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17th Annual Summit Program Book

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TARGET MARKETS
Program Administrators Association

3411 Silverside Road, Baynard Building, Suite 100, Wilmington, DE 19810

1-877-347-5700 • www.targetmarkets.com

Welcome to Scottsdale and our 17th Annual Summit!

It's hard to imagine a more interesting and dynamic time to be in the insurance business. The market forces of competition, capital and technology are driving an increasing pace of change which continues to create opportunities to find new and better ways to help our customers manage risk. And what better way to meet those needs than being in the program business!

For 16 years, Target Markets has been helping program administrators manage risks and challenges by providing unparalleled networking opportunities, introduction and access to program markets and industry vendors, marketing services, opportunities for recognition and professional growth through the Best Practices Designation and Target University, conference workshops and town hall meetings focused on the day-to-day management of your program operation, and exposure to keynote speakers that provide insightful perspectives about the world around us and much, much more.

Our 17th Annual Summit continues the Target Markets tradition of providing a valuable experience for you, our members. Starting with our Industry Keynote Speaker, Steven DeCarlo, the well-known and respected CEO of AmWINS Group, Inc., the largest wholesale/specialty distributor of property & casualty insurance products, to our 2 ½ days of networking opportunities, seven workshops and panels, trade show, evening receptions, and the compelling story of Shuttle Commander Captain Mark Kelly; this year's Summit will be another great opportunity to learn and grow, both personally and professionally.

On behalf of the TMPAA Advisory Board and Staff, welcome to our Annual Summit. If we can be of any assistance in helping you to maximize the value of your participation as a member of the TMPAA, I encourage you to let us know.

Best wishes for a productive Target Markets Summit!

Regards,

Tony Campisi

Tony Campisi, TMPAA Advisory Board President
President/CEO, Glatfelter Insurance Group

ONLY ONE APP TO DOWNLOAD FOR BOTH ANNUAL MEETINGS

17th Annual Summit App

Get it on your phone or tablet!

Download

1. Scan the QR code to download or search “TMPAA” in app store.
2. Install the Target Markets Meetings app (if not aleady on your device from the 2017 Mid-Year Meeting).
3. Open the app and select the 17th Annual Summit event to sign in.

USERNAME: Meeting registration email **PASSWORD:** 17summit

Features

The Summit mobile app provides the resources you need to *get business done*!

My Profile *start here - help other attendees recognize you by adding a photo*

Activity Feed *stay on top of what’s taking place every time you open the app*

Agenda *plan your meeting by adding events to “My Schedule”*

Attendees *view contact details and correspond with other members in seconds*

Carrier Search *full access to the CSP, no additional sign in required*

Vendors *view by category and save profiles to the “My Vendors” folder*

Sponsors *check out the Gold, Silver and Bronze level supporters*

Speakers *get familiar with all the meeting presenters*

Tradeshow Map *see where you can meet exhibiting vendors*

Surveys *let us know what you think of our programming - respond after each session*

Info Booth *wifi details, local area/dining info, TMPAA staff and more*

Venue *locate events throughout the meeting by accessing the hotel map*

Documents *Program Carrier Checklist, Executive Summary, White Papers, etc.*

Twitter *use this in-app option to follow and post #17TMPAASummit updates on Twitter*

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TARGET MARKETS
Program Administrators Association

17th Annual Summit

October 16-18 | Scottsdale, AZ

AGENDA

Sunday, October 15

1:00 PM	**TMPAA Charities Networking Golf Tournament** - *sponsored by Rough Notes*

Monday, October 16

8:00 AM	**Registration Opens**
8:00 AM	**Networking Lounge Opens** - *sponsored by Allianz Global Corporate & Specialty*
8:30-10:30 AM	**Continental Breakfast** - *sponsored by Great American Insurance*
11:00 AM	**Trade Show Opens** - *sponsored by NetRate*
12:00 PM	**Networking Lunch** - *sponsored by ValueMomentum, Inc.*
2:00-3:00 PM	**State of Program Business Study Results Presentation**
4:00-5:00 PM	***INDUSTRY SPEAKER*** **Steven DeCarlo, CEO, AmWINS Group, Inc.**
5:00-6:30 PM	**Welcome Reception** - *sponsored by Hudson Insurance*

