



PROGRAM SCHEDULE

DAY	DATE	TIME	TITLE	CEs	INSTRUCTOR
Thursday	November 4, 2010	8:00 am	Registration		
		9:00 am – 5:00 pm	P&C Licensing Program – Day 1	0	Marshall Katz
		9:00 am – 5:00 pm	Personal Insurance Professional “PIP” Certification – Day 1	7	Kathy Silvia
		9:00 am – 5:00 pm	Getting The Total Account – Day 1	7	Chris Sullivan
		9:00 am – 5:00 pm	Additional Insured Issues (Qualifies for CRIS Reaccreditation)	7	Bruce Thomas
		9:00 am – 5:00 pm	4 Things You Need to Know (and be able to explain) About the CGL Policy, BAP and WC	7	Irene Morrill
		9:00 am – 5:00 pm	Homeowners A-Z...All You Need To Know	7	Robin Federici
		12:30 pm – 1:30 pm	Lunch in the Atrium		
Friday	November 5, 2010	5:00 pm – 6:00 pm	Reception in the Atrium		
		7:00 am	Registration		
		7:30 am – 9:00 am	Utica's Continental Breakfast in the Atrium		
		9:00 am – 5:00 pm	Personal Insurance Professional “PIP” Certification – Repeat of Day 1	7	Kathy Silvia
		9:00 am – 5:00 pm	Getting The Total Account – Day 2	7	Chris Sullivan
		9:00 am – 5:00 pm	E&O 2010	6	Mike D'Orlando
		9:00 am – 1:00 pm	TRADE SHOW IS OPEN!...on the 3 rd & 4 th Floors		
		9:00 am – 1:00 pm	P&C Licensing Program – Day 2	0	Marshall Katz
		9:00 am – 10:00 am	How Well Do You Know Employers' Liability Exposures and Where There is Coverage?	1	Bruce Thomas
		9:00 am – 10:00 am	Commercial Vehicle Considerations	1	Donna McKenna
		9:00 am – 10:00 am	The BOP is great but ...	1	Irene Morrill
		9:00 am – 10:00 am	Search Engine Optimization	0	Ralph Bardsley
		9:00 am – 10:00 am	Personal Auto – Sometimes It's As Clear As Mud	1	Robin Federici
		9:30 am – 11:30 am	MA/RI Applied User's Group: Social Networking 101		
		9:30 am – 11:00 am	MAIA's State Annual Meeting		
		10:15 am – 11:15 pm	Waivers of Rights of Recovery	1	Bruce Thomas
		10:15 am – 11:15 pm	Catastrophe Risk in Massachusetts	1	Vijay Padmanabhan
		10:15 am – 11:15 pm	Is Insuring the Building to Replacement Cost Enough? – personal lines and commercial lines	1	Irene Morrill
		10:15 am – 11:15 pm	Your Handwriting is YOU	0	Barbara Harding
		10:15 am – 11:15 pm	Insuring Motorized “Toys”- The Mysteries of Coverage	1	Robin Federici
		11:00 am – 12:30 pm	Hingham Mutual's Bloody Mary Cocktail Reception – in Trade Fair on 3 rd & 4 th Floors		
		11:30 am – 12:45 pm	AAI Graduation Celebration		
		11:30 am – 12:30 pm	MA Mandatory Home Heating Oil Pollution Coverage	1	Oil Tank Panelists
		1:00 pm – 2:15 pm	Arbella's Gourmet Luncheon with Joseph G. Murphy, Commissioner of Insurance		
		2:30 pm – 5:30 pm	The Latest E&O Hot Spots To Be on the Lookout For	3	Curt Pearsall
		2:30 pm – 4:30 pm	Boston Software's User Group		
		2:30 pm – 4:30 pm	How to Launch, Lead and Manage a CSR Centered Sales Campaign	0	Sheldon Snodgrass
2:30 pm – 3:30 pm	Commercial Excess and Commercial Umbrella Liability Insurance	1	Bruce Thomas		
2:30 pm – 3:30 pm	A Few W/C Problem Areas	1	Irene Morrill		
2:30 pm – 3:30 pm	Five Star Agency Designation – What's In It For Me?	0	Heather Kramer		
2:30 pm – 3:30 pm	Dwelling Policy vs Homeowners – Same But Different?	1	Robin Federici		
3:45 pm – 4:45 pm	Environmental Liability Insurance	1	Bruce Thomas		
3:45 pm – 4:45 pm	Certificates and Evidences of Insurance ...What's the Fuss?	1	Irene Morrill		
3:45 pm – 4:45 pm	Gadgets: What You Gotta Have and What Doesn't Matter; A Guide for Non-Geeks	0	Ralph Bardsley		
3:45 pm – 4:45 pm	Personal Inland Marine Coverage Forms- How Broad are the “Floaters”?	1	Robin Federici		
4:45 pm – 6:00 pm	Boston Software's T.G.I.F. Reception				
6:00 pm	Past Leaders' Private Reception & Dinner				



