P&C Market News:
Big “I” Study Reveals Growth in P&C Insurance Market -- Independent Insurance Agents Outperformed Captive Agency Carriers in Several Areas ...

The Independent Insurance Agents & Brokers of America (IIABA or the Big “I”) has released the results of the 2013 Market Share Study (based on 2011 data) which reveals that, after years of market contraction, all property-casualty insurance premium lines grew. The study also showed that independent agency and brokers (collectively “IAs”) were well positioned to capture a substantial piece of the market going forward.

This is the 17th year the Big “I” has contracted with A.M. Best Company to supply it with year-end industry market share and company expense data. The Big “I” analyzes this data annually to assess the state of the independent agency system.

“The Big ‘I’ is pleased to announce that, despite the market fluctuations and challenges of recent years, the independent insurance agency system remains stable, strong and growing,” says Bob Rusbuldt, Big “I” president and CEO. “Many carriers that weathered the storm of market contractions for several years were able to successfully bounce back.”

The market share study revealed that many regional and national IA carriers expanded their market shares by impressive double digits and that overall IA shares grew in several states. More good news also showed that regional IAs outpaced market growth in many business lines across the country.

“This annual study provides the most accurate picture of what is occurring with property casualty insurance distribution because it separates out the direct response companies from the captive agency companies,” notes Madelyn Flannagan, Big “I” vice president of agent development, education and research. “Unique to the Big ‘I’ study, A.M. Best separates out the affiliates of groups which use different distribution systems and places these affiliates in the appropriate distribution category wherever the company group uses separate affiliates for this purpose.”

Other findings from the Market Share Study include:

- IAs outperformed captive agencies carriers in personal lines and grew premiums by nearly the same amount as direct response carriers largely due to impressive performance in homeowners, where IAs outperformed the captive agencies;
- IA carriers also benefited greatly by a huge surge in commercial premiums, which climbed by 5% in 2011. IA carriers also captured $8.4 billion in additional premiums in 2011, which represents 74% of the entire $11.4 billion growth in that market.

(continued on page 2)
P&C Market News ... continued from page 1

- IAs still control a majority of the entire p-c market, writing 57% of all premiums, including a third of all personal premiums.
- IAs still dominate commercial insurance sales, which resurfaced in 2011, growing $11 billion or 5% more than 2010.
- IAs grew premiums and/or market share in several states and IA share remains strong in many states overall. In many states, IAs dominate both personal and commercial lines.
- IAs are as efficient as other models. While IAs as a group may have higher efficiency ratios compared with captive and direct writers, there are several IA carriers with personal auto efficiency ratios that rival these challengers. As noted in past reports, this proves that management, not the model itself, is the key driver.
- Many Big “I” Best Practices firms continued to grow in the face of recent weak markets and are doing well now that the p-c market appears to have turned around. Agencies that are easy to do business with, use improved access to technology and leverage the confidence and customization communicated through the Trusted Choice® brand have the potential to enjoy robust growth in every state and every product line.

All of the data in the Big “I” report come from A.M. Best and is printed with its permission. More information on the study is available by request or online at: independentagent.com/Resources/Research/MarketShareReport.

Big “I” News:
Big “I” Praises Senate and House Reintroduction of NARAB II ...

The Independent Insurance Agents & Brokers of America (IIABA or the Big “I”) has expressed its strong support for a bipartisan insurance agent licensing reform bill titled the “National Association of Registered Agents and Brokers Reform Act of 2013” (NARAB II).

The bipartisan bill was introduced in the U.S. Senate today by Sens. Jon Tester (D-Mont.) and Mike Johanns (R-Neb.) and in the House of Representatives by Rep. Randy Neugebauer (R-Texas) and Rep. David Scott (D-Ga.) with 14 original cosponsors in the Senate and 41 in the House.

NARAB II would build upon regulatory experience at the state level, promote consistency in agent and agency licensing and improve marketplace responsiveness. The legislation would provide for streamlined non-resident insurance agent and broker licensing while preserving state insurance regulation and consumer protections. This pragmatic bill would achieve much needed reciprocity in producer licensing and help policyholders by permitting greater competition among agents and brokers.