Tuesday, October 17

7:00 AM	**Networking Breakfast** - *sponsored by Broadspire/Crawford*
8:00 AM	**Networking Lounge & Trade Show Open**
8:30 AM	**General Session: Announcements/Best Practice Awards** ***KEYNOTE SPEAKER*** **Captain Mark Kelly** - *sponsored by Zurich*
10:30 AM-12:00 PM	**Lloyd's Open House** - *sponsored by Lloyd's*
10:30 AM-5:00 PM	**Carrier Networking Lounge Open** - *sponsored by Great American Insurance*
12:00 PM	**Networking Lunch** - *sponsored by Old Republic Specialty Insurance Underwriters*
4:00-5:00 PM	**Workshop: New Program Development - Market Interest & Expectations**
5:00-6:30 PM	**Networking Reception** - *sponsored by Sedgwick Claims Management*
9:00-11:30 PM	**TMPAA Charities Casino Night** - *presented by York Programs*

Wednesday, October 18

7:00 AM	**Networking Breakfast** - *sponsored by NARS*
8:00-9:30 AM	**General Session: Announcements/CPLs/InsurTech Panel** ***InsurTech Dilemma: The Accelerating Change of the Insurance Landscape*** - *sponsored by AAIS*
10:00 AM	**Workshop: PA Contracts - It's only your financial future at stake!**
10:00 AM	**Workshop: Grow your program and bottom line with Fac placement**
11:30 AM	**Box Lunch**


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BMS is an independent and employee-owned specialist Lloyd's Broker, established for more than 35 years. We immerse ourselves in our clients' business, working in partnership to add value and deliver growth.
Contact Dawnmarie Black on +1 978-760-3877, email dawnmarie.black@bmsgroup.com or find out more at www.bmsgroup.com

17th Annual TMPAA Summit

POWER & Potential

Keynote Speaker:

Captain Mark Kelly

Tuesday, October 17
8:30 AM

Kierland Ballroom

NASA space mission commander and American hero Captain Mark Kelly demonstrates how focus, dedication and persistence can help you tap into your potential to succeed in any competitive setting.

With an extraordinary career of service to our military, our nation and humanity, Mark has secured his place in history as a role model, modern-day pioneer, and leader of distinction. Together with his identical twin brother, Scott, he has laid the groundwork for the future of space exploration as the subjects of an unprecedented NASA study on how space affects the human body.

Mark captivates audiences with lessons learned from his extensive travels and experiences in the Navy, outer space and on the ground. From leading teams in some of the most dynamic environments imaginable, to the thrill of spaceflight, and the recovery and resilience of his wife Gabrielle Giffords, he reveals the foundations for success so you can accomplish your mission in life and work.

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ZURICH®

Industry Speaker: **Steven DeCarlo**

Monday, October 16
4:00 PM
Trailblazer C

M. Steven DeCarlo has served as chief executive officer of AmWINS Group, Inc. and a member of the AmWINS board of directors since December 2000. DeCarlo began his career with Crum & Forster and later joined The London Agency (today part of Chubb) as its chief financial officer. DeCarlo was a founding partner of Royal Specialty Underwriting (RSUI), serving as executive vice president and chief financial officer and later becoming senior vice president of Royal & SunAlliance USA. In 2009, DeCarlo received Ernst & Young LLC's prestigious Entrepreneur of the Year® award in the Carolinas for the financial services category.

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AmWINS® Group, Inc.


Munich RE
100
Igniting the Future
of Innovation in
Risk Management

The Accelerating Change of the Insurance Landscape

Wednesday, October 18 | 8:00 AM | Kierland Ballroom

Alex Tsetsenekos
Archimedes Analytics LLC
(Moderator)

Ty Sagalow
Former Chief Insurance Officer,
Lemonade

Tim McDermott
Munich Re Digital Partners

Assaf Wand
CEO, Hippo Insurance

Seth Simon
Head of Claims,
Slice Insurance

With the changing landscape of the insurance industry fueled by new technology, additional capital and the reimaged approaches to the customer, what are the near-term and long-term impacts to Program Administrators. Our panelists will provide insights into the evolution of the customer experience, life cycle management, claims administration and the technology impact of the value proposition for customers and distributors.

- Where is InsurTech actively changing the insurance Value Chain?
- What opportunities does this create for the Programs space?
- What risks does InsurTech create for the Programs space?
- What are key InsurTech impacts to distribution?
- What do the next 3-5 years look like?

Sponsored by

AAIS
Member Focused Advisory Solutions

QBE is one of the leading writers of Program Business in the U.S. with over **$1 billion** in-force annual premium

We partner with the most accomplished Program Administrators who demonstrate niche expertise, established distribution and a track record of profitable results. We have a broad class appetite and the ability to provide multiple lines of coverage for each program, including specialty solutions such as A&H, Aviation and Professional Liability.

