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www.iiabi.org

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**EFFECTIVE JANUARY 1, 2017
WELCOME YOUR NEW EXECUTIVE SECRETARY-TREASURER,
KYRA GIBSON**

Kyra joined the AMG (Association Management Group) team full time in September 2009 after graduating from Northwest Nazarene University where she majored in Public Communication and Political Science. Prior to that Kyra had been employed part-time at AMG since 2005. Kyra serves a variety of our clients at AMG in the area of marketing and event coordination. She also services clients in unique roles including, Community Relation and HR Manager for The Farmstead Corn Maze, Marketing Director for Trinity Pines Camp and Executive Director for NAIFA Idaho.



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It's a new day, it's a new way. With Kyra's new perspective, fresh ideas, and young energy, IABI is in good hands!

*Peaceful Holidays
From the Big "I" of Idaho*



Merry Christmas



45 years ago, I started at the front desk working for IABI and Surplus Line of Idaho. I can boast that I've served **45** Big "I" presidents – many who have gone on to their glory. Yet it seems like just the other day, 1977, that one of those presidents, Bert Higgins, was changing my infant son's diaper at the Big "I" office. I've grown up with you, your parents and your grandparents. My sweetheart Larry observed that I have spent 9% of my life as a rug rat, 21% passing through elementary and high school... and over 70% associated with the IABI. I've always felt it an honor to represent **YOU** and this outstanding industry.

I am so thankful, as a small business owner of my association management firm, that I could pick my team. Over the years, I enjoyed the opportunity and blessings of working with my son, Gabe, sisters Marlene, Debbie and Diane (Di, for over 28 years) and my mother Mary who worked along side me for 36 years part time until the very day of her stroke 3 years ago. She is now 95 and physically healthy - just can't remember anything. She says, "It's a new day, everyday."

And indeed it is a new day for me with the changing of the Big "I" guard. I have witnessed many changes – change is always going to be the same – changing. Our office procedures and work flow change, members' needs change and the Big "I" must change to meet those needs. We have faced the challenges of evolving times and we are still thriving. We have experienced fun times and lots of **HARD** work and that's what makes it thoroughly rewarding! I will continue to serve as manager of Surplus Line, with Carrie Negrette as my awesome teamster. It is indeed a new day and it is lookin' good!

I heard someone say, "People come into your life for a reason, a season, or to stay the rest of your life in your heart." *Thank you for allowing me, my sisters, son, and mother to stay with you for a reason, a season and forever.*

Your Big "I" Exec (for another few days)

Wendy Tippelt



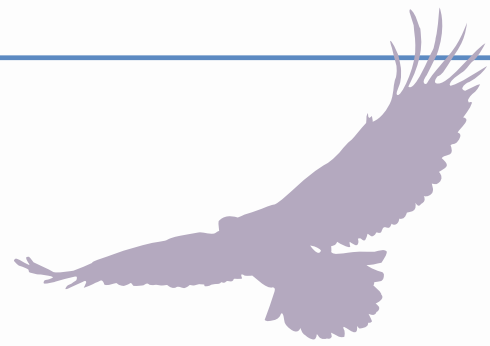


In Memoriam Jack Barnes 75 Yrs

Jack Barnes , Caldwell

On a sunny fall day, while doing what he loved, building, with who he loved, Jack Barnes earned his Master Carpenter wings and joined his Father in heaven. Jack grew up in Boise, graduating BHS. He proudly spent 43 years in the insurance profession, owning Agency West Insurance Agency for 13 years prior to retiring. Honest, generous, funny, kind, gentle, and loving are the things people loved most about him. He worked hard to earn his way, never feeling entitled. Jack is survived by his wife, daughters; Bridget, Shannon & Cindy, 6 Grands, 4 Greats, Siblings; Charlotte, Leonard, Anne, Rich and Sharon.

On Saturday, Dec 3rd, the family held a celebration of life at the Caldwell Elks Club.