“NARAB II is critical for the tens of thousands of Big I’ members who operate on a multi-state basis,” says Robert A. Rusbuldt, Big “I” president & CEO. “By providing a mechanism for establishing true nonresident licensing reciprocity, this legislation would improve licensing while ensuring that states retain the authority to regulate marketplace activity and enforce important consumer protection laws. As our members come to Washington, D.C. next month for our annual Legislative Conference, they will be meeting with members of Congress to urge them to support NARAB II.”

NARAB II has previously passed the full House in two previous Congresses by voice vote. It also received strong bipartisan and bicameral support in the 112th Congress.

“The Big ‘I’ is very encouraged by today’s bipartisan and bicameral introduction of NARAB II and we would like to thank Sens. Tester and Johanns for taking the lead in the Senate and Reps. Neugebauer and Scott for doing the same in the House,” says Charles E. Symington, Big “I” senior vice president for external and government affairs. “We look forward to working with both chambers in the 113th Congress on consideration of this common-sense, pragmatic bill that will benefit our small business members and the customers they serve.”

The Big “I” is an advocate for reforming state insurance regulation and continues to oppose federal regulation, optional or otherwise. However, the association believes that there is a vital role for Congress to play in helping to modernize state regulation. The NARAB Reform Act is targeted reform relating only to marketplace entry and would not impact the day-to-day state regulation of insurance.

Big “I” Applauds NCOIL’s Resolution Regarding PPACA Exchange Navigator Programs ...

The Independent Insurance Agents & Brokers of America (IIABA or the Big “I”) applauds the National Conference of Insurance Legislators (NCOIL) for adopting a resolution urging local policymakers to establish state-based regulatory frameworks for navigators and in-person assisters during NCOIL’s spring meeting.

The Patient Protection and Affordable Care Act (PPACA) requires the establishment of health insurance exchanges in every state by Oct. 1, 2013, and the law requires every exchange – whether state-based or federally-operated – to have a navigator program. Navigators must comply with any licensing, certification or other standards required by states, and the ‘Resolution Regarding Health Benefit Exchange Navigator Programs’ urges states to utilize their authority to ensure that navigators are subject to the jurisdiction and oversight of state officials.

(continued on page 3)
Big “I” News ... continued from page 2

“The Big ‘I’ welcomes NCOIL’s recommendations concerning navigators and strongly agrees that states are best suited to oversee this new category of entity and protect consumers,” says Wes Bissett, Big “I” outside senior counsel, government affairs. “Ensuring that there is proper scrutiny over navigator qualifications and behavior is good public policy.”

In the resolution, NCOIL noted that “[t]he failure of a state to establish an appropriate licensing and oversight structure for navigators and similar assistants will result in a regulatory vacuum that leaves these individuals and entities outside of the jurisdiction of state officials and the state insurance code and makes consumers vulnerable.” The document also urges states to enact a licensing framework and regulatory regime for navigators that includes the following elements:

- Defines the permitted scope of a navigator and assister’s activities and prohibits them from recommending particular health plans, offering advice about which health plan to choose, and engaging in similar activities;
- Includes appropriate and meaningful training, continuing education and examination requirements;
- Ensures that navigators are subject to the jurisdiction of state officials and the state insurance code, including privacy, market conduct and unfair trade practices acts;
- Enables regulators to take enforcement action -- such as assessing fines or suspending or revoking a license -- when navigators engage in improper conduct, commit fraud, or violate state marketplace and consumer protection requirements;
- Requires prospective navigators and similar assistants to undergo criminal and regulatory background screening;
- Makes navigators and similar assistants responsible and legally liable for their actions and establishes financial responsibility requirements to ensure that consumers are made whole whenever wrongful or negligent acts are committed;
- Establishes any other appropriate and relevant consumer protection and market conduct standards;
- Ensures that navigators and similar assistants receive the due process protections afforded to other insurance licensees; and
- Encourages the use of veterans for navigator positions.