Proud Sponsor of Target Markets

Why QBE Programs

- Write business in all 50 states
- Admitted/non-admitted flexibility
- Partners participate in Program Profitability
- Recruit and retain some of the industry's most talented program business professionals – underwriting is in our DNA
- Strong financial position – rated "A+" by Standard & Poor's and "A" (Excellent) by A.M. Best.*

Learn more

P&C Programs
Glenn Skrynecki • glenn.skrynecki@us.qbe.com

Specialty Programs
Erin Fry • erin.fry@us.qbe.com

* For ratings guidelines and the latest information, access ambest.com and standardandpoors.com.

Lloyd's Open House

Tuesday, October 17 • 10:30 AM – Noon
Trailblazer B

Lloyd's Open House is scheduled to follow the Tuesday General Session.

- Representatives from 13 Lloyd's Syndicates
- Market finding assistance for all types of programs including small and start up programs
- Information about the London Marketplace and becoming a coverholder

Representatives from Lloyd's America and Tysers will be present to support your inquiries.

Sponsored by

LLOYD'S

Connect with 60+ TMPAA Program Carriers

Carrier Networking Lounge – Trailblazer C, D, & E

10:30 AM – 5:00 PM

Monday, October 16

State of Program Business Study Presentation

2:00 PM – Trailblazer B

Moderator: Christopher Pesce, Maritime Program Group

Jack Russell, Allianz

Scott Hanson, AmRisc

Tom Wallace, Tokio Marine Kiln

Dynamic, fast-paced presentation of major benchmarking areas explored in the 2017 State of Program Business Study. The presentation will be moderated by one of your program administrator peers with a panel of experts to comment on each of the benchmarked topics.

Executive Summary of the 2017 State of Program Business Study will be made available at the presentation.

Tuesday, October 17

New Program Development – Market Interest and Expectations

4:00 PM – Trailblazer B

Richard Hodge, Tysers

Dawnmarie Black, BMS Re US

Ken Robinette, Bellingham Underwriters

Whether you are an existing program manager looking to add new programs to your product suite, or a specialty wholesaler/retail agent looking to create a new program, this workshop will be useful to you.

This workshop will address the following:

- Business classes and niches of greatest interest to markets
- Minimum first year premium requirements
- Data collection and system expectations
- MGA/Carrier contract basics
- Marketing and distribution plans

Panel features experts that can discuss the US market and Lloyd's of London.

Wednesday, October 18

PA Contracts: It's Only Your Financial Future at Stake!

10:00 AM – Trailblazer A

Greg Thompson, Markel

Sean Coleman, AIG

John Colis, Euclid Program Managers

As the insurance industry changes with new capacity and technology, and as Program Administrator valuations soar, the risks and rewards contained in contract language have risen for both PAs and Carriers. This workshop will explore the critical elements of these contracts from both the PA and Carrier perspectives, and factor in a few new elements that both parties should consider.

Attendees should expect to gain valuable insight regarding the key elements of these contracts, the legal basis of the Carrier/Agency relationship and other important aspects to consider during the contract negotiation process.

- Ownership of Records and Expirations
- Exclusivity
- Ownership of Claims Data
- Negotiating Terms: Commission, Payment, Fees, etc.
- Termination
- Suspension
- Segregated Funds
- Carrier vs. PA systems
- Financial Guarantees to Carrier
- Audits
- Run-Off-Provisions

Administrators and Carriers are encouraged to bring their questions and experiences to share and discuss.

Wednesday, October 18

Grow Your Program and Bottom Line with Fac Placement

10:00 AM –Trailblazer B

Dawnmarie Black, BMS Re US

John Willemsen, Arch Re

Dan Shea, Arch Re

Laura Hunt, Everset Re

Does your program allow for limits outside of your authority? Does your program manager need access to limits you can't offer? In this session, you will understand the fundamentals of placing facultative reinsurance from both a property and casualty perspective. Viewpoints from the brokerage and carrier communities will be expressed in this informative session.