HOW ACCURATE IS YOUR DATA?

One of the most valuable resources your agency owns is your customer data. When you want to reach your customers and prospects, it is critical to have current contact data. We have the same needs here at the association, and the importance goes one step further.

When we have critical legislative issues or want to let you know about the latest continuing education, having the right information ensures that you remain informed. You may be unaware that the data we have for you is also used by the national IIABA to provide your agency with additional benefits.

Each of our members receives a profile on TrustedChoice.com, and the information displayed to consumers comes from the data we collect from you. It might not have been so important in the past to let us know that you moved your office across the street, or that you switched email service providers.

TrustedChoice.com recently enhanced their systems so that interested consumers can directly contact agencies that don't subscribe to their services. This means that consumers are looking at your data which may be incorrect: calling your old phone number or visiting your old office, or sending you emails that bounce. For all of these reasons, it is critical that you take the time to confirm that the information we have for your agency is up-to-date. ***If you've got changes, just pass them along to Kyra Gibson, and we'll get your data updated with TrustedChoice.com.***



PROFESSIONAL LIABILITY MOVES TO IIABA

Big "I" Advantage is your service provider for the IIABI Errors and Omissions/professional liability purchasing group program. Big "I" Advantage is the insurance licensed subsidiary of Independent Insurance Agents and Brokers of America (IIABA). Mark Wolf, CPCU leads the Big "I" Professional Liability/E&O program and coordinates services for you along with dedicated underwriting, service and risk management support. They will renew Idaho accounts and provide new business quotes for members not currently part of the IIABA E&O program. Your Big "I" Advantage contacts are:

Mark Wolf, CPCU
Vice President, Big "I" Advantage
127 South Peyton Street
Alexandria, VA 22314
Mark.Wolf@iiaba.net
Direct: 703-706-5367
Toll Free: 800-221-7917, Ext 5367

Jim Hanley, RPLU
Director of Risk Management,
Big "I" Professional Liability
Big "I" Advantage
Jim.Hanley@iiaba.net
Direct: 703-706-5469
Toll Free: 800-221-7917, Ext. 5469

Joni Sells
E&O Underwriter,
Big "I" Advantage
Joni.Sells@iiaba.net
Direct: 703-706-5432
Toll Free: 800-221-7917, Ext. 5432



Attention RLI Producers:

To maintain superior customer service for the RLI product offering, administration of PUP and IHB policies your contact at IIABA is April Pitz. April recently married so you may know her as April Shrewsbury. April will service your RLI new business and renewals for your customers' stand alone Personal Umbrella and In Home Business.

April Pitz, AAS Inc. (IIABA)
127 S. Peyton St.
Alexandria, VA 22314
april.pitz@iiaba.net 800.221.7917 x 5360



FRONT DESK/RECEPTIONIST WANTED

Boise agency looking for a receptionist and personal lines processor. Licensing not required initially, but preferred asap.

Bilingual in Spanish and English also preferred.

Contact Debbie Brown:
debbie@mseedfinancial.com

PRODUCER WANTED

Idaho Select Insurance is currently looking to bring on a new producer/agent. We reward our agents with high compensation rates and want to keep them motivated. We are a young and growing agency that wants to build a team atmosphere within the agency. The agency sells home, auto, life, and commercial insurance and is looking for licensed agents, with and without experience.

Contact Tony Ferguson:
tony@idselectins.com

Member Benefits

BIG "I" EDUCATION - WORKING FOR YOU

"What does the Big "I" do for us?" Running down the list of the obvious, IABA provides a national and state voice on important legislative topics critical to the insurance industry. And then there is the E&O program, Trusted Choice, InVEST, Best Practices to help agencies run more efficiently, as well as other very useful products and services to help agents do a better job for their clients. Let's not forget:

EDUCATION is a "must have" for everyone in every agency. Members have access to education that you could be using every day, the **BIG "I" VIRTUAL UNIVERSITY** aka **VU**.