Addressing and improving the navigator program has been a Big “I” priority since the enactment of the PPACA. “The Big ‘I’ supports NCOIL’s resolution and the individual efforts of numerous states to improve the navigator program and ensure that consumers are protected,” says Charles Symington, Big “I” senior vice president of external and government affairs. “This is a perfect example of the many challenges presented by the PPACA and NCOIL’s constructive efforts to improve the law’s implementation are appreciated.”

MAIA News:
Tie-In to MAIA’s Television Ad Campaign ...

Earlier this month MAIA launched a new network-affiliated television campaign titled, “Shop Around.” The campaign is designed to drive viewers to TrustedChoice.com, where they can find your agency -- someone who can shop around to find them “protection plans to meet their needs at the best possible price.”

To strengthen your agency brand awareness and help drive new business, we recommend that you tie-in to the “Shop Around” campaign with your own advertising. MAIA, in cooperation with our advertising agency, Creative Resources Group (CRG) has created an online advertising planner for our members, MAIA AdvVantage (www.maiaadvantage.com). This site will provide you with the tools to help you better market your agency.

Click here to learn more about the MAIA AdVantage or go to www.maiaadvantage.com.

Member Milestones ...

Bell & Hudson Insurance Agency, Inc. Re-Certified as Five Star Agency - MAIA is pleased to announce that Bell & Hudson Insurance Agency, Inc with offices in Belchertown and West Brookfield underwent an intensive review in order to be re-certified as a Five Star Insurance Agency.

The Five Star Award of Distinction is awarded by MAIA to an independent insurance agency that successfully completes a “fitness review” which examines an agency’s five key imperatives: Customer Focus, Management/Leadership Excellence, Human Resource Excellence, Process & Product Excellence and Future Success.

Bell and Hudson Insurance Agency, Inc has been a Five Star Agency for ten years. Each Five Star review has revealed a continuous improvement journey and the desire to achieve excellence in everything the agency does, and this review has proved no different. In fact not only did it confirm their commitment to continuous improvement but it also revealed a number of new initiatives that are already having a positive impact on the agency.

(continued on page 4)
MAIA News:
Member Milestones ... continued from page 3

Jim Phaneuf, owner of Bell & Hudson Insurance Agency, Inc, is proud of his recertification. “Retaining the Five Star Designation and being voted The Best Agency to Work for in the East by the Insurance Journal solidifies our thoughts that we are doing the right thing for our staff, clients and community. We are constantly looking for ways to improve our agency and I am fortunate to have a staff that not only carry’s out any changes we implement but embraces them, contributes to them and initiates them.”

Currently there are only 28 Independent Agencies in Massachusetts and Rhode Island that have received the coveted Five Star Agency Designation.

For more information on the Five Star Agency Designation contact MAIA VP of Training Heather Kramer at 800.222.2699 or 508.634.2900 or by email hkraker@massagent.com.

Field Eddy Adds Employee Benefits Staff - FieldEddy Insurance has announced the following staff appointments:

Russell F. Denver, Esq., has joined the agency as an Employee Benefits Compliance Specialist. In his new position, he will help clients understand the impact of the Patient Protection and Affordable Care Act (PPACA), the Generic Information and Nondiscrimination Act (GINA) and wellness program regulations, along with other federal benefit laws that regulate or impact group health plans. He also will assist in examining compliance with the Employment Retirement Income Security Act (ERISA), the Health Insurance Portability and Accountability Act (HIPAA), the Consolidated Omnibus Budget Reconciliation Act (COBRA), and the Women’s Health and Cancer Rights Act (WHCRA), all areas that may be subject to an Employee Benefits Security Administration (EBSA) audit. EBSA is an arm of the Department of Labor. Through its new Employee Benefits Compliance Services, FieldEddy Insurance also will provide handbook development, management coaching, best practices, and updates. Through its new PPACA Compliance Services, FieldEddy Insurance will able to provide consultation, handbook development, management coaching, best practices, as well as updates and alerts regarding the law.

Lauren A. Lanza has been appointed Account Executive, Employee Benefits. She joins FieldEddy Insurance with more than six years of experience, including serving as a Sales Account Executive for a Fortune 500 employee benefits provider and working as an Associate Underwriter for an insurance agency network. In her new position, Ms. Lanza will help businesses understand employee benefit trends and the ever-changing regulatory requirements as well as assist them in choosing the most cost-effective package for their employees.