You will learn how to use facultative reinsurance to:

- Expand your limits in multiples
- Carve out uncomfortable exposures and learn about them in the process
- Write accounts outside of current guidelines/expand your territory to states you are currently unable to offer Cat coverage
- Provide financial stability to your carrier and program

17th Annual TMPAA Summit

Scottsdale, AZ

October 16-18, 2017

PRESENTERS

Roger Bickmore

Tokio Marine Kiln

Roger Bickmore is Group Strategic Development Director at Tokio Marine Kiln. He joined Kiln in August 2006 as Business Development Director. With 30 years of experience in the insurance industry, he has held a number of senior management roles in the London Market, in Continental Europe and Asia. He commenced his career at RSA, initially as a financial products underwriter before managing their reinsurance operation in Singapore and European global risk managed division based in Rotterdam. Roger then switched to Lloyd's spending a year leading a project team working to liberalise distribution for the Corporation before joining Aon to head up their group of specialist underwriting agencies. With a career background in the underwriting and distribution of specialist classes of insurance and reinsurance and a regular commentator on industry issues, Roger is passionate about keeping the risk transfer business relevant.

Dawnmarie Black

BMS Re US

Dawnmarie Black joined BMS Risk Solutions Ltd., in April 2014 as Senior Vice President. In this capacity, she partners with BMS Re US to assist brokers in the development of new facultative ideas and solutions for reinsurance clients. She also supports the development of program and MGA opportunities in this sector of the market. Dawnmarie brings to BMS more than 24 years of experience within multiple segments of the insurance industry. She is an accomplished leader/producer with extensive broking and underwriting background. Dawnmarie began her career as a trainee in the energy division of Chubb Insurance before she moved into the International Division of Lexington Insurance. Dawnmarie then transitioned into global facultative reinsurance, where she spent the next 11 years focused on property facultative reinsurance within the broking sector. Prior to joining BMS she served at the Ascot Syndicate where she had the opportunity to sharpen her underwriting skills as well as help to drive growth within the U.S. in the MGA space.

PRESENTERS

Sean Coleman

AIG

Sean Coleman is Vice President and Division Counsel of AIG Programs and the lead attorney for AIG Special Risks. Sean also lawyers Lexington Insurance Company's marketing group and is part of the AIG Intellectual Property Working Group and Social Media Working Group. Additionally, he was the coach for the winning team in the 2014 Lexington Innovation Bootcamp, an AIG initiative designed to help incubate ideas for new products. Sean joined AIG in 2002 as a staff attorney at Lexington and has held several positions of increasing responsibility over the years. Before joining AIG, Sean served as Assistant General Counsel for a subsidiary of Tufts Health Plans specializing in managed care. Prior to that, he was a social worker in Massachusetts. Sean has been an Adjunct Professor of Government at Eastern Nazarene College since 1999. Sean graduated Suffolk University Law School and received his B.A. in English, summa cum laude, from Eastern Nazarene College.

Laura Hunt

Everest Re

Laura is a Vice President and is the Head of Domestic Casualty and Professional Facultative Liability Division for Everest Reinsurance Company. She has been in this role for the past seven years and is responsible for five offices and a consistent team of highly respected underwriters. Her division includes individual facultative risks and automatic facultative programs. Under Laura's leadership her division has more than quadrupled to $90M in annualized premium. She is broadly considered to be one of the brightest minds in the facultative reinsurance marketplace. She has been with Everest Reinsurance for 20+ years. Other positions include underwriting for the casualty/professional treaty department. Laura started her career with The Hartford before moving on to reinsurance. She is an alum of Ohio University where she received a Bachelor in Finance & International Business.

John Colis

Euclid Program Managers

John Colis is the President and CEO of Euclid Insurance Services, Inc. Euclid operates as a program administrator for specialty property casualty insurance programs as well as a general agency involved in the sales of various employee benefit products. In all cases, Euclid receives its business from insurance agencies and wholesale brokers. The firm does business in all fifty states and has 90 employees. Euclid was founded by Peter G. Colis in 1952 as a retail insurance agency. John joined his father after working in the reinsurance and program insurance business. Prior to joining Euclid, he spent time in London as a broker at Lloyds, at General Reinsurance Corporation and at Aon Risk Services. John is a two-time graduate of Northwestern University having received his Bachelors of Arts Degree in 1979 and his MBA from Northwestern's Kellogg Graduate School of Management in 1983.

Tim McDermott

Munich Re Digital Partners

Tim McDermott, CPCU, ARe, is a Multiline Underwriter and Product Manager for Munich Re Digital Partners, a global venture designed to develop innovative propositions with digital insurance start-ups and digital verticals. Tim is responsible for managing the product development, underwriting, growth, and profitability of various commercial insurance portfolios. Previously, Tim was an Insurance Programs Underwriter in Munich Re's Specialty Markets Division where he held similar responsibilities for the large broker and bank-owned PA/MGA client group. His underwriting experience extends across several classes and lines of business, including commercial property, general liability, auto liability, workers compensation, and professional liability. Tim earned a Bachelor's Degree in Risk Management & Insurance from Temple University. He is a native of Philadelphia and currently lives in Langhorne, PA. He is active in his community and serves on the board of directors of a local non-profit organization.

