

*location:* Alhambra Terrace + Foyer  
*sponsored by* Boundas, Skarzynski, Walsh & Black, LLC + Regulatory Consultants, Inc.

**VENDOR SESSION** ..... 10: 00 AM – 10:30 AM

**Wolters Kluwer**

*location:* Cordoba

**SESSION #3** ..... 10:30 AM – 12:00 PM

**Commissioner's Panel**

*location:* Alhambra B  
*sponsored by* Bankers Life/CNO + Strait & Associates, LLC  
*with* Director John Huff (MO), Commissioner Susan Voss (IA), Superintendent John Franchini (NM), Director Christina Urias (AZ), + Commissioner Roger Sevigny (NH)  
*moderator:* Dave Kenepp

The Commissioners will discuss their top regulatory challenges with the focus on market conduct and market regulation.

**LUNCHEON + DEANGELO AWARD** 12:00 PM – 1:30 PM**Luncheon and Speaker***location:* Valencia Ballroom*with* Missouri Insurance Director John Huff*moderator:* John Mancini**STATE SPOTLIGHT SESSION (1 + 2)** 1:30 PM – 2:15 PM**State Spotlight (Ohio + Washington)***location:* Alhambra 2*with* Lynette Baker + Leslie Krier*moderator:* Mark Le Master**STATE SPOTLIGHT SESSION (3 + 4)** 1:30 PM – 2:15 PM**State Spotlight (California + West Virginia)***location:* Alhambra 3*with* Pam O'Connell + Mark Hooker*moderator:* Dave Abel**STATE SPOTLIGHT SESSION (5 + 6)** 1:30 PM – 2:15 PM**State Spotlight (Arizona)***location:* Alhambra 5*with* Helene Tomme + Mary Butterfield*moderator:* Beth Mack**STATE SPOTLIGHT SESSION (7 + 8)** 1:30 PM – 2:15 PM**State Spotlight (New Jersey + Missouri)***location:* Alhambra 6*with* Anne Marie Narcini + Jim Mealer*moderator:* Jon Brynga**PRIVATE APPOINTMENTS** 1:30 PM – 2:15 PM**Private Appointments with Regulators***location:* Cordoba*with* Kent Dover (NH), Jim Mumford (IA), Jeff Olson (CO), David Moskowitz (TX), Lawrence Powell, + Karen Schutter*moderator:* Tracy Arney

Get ten minutes of face time with a regulator of your choice! A chance to get to know a regulator one on one before you have to know a regulator. Note that due to the potential of a conflict with state ethics laws, the Faculty and IRES Foundation would appreciate it if attendees would refrain from discussions with regulators of vendor contracting matters during the Private Appointment sessions.

**SESSION #4** 2:15 PM – 3:15 PM**Building Your Company's Market Analysis Function***location:* Alhambra 4*with* William McDonald, Christine Palmieri, Dudley Ewen, Kent Dover, Leslie Krier*moderator:* Jon Brynga

Ever wonder what Regulators are looking at when analyzing insurers and how you can take steps to look at the same information they do? A panel of industry experts and market conduct regulators will discuss market analysis techniques and what insurers can do to take a closer look at themselves. Key areas will include how company's use data, internal tools and other resources at their disposal to analyze key areas within their organizations.

**SESSION #5** 2:15 PM – 3:15 PM**Managing Multiple Exams in a New Environment***location:* Alhambra 1*with* Bernd Breitenbach, Lyn Potts, John Piller, Kevin Reynolds*moderator:* Cheryl Brunette

Lean Six Sigma (LSS) concepts can facilitate a company's regulatory compliance processes and help mitigate the high costs associated with compliance. During this session you will learn about the LSS concept and how it focuses on operational efficiency and quality improvements and how this can translate into practical solutions that benefit both the regulator and the insurance entity under examination (creating a win-win situation). You will hear how large and small companies have delivered innovative and practical solutions for managing multiple examinations.