ACT NEWS:

Opportunity to Win PC 360 Award ...

Property Casualty 360 – National Underwriter & American Agent & Broker will be awarding a Commercial Agency Award for Excellence for the best agency website. The winner will also receive an iPad. We encourage you to enter for some great publicity for your agency and to help share “best practices” across the distribution system.

Click here to learn more and to get your application to enter. Note that the deadline has been extended to March 31.

AGO News:

Transamerica to Pay $1.3 Million to Settle Claims of Selling Unauthorized Health Insurance to Massachusetts Consumers - Company Failed to Cover Mandated Health Benefits

An insurance company has agreed to pay $1.3 million to settle allegations that it sold and marketed unauthorized health insurance products to Massachusetts consumers and failed to cover mandated benefits required by state law, Attorney General Martha Coakley announced recently.

According to the complaint, filed with a consent judgment in Suffolk Superior Court on March 5, Transamerica Life Insurance Company (Transamerica) based in Iowa, sold health insurance policies to Massachusetts consumers that were not authorized for sale. The complaint also alleges that Transamerica violated the state’s Consumer Protection Act by failing to cover health services required by Massachusetts law, including mental health, “pap” test screening, mammography, and preventive care for children up to age six.

“Massachusetts consumers should be confident that the health insurance they purchase complies fully with the law,” AG Coakley said. “Our office will continue to vigorously pursue health insurers that sell unauthorized insurance or fail to pay benefits mandated by law.”

(continued on page 5)
Under the terms of the consent judgment, approved by the Court on Friday, Transamerica must pay $1,330,000 to the state and to consumers. This includes $750,000 in consumer relief for Massachusetts consumers who were sold the unauthorized plans or were uncovered denied insurance coverage for certain mandated benefits, and $580,000 to the state composed of $250,000 for civil penalties, $300,000 for the Local Consumer Aid Fund and $30,000 for the costs of the investigation.

Consumers concerned about illegal health insurance practices in Massachusetts are urged to call the Attorney General’s Health Care Hotline at 888.830.6277. Consumers who wish to purchase health insurance can find a number of available options at www.mahealthconnector.org. Guidance on how to choose a health plan is also available on the Attorney General’s website.

This matter was handled by Assistant Attorney General Emiliano Mazlen of Attorney General Coakley’s Health Care Division with assistance from Division Chief Thomas O’Brien also of the Health Care Division and from William Mackay of the AG’s Civil Investigations Division.

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This matter was handled by Assistant Attorney General Emiliano Mazlen of Attorney General Coakley’s Health Care Division.

**MAIA Education News:**

**Worth Repeating: MAIA is Looking for New Instructors ... Are YOU One of Them??**

Have you ever thought about becoming an Instructor for MAIA? If you have, NOW is your Chance! We are looking to add some new instructors to our list! If you have ever wondered about what it takes, what it is like or what you would have to do to become one, NOW is the time for you to find out! We will be having an informational session followed by a presentation session; you must attend the first session to move on to the second one.

**Informational Session:**

July 8, 2013 MAIA Headquarters 9:00-4:00

At this program we will discuss all the expectations and guidelines associated with instructing for MAIA and how to be successful at it! We will also explain what you have to do for the presentation session.

**Presentation Sessions:** (You will only need to attend ONE of these sessions)

August 5 and/or August 6 MAIA Headquarters 9:00-4:00

You will prepare and present a short program on an insurance policy subject. You will be asked to use one of our outlines (or you can create one of your own on an insurance topic) and make a 15-20 minute presentation to the group.

If, after the two day sessions, it is agreed upon that you want to and should continue with the process, you will be set up with mentoring dates in 2014. You will be paired up with our train the trainer instructors, Irene Morrill and Mike D’Orlando, for classes and team teach with them until you reach a point where you are teaching the entire class on your own and they are only observing. If all goes well, you will become a certified instructor for MAIA and will be assigned your own teaching schedule based on your personal schedule and topics of interest.