- You and all your staff can receive the bi-monthly VUpoint newsletter that contains short, thought provoking articles on personal lines, commercial lines, agency management, sales and marketing, customer service, and technology topics, **FREE!**
- You could ask a question on just about any insurance technical, business or technology topic in the "Ask an Expert" service and get a real response from real insurance experts (over 45 of them!) within 48 hours (and often much quicker), **FREE!**
- The Insurance Research section has an ever-growing library of over 4,000 articles on commercial lines, personal lines, technology and agency management topics, all searchable by using keywords which will also pull up related articles, **FREE!**
- There is a section in Best Practices that allows you to input a few of your operational numbers and get a comparison of how your agency is stacked against the Best Practices agencies nationally, **FREE!**
- There is a Featured Resources content area which provides a collection of topic based articles and resources on Certificates of Insurance, the HO "Where You Reside" issue, Is Insurance A Commodity?, TRIA and VU consumer articles that your agency can use, share and republish, **FREE!**
- Along with those terrific benefits that are offered at no additional charge the VU experts present low-cost national webinars on technical topics that help keep staff up to date on form coverages and ways to amp the competitive advantage, all without leaving the office.

Visit the Big "I" Virtual University at independentagent.com/VU to use the "Ask an Expert" service and search for topics pertinent to your agency. Details on each webinar can be found under "Education & Events" or for questions, email virtualuniversity@iiba.net. Be sure to follow the VU on Twitter.com/BigIVU for breaking news and hot content updates.

DATA BREACH NOTIFICATION LAWS

Access Mintz Levin law firm's matrix of data breach notification laws by Joseph Doherty

The breach of protected data remains one of the top issues for independent agents and their clients. Businesses must not only work to prevent breaches, but also understand the patchwork of state laws that may apply in the event of a breach. In conjunction with the Mintz Levin law firm, the Big "I" Office of General Counsel has made available Mintz Levin's [matrix of data breach notification laws](#). This free member benefit provides a detailed summary of the data breach notification laws in the 47 states that have such laws. The Office of General Counsel thanks the Mintz Levin firm for providing permission to make the matrix available to Big "I" members. If you have questions about the matrix or data breach laws, contact [Joseph Doherty](#) or [Scott Kneeland](#).

RECEIVE YOUR BIG "I" MARKETS COMMISSIONS FASTER

Agents writing business through Big "I" Markets receive commission on their policies one of two ways:
 Quarterly (September, December, March and June) via paper check, or
 Monthly via Electronic Funds Transfer (EFT)

It's easy to register for EFT from the Big "I" Markets website. Note, only a user with System Admin or Organizational Admin roles can update your registration. Don't know who that is? Call Big "I" Markets at 703-647-7800.

1. Gather your banking and related information:
 - a. Bank account number and routing number
 - b. Tax ID (to be sure it hasn't changed from when you first registered for BIM)
 - c. Email address of the person to receive commission statements
2. Go to www.bigimarkets.com and click on 'Register/Update EFT Commission Deposits' - upper right screen.
3. Enter your user credentials and select 'Login'
 - a. Verify/Update agency info on the first page - Select 'Update' or 'Next'
 - b. Verify/Enter Federal Tax ID and related questions on Step 2
 - c. Enter information indicated under EFT Information
 - d. Select 'Next' to save



You may exit the online registration after this step and your EFT sign up will be complete. However, we encourage you to continue and verify all of the information for your agency, including adding any new users.

Please note, no money is drafted from your account for return commission as that is handled via a paper invoice mailed to your agency. So, they'll put money in but not take money out. We know security of your information is a primary concern. Big "I" Markets uses secure socket layer (SSL) protocol to secure the information exchanged between the server and browser. SSL encrypts the data before it is sent over the Internet and decrypts at the server side. Standard security protocols are being used to protect your data on the BIM server. For questions, concerns or require technical assistance, please contact bigimarkets@iiaba.net or 703-647-7800.