**Business Break** .....3:15 PM – 3:30 PM*location:* Alhambra Terrace + Foyer*sponsored by* Boundas, Skarzynski, Walsh & Black, LLC + Regulatory Consultants, Inc.**STATE SPOTLIGHT SESSION (9 + 10)**3:30 PM – 4:15 PM**State Spotlight (Colorado + New Hampshire)***location:* Alhambra 3*with* Jeff Olson + Kent Dover*moderator:* Sue Stead**STATE SPOTLIGHT SESSION (11 + 12)**3:30 PM – 4:15 PM**State Spotlight (Iowa + Texas)***location:* Alhambra 5 + 6*with* Jim Mumford + David Moskowitz*moderator:* Lisa Crump

**INTERSTATE COMPACT DEVELOPMENTS** 3:30 PM – 4:15 PM

**Interstate Compact Developments (IIPRC) Issues**

*location:* Alhambra 1  
*with* Roger Sevigny + Karen Schutter  
*moderator:* Jim Fryer

Get the latest Interstate Compact developments from the Chair of the Commission, Commissioner Roger Sevigny of new Hampshire and Karen Schutter, Executive Director.

**PRIVATE APPOINTMENTS** 3:30 PM – 4:15 PM

**Private Appointments with Regulators**

*location:* Cordoba  
*with* Lynette Baker (OH), Leslie Krier (WA), Pam O'Connell (CA), Mark Hooker (WV), Helene Tomme (AZ), Mary Butterfield (AZ), + Lawrence Powell  
*moderator:* John Mancini

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**SESSION #6** 4:15 PM – 5:15 PM

**Stranger Originated Annuity Transactions (STOA)**

*location:* Alhambra 4  
*with* Terry Tiede, Anne Marie Narcini, Jim Mumford, + Kelly Ireland  
*moderator:* Ron Kotowski

Hear an update on where the NAIC is at on this issue, how state regulators are monitoring it and what safeguards companies have in place to detect any STOA activity. This Session will be very interactive and you will have the opportunity to have all your STOA questions answered.

**SESSION #7** 4:15 PM – 5:15 PM

**Credit Scoring**

*location:* Alhambra 1  
*with* Lawrence Powell  
*moderator:* Robin Clover

Dr. Lars Powell, Insurance Professor at the UALR College of Business and Editor of the Journal of Insurance Regulation, will give a brief summary of the evidence related to credit based insurance scoring, followed by a series of "plain English" answers to your questions on this complex topic. Although credit-based insurance scores are not used in life and health products, L&H people may want to attend to learn how the scores might be impacting their own auto and homeowners policies or their eligibility for these products. You should be able to walk away from this session in being able to discuss the issues with your family and friends.

**Showcase Reception**.....5:15 PM – 6:30 PM

*location:* Alhambra Terrace + Foyer

4/12/2011

**Registration Opens**.....8:00 AM – 5:00 PM

*location:* Alhambra Foyer

**REGULATOR ROUNDTABLES** 8:00 AM – 9:15 AM

**Continental Breakfast with our Faculty**

*location:* Alhambra Terrace + Foyer

This is your chance to talk with the regulator of your choice

**SESSION #8** 9:15 AM – 10:15 AM

**MCAS New Process for Life**

*location:* Alhambra 4  
*with* Craig Leonard + Jim Mealer  
*moderator:* Lew Melahn

NAIC staff and a state regulator will preview the new, automated MCAS submission system; discuss new reporting requirements; and walk-through the new Life & Annuity data elements required for the 2011 and 2012 filings.

**SESSION #9** 9:15 AM – 10:15 AM

**MCAS New Process for P&C**

*location:* Alhambra 5 + 6  
*with* Randy Helder + Lynette Baker  
*moderator:* Lisa Crump

NAIC staff and a state regulator will preview the new, automated MCAS submission system; discuss new reporting requirements; and walk-through the new Property & Casualty data elements required for the 2011 and 2012 filings.

**BUSINESS BREAK** 10:15 AM – 10:30 AM

**Business Break**

*location:* Alhambra Terrace + Foyer  
*sponsored by* Boundas, Skarzynski, Walsh & Black, LLC + Regulatory Consultants, Inc.