If you have any questions or are interested and would like to attend, please respond to Heather Kramer in the manner most convenient for you ([hkramer@massagent.com](mailto:hkramer@massagent.com), 508.634.7369, or 91 Cedar Street, Milford, MA 01757) with the following information:

Yes, I would like to be an instructor for MAIA and will attend the Train the Trainer Sessions this summer!

Name: __________________________

Agency/Company: __________________________

Address: __________________________

Phone Number: __________________________ E-mail Address: __________________________
E&O Loss Control:
When Was the Last Time You Read Your E&O Policy?
by Curtis M. Pearsall, CPCU, AIAF, CPIA
President – Pearsall Associates, Inc. and Special Consultant to the Utica National E&O Program

While most agencies have an errors and omissions policy, it is questionable whether they have the time to review it and truly know how to use it. Sometimes the situation is obvious, such as if you are presented with a summons and complaint, while other times it may be questionable whether it is appropriate to contact your E&O carrier. Because any two situations are rarely exactly alike, there are some good rules to go by - do's and don'ts - that can help in these instances.

The Do's
Read your E&O policy. This is great way to understand what your E&O policy covers and what is doesn't. Every E&O policy has exclusions, so review them to determine to what degree those exclusions are of concern for your agency. Check to ensure you are covered for what you do and what you sell. Over the years, there have been many situations where the agent found out, after being presented with an E&O claim, that the agency didn’t have the coverage the agent thought they did.

Know your limits and how they work.
Typically, agents only have one time a year to modify their limits - at renewal time. In determining the “right” limit for your agency, realize that the size of the agency is not a determinant of the potential size of an E&O claim. Big claims happen even with small agencies. While E&O claims arising from personal lines tend to be smaller, big E&O claims happen with all types of agencies.

E&O limits are provided on a per-claim/aggregate basis, so don’t hesitate to ask the underwriter for options. Regarding the per-claim limit, $1 million is insufficient. Regarding the aggregate, secure a limit that is a multiple of the per-claim limit; for example, $2 million per claim/$6 million aggregate.

Understand how the deductible works.
Are you only required to pay the deductible if your agency is determined to be liable - or are you responsible for defense costs on claims even where your agency is absolved of any wrongdoing? If you are unsure, contact the underwriter or a representative of the agents’ association, if you secured coverage through it. Don’t wait for an E&O claim to occur to find out.

Use the resources/expertise of your E&O carrier.
Your E&O is more than just a policy. Most E&O carriers provide their agent-customers with resources to help those agents manage their E&O exposure. In most cases, this involves the usual articles and tips. However, the staff of many E&O carriers (typically the claims and underwriting folks) are readily available to answer questions on procedures or a multitude of other E&O matters. If a potential E&O matter surfaces, agents should not hesitate to contact the claims staff for their perspective. They will help guide you regarding your future actions.

Report any claim, error or concern promptly. The earlier the agent advises the E&O carrier of an issue, the quicker the carrier can begin to begin its discovery to determine what happened.

The Don’ts
Don’t admit liability or commit to a payment.
Over the years, there have been situations where after an agent committed an error, he or she automatically presumed the E&O policy would pay. This is not always the case. An E&O policy is based on the concept of legal liability. In other words, if the agent made a mistake, legal liability would still need to be proven before the policy will pay. There are many defenses E&O carriers can apply to eliminate or reduce the degree of the agent’s legal liability. For example, in most states the client has a duty to read his or her policy. By doing so, the client would be able to determine, hopefully before the claim, that coverage was not what they thought it was. If it was determined that the client did not read the policy, any eventual settlement could potentially be modified.

It might be natural for an agent to want to admit they made a mistake and to advise a client that the agency’s E&O policy will pay. After all, the agent probably feels terrible and wants the customer taken care of. However, just as an agent advises a customer not to admit liability if the customer is involved in an auto accident, agents should follow their own advice. If a client suffers a loss only to find out they will not be fully paid or not paid at all, the agency should contact its E&O carrier immediately for guidance/direction. An admission of liability could impair the ability of your errors and omissions carrier to settle the claim at the best possible terms. In some situations, it could actually jeopardize your E&O coverage.

