



Massachusetts Association of Insurance Agents Annual Convention & Trade Show

October, 26, 27, 28, 29, 2017

at the Marriott Hotel, Copley Place | Boston, MA

Program Schedule At-A-Glance

Sponsored by



Liberty Mutual

DAY	DATE	SESSION	CEs	ROOM	INSTRUCTOR
Thursday, Oct 26, 2017 – Registration Opens at 8:00 am on the 3rd Floor of the Marriott Hotel, Copley Place					
	9:00 – 5:00	My How Personal Lines Has Changed - Endless Opportunities (Airbnb, drones, Uber, solar panels, personal injury, and social media)	7	Harvard Room	Irene Morrill
	9:00 – 5:00	Homeowners Bootcamp 101	7	Northeastern Room	Charlene Cabral
	9:00 – 5:00	E&O 2017	7	Regis Room	Kathy Silvia
	9:00 – 5:00	The New World of Commercial Lines Coverages	7	Brandeis Room	Robin Federici
	10:00 – 1:00	State Mandated Training: Fraud Insurance	3	Simmons Room	Marshall Katz
	10:00 – 5:00	CPIA 1: Position for Success	4	MIT Room	Bruce Thomas
	12:00 – 1:30	Lunch in the Atrium		3 rd Floor Atrium	
	2:00 – 5:00	State Mandated Training: Ethics 2017	3	Simmons Room	Marshall Katz
	4:30 – 6:00	Young Agents Rock n' Roll Reception & Award Presentation		St. Botolph's 2 nd Floor	
Friday, Oct 27, 2017 – Registration Opens at 7:00 am on the 3rd Floor of the Marriott Hotel, Copley Place					
	7:30 – 9:00	Utica's Continental Breakfast in the Atrium		3 rd Floor Atrium	
	8:45 – 11:45	Key E&O Issues Inherent in the Sales Process	3	Suffolk Room	Curt Pearsall
	8:45 – 4:30	P&C Licensing Program – Day 1	0	Wellesley Room	Mark D'Agostino
	8:45 – 4:45	CPPL: Personal Insurance Professional - Day 1	7	Tufts Room	Kathy Silvia
	9:00 – 4:00	CPIA 2: Implement for Success	6	MIT Room	Bruce Thomas
	9:00 – 1:00	TRADE SHOW IS OPEN!			
	9:00 – 10:00	What Does the MA Homeowner Get After a Loss to Their Dwelling? ... Maybe Not What They Think	1	Falmouth Room 4 th Floor	Marshall Katz
	9:00 – 10:00	Homeowner Bootcamp 102 - HO3 Perils Coverages A & B	1	Brandeis Room	Charlene Cabral
	9:00 – 10:00	Amending Commercial Liability - Additional Insureds and Certificate Issues	1	Harvard Room	Irene Morrill
	9:00 – 10:00	Can You "Drink" It All In?	1	Northeastern Room	Robin Federici
	9:00 – 10:00	ID Federation & Single Sign-on	0	Nantucket Room 4 th Floor	TBA
	9:00 – 10:30	Cyberliability Panel: Exposures, Risk Mitigation and Coverage Solutions	0	Regis Room	Ed McGuire
	9:00 – 10:45	Stop Selling Insurance Policies & Master the Human-Dynamics of Selling	0	St. Botolph's 2 nd Floor	Charlie Anderson
	9:30 – 11:15	Social and Digital Marketing for Renewals	0	Simmons Room	Chris Paradiso
	10:15 – 11:15	C/C/C and You ... Just What DOES Property Damage Liability Cover (or Not)?	1	Harvard Room	Irene Morrill
	10:15 – 11:15	Belly Up to the Bar ... OR Maybe Not?	1	Northeastern Room	Robin Federici
	10:15 – 11:15	Are There Any Issues with Using the Dwelling For Business? What About the Detached Garage?	1	Falmouth Room 4 th Floor	Marshall Katz
	10:15 – 11:15	To Service Center or Not...That is the Question!	0	Nantucket Room 4 th Floor	Phil Richard
	10:15 – 11:15	Homeowner Bootcamp 103 - HO3 Perils Coverage C	1	Brandeis Room	Charlene Cabral
	10:45 – 11:30	Pay for Training with Work Force Training Funds ... it's YOUR Money!	0	Regis Room	Tara Philbin
	11:00 – 11:30	Claims Downloading...it's here!	0	Nantucket Room 4 th Floor	TBA
	11:00 – 12:00	MAIA's State Annual Meeting	0	St. Botolph's 2 nd Floor	Board of Directors
	12:00 – 1:00	Bloody Mary Cocktail Reception in the Trade Fair			
	1:00 – 2:10	Arbella's Gourmet Luncheon - with Governor Charlie Baker		Salons E 4 th Floor	
	2:15 – 4:00	TRADE SHOW RE-OPENS!			
	2:15 – 4:00	Generating New Business through Social and Digital Marketing	0	Suffolk Room	Chris Paradiso
	2:30 – 3:30	Do You Know...Whether Insuring the Building to Replacement Cost is Enough - Personal and Commercial Lines	1	Harvard Room	Irene Morrill
	2:30 – 3:30	Federal WC - Maritime and the LHWCA	1	Northeastern Room	Robin Federici
	2:30 – 3:30	Homeowner Bootcamp 104 - HO3 Exclusions and Endorsements	1	Brandeis Room	Charlene Cabral
	2:30 – 3:30	Why I like the Countrywide PAP Over the MAP and Shouldn't We be Using the PAP Anyway	1	Falmouth Room	Marshall Katz
	2:30 – 3:30	Agency Perpetuation: Key Considerations for Agency Perpetuation and Access to Capital	0	St. Botolph's 2 nd Floor	Bob Pettinicchi
	2:30 – 3:30	The Basic Steps in Creating a Sustainable Culture of Wellness: What Not to Ignore	0	Regis Room	Martha Gagnon
	2:30 – 4:30	Opportunity Calling the Next Generation of Telephone Appointment-Setting	0	Suffolk Room	Charlie Anderson
	3:45 – 4:45	Homeowner Bootcamp 105 - HO3 Conditions & Loss Settlement 3	1	Brandeis Room	Charlene Cabral
	3:45 – 4:45	Current Gripes and Conundrums with Banks and Certificates	1	Harvard Room	Irene Morrill
	3:45 – 4:45	Workers' Compensation and the HO Policy	1	Northeastern Room	Robin Federici