PROGRAM SCHEDULE

Saturday November 6, 2010			
7:30 am	Registration		
8:00 am – 9:30 am	Utica's Continental Breakfast in the Atrium		
9:00 am – 4:00 pm	Personal Insurance Professional "PIP" Certification – Day 2	7	Kathy Silvia
9:00 am – 2:00 pm	TRADE SHOW IS OPEN!...on the 3 rd & 4 th Floors		
9:00 am – 12:00 pm	The Latest E&O Hot Spots To Be on the Lookout For	3	Curt Pearsall
9:15 am – 10:15 am	Who's Selling What?	1	Donna McKenna
9:30 am – 11:00 am	So You Think You May Want to Buy or Sell an Agency?	0	Mergers Panelists
9:30 am – 10:30 am	Coverage Traps in Flood Insurance Forms	1	Marshall Katz
9:30 am – 10:30 am	Garage Policy vs. Business Auto and CGL- What's Best for the Non-Dealer?	1	Robin Federici
9:30 am – 10:30 am	What's New at The Fair Plan	1	Joe Tragno
10:00 am – 12:00 pm	E&O Mock Trial	2	Scott Burke
10:00 am – 11:00 am	Auto Rental and the MAP ...the Who, What, Where and When of it ALL!	1	Irene Morrill
10:00 am – 11:00 am	Exclusions and the Opportunity in Them	1	Charlene Cabral
10:00 am – 11:00 am	\$100 Billion Earthquake Loss Coming	1	Bruce Thomas
10:30 am – 12:00 pm	How to Be Deliriously (Reasonably) Happy at Work	0	Gail Hernandez
10:45 am – 11:45 am	Do You Know Your Trucker Customers?	1	Marshall Katz
10:45 am – 11:45 am	2010 BOP – Who's the New "Top Dog" in Town?	1	Robin Federici
10:45 am – 11:45 am	Interior Design for Your Office	0	Betty Wheeler
11:15 am – 12:15 pm	A Few Important Homeowners Issues ...	1	Irene Morrill
11:15 am – 12:15 pm	Exclusions...Exclusions...Exclusions	1	Charlene Cabral
11:15 am – 12:15 pm	Plate v. Policy Type ... A New Slant on an Old Topic	1	Donna McKenna
11:15 am – 12:15 pm	Insuring Customers with Leasehold Interests	1	Bruce Thomas
11:45 am – 1:00 pm	Arbella's Lunch on the Run		
12:30 pm – 4:30 pm	P&C Licensing Program – Day 3	0	Marshall Katz
1:00 pm – 2:00 pm	Twitter: The Basic Details	0	Brian Murphy
1:30 pm – 3:15 pm	Special Agent Users' Group	0	Chris Baker
2:15 pm – 3:30 pm	Cooking Class in Champions	0	Joseph Florio
2:15 pm – 3:15 pm	NFIP – The Unique and Strange Coverage of the Condominium Association	1	Robin Federici
2:15 pm – 3:15 pm	"It's a Crime" Insurance	1	Bruce Thomas
2:15 pm – 3:15 pm	How To: Unclutter AND Make a Few Bucks	0	Brian Murphy
2:15 pm – 3:15 pm	Now that I Understand Exclusions..What's Next?	1	Charlene Cabral
2:15 pm – 3:15 pm	The DOC (drive other car) v. Use of Other Auto... Endorsements	1	Irene Morrill
2:15 pm – 3:15 pm	Registration v. Coverage Effective Date	1	Donna McKenna
2:30 pm – 4:30 pm	CSRs: Turn Your Mindset Into A Sales Accelerator	0	Sheldon Snodgrass
2:30 pm – 4:30 pm	Messages from Heaven	0	Gayle Kirk
3:00 pm – 4:30 pm	CIC, CISR & CRM Conferment and Reception		
3:30 pm – 4:30 pm	The Importance of Offering Business Income With/Without Extra Expense Coverage	1	Bruce Thomas
3:30 pm – 4:30 pm	What EVERY Personal Auto CSR Should Know About Commercial Auto Issues	1	Donna McKenna
3:30 pm – 4:30 pm	Ocean Marine Insurance – From Here to Antiquity!	1	Robin Federici
3:30 pm – 4:30 pm	Learn How to Increase Sales, Retention and Your Bottom Line by Using Exclusions and More	1	Charlene Cabral
3:30 pm – 4:30 pm	A Look at Some Important PL Endorsements	1	Irene Morrill
4:30 pm – 6:00 pm	The SAFETY Zone - Evening Reception		
Sunday November 7, 2010			
8:00 am	Registration		
8:00 am – 9:30 am	Breakfast		
9:30 am – 12:30 pm	GAME DAY! Are You Covered MA Auto, Homeowners & Umbrella Game Challenge	3	Game Day Enthusiasts: Mike D'Orlando, Robin Federici, Marshall Katz, Bruce Thomas
12:30 pm	Lunch-to-GO		