Other Don’ts
- Don’t approve any recorded or written statements concerning the alleged error or omission.
- Don’t alter or make changes to any records pertinent to the claim.
- Don’t discuss the matter with anyone other than your own personal counsel or E&O carrier representative.
- Don’t allow the inspection, copying or removal of any records without discussing it with your E&O carrier.

Your E&O is serious business
In many respects, the decisions you make regarding your errors and omissions coverage -- carrier, limit, deductible, etc. -- are among the most important decisions you will make during the year, and can only be made before the claim. Yet the other set of decisions, those made after you have been presented with a claim, are equally important.

Work with your E&O carrier to make sure you understand your coverage and how it works. This should give you the peace of mind to help you sleep better at night.

Utica Mutual and MAIA/Number One Insurance have been working together for 40+ years. Utica offers E&O programs for both the P&C and LAH agency market. For more information about the Utica Mutual E&O Programs, contact our E&O Department at the Number One Insurance Agency at 800.742.6363 or email estoppel@massagent.com or mstangelo@massagent.com.
April showers bring May flowers, and hopefully lots of followers. Get a head start on your April content plan with a few (or all) of these content ideas.

1. **April 1 – April Fools’ Day** – Share a video about the history of April Fools’ Day
   
   ![Video Link](http://www.youtube.com/watch?v=OhVCTkpVX2Y)

2. **April 5 – National walk to work day** – If walking to work isn’t possible, encourage people to take a 30 minute walk at some point in the day. Share a link to the health benefits of walking along with a photo of your office participating.
   
   ![Walk Link](http://health.howstuffworks.com/wellness/diet-fitness/exercise/benefits-of-walking.htm)

3. **April 15 –Tax Day** – Remind your followers that taxes are due, and maybe share a link on how to file for an extension if they forgot!
   
   ![Tax Link](http://taxes.about.com/od/preparingyourtaxes/ht/FileExtension.htm)

4. **April 16 - National Stress Awareness Day** – Filing taxes was stressful, give your fans some tips on how to relax
   
   ![Stress Link](http://www.rd.com/health/wellness/37-stress-management-tips/)

5. **April 21-27 – National Volunteer Week** – Organize your agency to volunteer this week, or encourage your followers to find volunteer opportunities in your community
   
   ![Volunteer Link](http://www.volunteermatch.org/search)

6. **April 25 – Take Your Kids to Work Day** – Make sure your followers are ready for this day by posting the “dos and don’ts of take your kids to work day”. If you are hosting any events at your office, take photos to share!
   
   ![Kids Link](http://www.forbes.com/sites/jacquelynsmith/2012/04/25/the-dos-and-donts-of-take-your-kids-to-work-day)

7. **As April showers start**, so does basement flooding. Your followers will appreciate tips on how to keep their basements dry
   
   ![Basement Link](http://www.doityourself.com/stry/10-tips-to-keep-your-basement-dry#b)

8. Most of your followers probably wonder if their Homeowners insurance covers flooding. Help them clear up any questions with this article, and let them know you are available to make sure they are fully covered.
   
   ![Flooding Link](http://www.iii.org/articles/does-my-homeowners-insurance-cover-flooding.html)

9. Is your agency located in an area where sinkholes are common? Get your clients up to speed on what sinkholes are and if they need additional coverage
   
   ![Sinkholes Link](http://www.iii.org/articles/sinkholes-and-insurance.html)

10. April is the month when most Americans start to get out their summer toys. Cover all of their bases by sharing this helpful information on boat, Personal Watercraft and Motorcycle insurance
   
   ![Boat Link](http://www.iii.org/articles/boat-insurance.html)
   ![Watercraft Link](http://www.iii.org/articles/personal-watercraft.html)
   ![Motorcycle Link](http://www.iii.org/articles/motorcycle-insurance.html)

   Use these ideas as a jumping off point for your own content or just use them as is.

If you have other great topics or content ideas for April that you would like to share, write on our Facebook page. We’re sure other Independent Agents appreciate new ideas just as much as we do!
**More project cap News:**

**Agency 2020 to Provide Vision for Agency of the Future - Program will offer member agencies a chance to win free custom services and products**

Project CAP is launching Agency 2020, a year-long program to provide the vision and resources necessary for independent agencies to compete in the next decade and beyond.