*Mass CE Applied for

Program Descriptions and Registration on massagent.com

As of 9/11/17



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3:45 – 4:45	Why in the World Does an Insured Need an Umbrella Policy and Why Should We Sell One?	1	Falmouth Room 4 th Floor	Marshall Katz
4:15 – 5:45	Boston Software's T.G.I.F. Reception		3 rd Floor Atrium	
Saturday, Oct 28, 2017 – Registration Opens at 7:30 am on the 3rd Floor of the Marriott Hotel, Copley Place				
8:00 – 9:30	Utica's Continental Breakfast in the Atrium		3 rd Floor Atrium	
8:00 – 4:30	P&C Licensing Program – Day 2	0	Wellesley Room	Mark D'Agostino
9:00 – 2:00	CPPL: Whole Person, Whole Employee	0	Hyannis Room 4 th Floor	Kathryn McGlynn
9:00 – 4:30	CPPL: Personal Insurance Professional - Day 2	7	Tufts Room	Kathy Silvia
9:00 – 12:00	Key E&O Issues Inherent in the Sales Process	3	St. Botolph's 2 nd Floor	Curt Pearsall
9:00 – 10:00	SR-22 & IID - What are they? Who Needs them? Is there coverage?	1	Falmouth Room 4 th Floor	Kathy Cormier
9:00 – 10:00	Flood - The History, Details, Marketing and Selling of Flood Insurance	1	Brandeis Room	Marshall Katz
9:00 – 10:00	Homeowner Bootcamp 106 - HO3 Conditions Continued & Section II Liability	1	Harvard Room	Charlene Cabral
9:00 – 10:00	Someone Was Hurt at My Home! Am I Liable?	1	MIT Room	Robin Federici
9:00 – 10:00	Key Time Management and Strategic Planning Factors for Management Teams and Agency Principals	0	Northeastern Room	Christine Sullivan
9:00 – 10:00	BAP v. MAP - If you have the choice, which is better?	1	Regis Room	Irene Morrill
9:15 – 10:15	Homeowners Insurance Coverage Issues From a Claims Perspective	1	Nantucket Room 4 th Floor	Phil Sibia
9:15 – 10:15	Mind Full or Mindful? Tips and Tricks to De-Stress	0	Suffolk Room	Julie Fraser Jim Schaffer
9:15 – 4:15	CPIA 3: Sustain for Success	5	Simmons Room	Bruce Thomas
9:30 – 2:00	TRADE SHOW IS OPEN!			
10:15 – 11:15	FLOOD - Policy Details We and the Consumer Need to Know	1	Brandeis Room	Marshall Katz
10:15 – 11:15	Homeowner Bootcamp 107 - HO3 Section II Liability Continued	1	Harvard Room	Charlene Cabral
10:15 – 11:15	Underinsurance - The Challenge of Valuing a Home Correctly	1	MIT Room	Robin Federici
10:15 – 11:15	Essential Tips & Tricks for Account Managers	0	Northeastern Room	Christine Sullivan
10:15 – 11:15	Q&A Personal Lines Potpourri	1	Regis Room	Irene Morrill
10:15 – 11:15	Salvage Vehicle Process	1	Falmouth Room 4 th Floor	Kathy Cormier
10:30 – 12:30	Hoarding in the Insurance Industry	2	Nantucket Room 4 th Floor	Carolee LaMarre
10:30 – 12:30	The Empire Agency Strikes Back (an E&O Mock Trial)	2	Suffolk Room	Steve Bolotin