**STATE SPOTLIGHT SESSION (7 + 8)** 10:30 AM – 11:15 AM

**State Spotlight (New Jersey + Missouri)**

*location:* Alhambra 1  
*with* Anne Marie Narcini + Jim Mealer  
*moderator:* Jon Brynga

**STATE SPOTLIGHT SESSION (9 + 10)** 10:30 AM – 11:15 AM

**State Spotlight (Colorado + New Hampshire)**

*location:* Alhambra 2  
*with* Jeff Olson + Kent Dover  
*moderator:* Sue Stead

**STATE SPOTLIGHT SESSION (11 + 12)** 10:30 AM – 11:15 AM

**State Spotlight (Iowa + Texas)**

*location:* Alhambra 3  
*with* Jim Mumford + David Moskowitz  
*moderator:* Lisa Crump

**PRIVATE APPOINTMENTS** 10:30 AM – 11:15 AM

**Private Appointments with Regulators**

*location:* Cordoba  
*with* Lynette Baker (OH), Leslie Krier (WA), Pam O'Connell (CA), Mark Hooker (WV), Helene Tomme (AZ), + Mary Butterfield (AZ)  
*moderator:* Tracy Arney

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**SESSION #10** 11:15 AM – 12:15 PM

**Enterprise Risk Management**

*location:* Alhambra 1  
*with* Damian Sepanik + Kathy Donovan  
*moderator:* Sue Stead

Discover the essential elements of enterprise risk management and strategies for dealing with the challenges of implementing ERM across an insurance organization.

**SESSION #11** 11:15 AM – 12:15 PM

**Social Media Best Practices - Navigating Civil, Regulatory and Compliance Risks**

*location:* Alhambra 4  
*with* Anne Marie Narcini, Lynette Baker, Jim Mumford and SNR Denton attorneys Gary Hernandez, Sean McEneaney and Stephanie Duchene  
*moderator:* Gary Hernandez

Join regulators and outside counsel for an informative presentation and panel discussion on the potential issues arising out of insurer, producer and regulator use of social media (Twitter, Facebook, etc.), including identifying operational best practices, trends in the legal oversight of the use of social media and special considerations in the insurance marketing process.

**Lunch on your own** .....12:15 PM – 1:45 PM

**VENDOR SESSION** 1:15 PM – 1:45 PM

**Strait & Associates, LLC**

*location:* Cordoba

**SESSION #12** 1:45 PM – 3:00 PM

**Federal Issues**

*location:* Alhambra B  
*sponsored by* Compliance Assurance Corporation + Northstar Exams, LLC  
*with* Aaron Lunt + Tim Cercelle  
*moderator:* Damian Sepanik + Sue Stead

Think you have things covered because you are up to speed regarding state based regulation? Well, like it or not the Feds are here and they are regulating significant portions of our business. This is a "don't miss" session that will provide you with a comprehensive update on recently enacted laws and a perspective on what might be coming down the pike from two industry experts.

**STATE SPOTLIGHT SESSION (1 + 2) 3:00 PM – 4:00 PM****State Spotlight (Ohio + Washington)**

*location:* Alhambra 1

*with* Lynette Baker + Leslie Krier

*moderator:* Mark Le Master

**STATE SPOTLIGHT SESSION (3 + 4) 3:00 PM – 4:00 PM****State Spotlight (California + West Virginia)**

*location:* Alhambra 2

*with* Pam O'Connell + Mark Hooker

*moderator:* Dave Abel

**STATE SPOTLIGHT SESSION (5 + 6) 3:00 PM – 4:00 PM****State Spotlight (Arizona)**

*location:* Alhambra 3

*with* Helene Tomme + Mary Butterfield

*moderator:* Beth Mack

**PRIVATE APPOINTMENTS 3:00 PM – 4:00 PM****Private Appointments with Regulators**

*location:* Cordoba

*with* Kent Dover (NH), Jim Mealer (MO), Jim Mumford (IA), Anne Marie Narcini (NJ), Jeff Olson (CO), + David Moskowitz (TX)

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**SESSION #13 4:00 PM – 5:00 PM****Let's Play Jeopardy**

*location:* Alhambra B

*sponsored by* Fireman's Fund Insurance Company + Mutual of Omaha *with* Bennett Katz

Test your insurance knowledge- you will cheer on teams of regulators and industry as they vie for worthless (yet priceless) prizes... don't miss this one! Your Host, Alec Trainwreck.

**NETWORKING EVENT 5:30 PM – 8:30 PM****Networking Event**

*location:* Kasbah Pool Area

*sponsored by* WoltersKluwer + IRES Foundation