Agency 2020 will emphasize all aspects of business operations for an independent agency. The program will provide specific tools, techniques, technology and counsel for independent agencies by highlighting the ongoing experience of spotlight agencies selected to receive complimentary products and services:

- Human resources consulting for recruiting and staffing
- Leadership training
- Change management
- Perpetuation training
- Brand assessment
- Insurance education
- Information technology consulting, software and hardware review
- Financial consulting
- Sales consulting
- Process management
- Business intelligence training
- Interior design and signage

As the spotlight agencies implement these new products and services throughout the year, Project CAP will use each phase as an opportunity to educate and inform all independent agents about the benefit of that product or service in their respective business.

These highlights will be shared in print and electronic media, as well as through national and local industry organizations. By following the transformation of the spotlight agencies, all independent agencies will learn how to apply the featured products and services to their own businesses.

Agency 2020 is an opportunity for your member agencies to learn about the latest products, services and best practices to take their businesses to the next level.

To sign up, they can go to the Project CAP website to submit an application. A panel of representatives from program sponsors will be evaluating the applications and awarding a grand-prize winner and finalist winners later this year.

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**MAIA is Pleased to Offer Two Exceptional Programs to Boost Your Agency’s Sales Efforts ...**

**Training for Sales Management**

Critical Missing Link to Agencies Growth...

Effective Sales Management!

Program Starts April 23rd ...

**Producer Sales Training**

Back by Popular Demand...the Producer Peak Performance Training Program has been EXPANDED and IMPROVED for 2013!

Learn more ...
Comp Corner:
Massachusetts Limited Other States Benefit Endorsement - WC 20 03 06B

The Division of Insurance (DOI) has approved an amended version of the Massachusetts Limited Other States Endorsement (WC 20 03 06A). The new version is titled Massachusetts Limited Other States Benefit Endorsement (WC 20 03 06B) and is now approved for use by Massachusetts workers’ compensation insurers for new and renewal policies, effective on or after June 1, 2013 (“New Endorsement”).

Over the past several years, the WCRIBMA issued special bulletins and circular letters (Special Bulletin 9-02, Special Bulletin 12-04 and Circular Letter 1983) in response to requests for clarification as to the purpose and meaning of certain words within the Massachusetts Limited Other States Insurance Endorsement. The purpose of the new endorsement is to clearly define, within the endorsement itself, both the purpose and the limitations of the endorsement.

The new endorsement makes clear that it does not provide other states’ insurance coverage, it does not satisfy the requirements of another state’s workers’ compensation law, and that benefits will not be paid to employees hired to work outside of Massachusetts or to employees working in another state for whom the insured should have obtained separate workers’ compensation insurance.

A Massachusetts workers’ compensation policy with this new endorsement will pay the workers’ compensation benefits of another state to a Massachusetts employee, only in the very limited situation when the Massachusetts employee is injured while working for the insured in another state and, as of the date of injury, that employee’s work for the insured has primarily been conducted in Massachusetts.

Servicing carriers and voluntary direct assignment carriers are reminded to attach endorsement WC 20 03 06B to all Massachusetts residual market policies and enter “Coverage Replaced By Endorsement WC 20 03 06B” in item 3.C. of the Information Page.

Although the approved effective date of the new endorsement is June 1, 2013, the DOI has indicated that the new endorsement may be used immediately by any WCRIBMA member without the necessity of an adoption filing. The DOI asks that any company using this or any other approved endorsement form, which has been filed by the WCRIBMA on their behalf, include the issuing company’s name on the endorsement.

Click here to view a copy of the approval letter from the DOI, a copy of the new Massachusetts Limited Other States Benefit Endorsement and the redline version of the Massachusetts Limited Other States Insurance Endorsement are also attached for your information. The endorsement is now available in Word format on the WCRIBMA’s website, www.wcribma.org under Helpful Info: Filed and Approved Endorsements and also in PDF format under Residual Market: Mandatory Endorsements.