10:30 – 11:00	CCLP Graduation Ceremony		VP Suit	
11:30 – 12:30	FLOOD - The CBRA Property that Will Give You an E & O Claim	1	Brandeis Room	Marshall Katz
11:30 – 12:30	Avoiding Insurance Industry Burnout! You're worth it!	0	Northeastern Room	Christine Sullivan
11:30 – 12:30	Genealogy First Steps or Chasing Your Own Tale	0	Harvard Room	Linda Saraco
11:30 – 12:30	Evaluating Liability Through Claims	1	MIT Room	Phil Sibia
11:30 – 12:30	More Q&A Personal Lines Potpourri	1	Regis Room	Irene Morrill
11:30 – 12:30	When is it Covered? When is it Registered?	0	Falmouth Room 4 th Floor	Kathy Cormier
11:30 – 12:30	CPPL Graduation Ceremony		VP Suite	
12:00 – 1:30	Arbella's Lunch on the Run		3 rd Floor Atrium	
12:45 – 1:45	Bonding – Not Insurance!	1	Brandeis Room	Robin Federici
12:45 – 1:45	Claim Reserves and Reserving	1	MIT Room	Phil Sibia
12:45 – 1:45	Mass Auto Bootcamp 101 - Introduction to Mass Auto Policy & Compulsory Parts 1-4	1	Falmouth Room 4 th Floor	Charlene Cabral
12:45 – 1:45	Updates from the MA RMV	1	Regis Room	Erin Deveney
12:45 – 1:45	Learn the Art of Zentagle	0	Northeastern Room	Pam Lisak
2:00 – 3:00	Mass Auto Bootcamp 102 - Discussion on Optional Coverage Parts 5-8	1	Regis Room	Charlene Cabral
2:00 – 3:00	Builders Risk - Unique Non-standard Coverages	1	Brandeis Room	Robin Federici
2:00 – 3:00	RMV Records - Who can have it. How to use it.	1	Harvard Room	Kathy Cormier
2:00 – 3:00	Snowbirds Have Issues and They Probably Don't Know It, But We May Have a Fix	1	Northeastern Room	Marshall Katz
2:00 – 3:00	Shimmy with Celia	0	Suffolk Room	Celia
2:00 – 3:00	I Hate Condo Coverage... Don't You?	1	MIT Room	Irene Morrill
3:00 – 4:00	CIC and CISR Lounge	0	VP Suite	
3:15 – 4:15	Mass Auto Bootcamp 103 - Wrapping it up - from Optional Part 9 to when there's an accident or loss	1	Regis Room	Charlene Cabral
3:15 – 4:15	What Kind of Plate - What Kind of Policy	1	Harvard Room	Kathy Cormier
3:15 – 4:15	Q&A on Commercial Auto	1	MIT Room	Irene Morrill
3:15 – 4:15	HO - Discovering Buried Secrets	1	Brandeis Room	Robin Federici



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3:15 – 4:15	It's My Personal Property...My Homeowners Covers It	1	Northeastern Room	Marshall Katz
3:15 – 4:15	Big Event BINGO!	0	St. Botolph's - 2 nd Floor	MAIA Staff
4:30 – 6:15	The Safety Zone's Ignite into New Year's Celebration Reception		Salon E – 4 th Floor	
Sunday, Oct 29, 2017 – Registration Opens at 7:30 am on the 3rd Floor of the Marriott Hotel, Copley Place				
7:30 – 9:00	Breakfast before GAME Day!		Suffolk Room	
9:00 – 12:00	GAME DAY 2017!	3	MIT Room	Marshall Katz
12:00	Lunch-to-GO			



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