Scott Hanson

AmRisc, LLC

Scott Hanson, Chief Capacity Officer and Division President for the National Account Division has a B.S. degree in Chemical Engineering from University of Texas A&M with Professional Engineering, CPCU and ARM designations. Scott has over 25 years' experience in the industry which includes seven years as a Loss Prevention Specialist at Factory Mutual Engineering before joining CIGNA and moving to the rank of Account Executive Underwriter. From there, Scott spent five years in Bermuda with XL Capital as Director of Energy, then three years as Chief Property Underwriter for G.E. Insurance in Kansas City. In 2003, Scott helped found Aspen Specialty (E&S) in Boston before moving to AmRisc in 2007.

Christopher Pesce

Maritime Program Group

Prior to forming Maritime Program Group, Chris worked extensively for Maritime General Agency, starting as an intern while completing his bachelor degree at Saint Joseph's College in NY. He took over as Maritime General Agency's General Manager in 1997 and moved the operations to the current headquarters in Connecticut. In 2009, Chris managed the strategic acquisition of Marine MGA based in Manchester, NH, and in 2010 turned his focus to rebranding the companies and programs under the new name of Maritime Program Group. Chris is an active member of the insurance community. He currently serves on the Producer Council for the American Institute of Marine Underwriters and teaches continuing education classes about Marine Insurance throughout the country. In the past, he served on the Executive Committee for the Independent Insurance Agents Association of CT and was Chairman of the Young Agents Committee.

Richard Hodge

Tysers

Richard Hodge is a Director of the North American and International Property and Casualty Division at Tysers in London. He specializes in putting together Property and Casualty delegated underwriting facilities for US Program Managers and Managing General Agents. He has over 20 years of experience, beginning his career in 1990 placing International Accident and Health business. Richard began working with Target Markets members in 2006 during his employment at Rattner MacKenzie and continued doing so after his move to Tysers in 2010 and was appointed to the Board of Directors of TMPAA in 2015.

Ken Robinette

Bellingham Underwriters

Ken Robinette started his insurance career in 1980 in the Portland Branch of the United Pacific Insurance Company as a Commercial Property/Casualty Underwriter trainee. Within three years Ken had become a Senior Underwriter and later assumed the role as head of Special Risk Underwriting for the west coast. In January 1984, Ken was asked to join a startup Underwriting Management firm named Mattei-Webber, Inc in Seattle, WA and assumed the role of designing, building and managing new programs. In the 13 years at Mattei, Ken built and managed many successful programs. In 1996, Ken started a new program facility for Swett & Crawford, Inc. Ken opened for business in 1997 and built a book of Transportation business which grew to $40,000,000. In 2005/2006 Ken reached an agreement with Swett & Crawford and purchased the office making the new firm Bellingham Underwriters, Inc. Ken has since sold Bellingham Underwriters to Arrowhead General Insurance Agency but continues in his role as President of Bellingham Underwriters. Over the past several years, Ken has provided educational workshops for the TMPAA on topics including Program Management, Proposals, Market Finding and Predictive Analytics.

Jack Russell
Allianz

Jack Russell is the Head of Program Sales at Allianz in North America. Allianz recently appointed Russ to this post in its efforts to double its size in the program niche in the next five years. He joined Allianz in 2000 as VP of Sales & Marketing and later built a start-up, Fireman's Fund Specialty Programs Division in 2005. The Specialty Programs Division grew profitably to $255 million sales in three years. In 2009, Russ moved to AGCS and built a Distribution Management practice for the global company. In his Distribution role, he increased Allianz's market share with the Top 100 brokers in the USA. He designed a successful broker loyalty program, Sapphire. He also built an elite broker advisory group, NBC (Nat'l Broker Council) that includes over 40 brokerage firm CEOs from across the U.S.

Russ is a past member of the TMPAA Carrier Committee and has also served on the Advisory Board of the American Society of Association Executives. He graduated cum laude, B.S., Economics, Virginia Commonwealth University and later completed CPD executive development programs in Industrial Marketing at The Wharton School and in Trade Association Management at Georgetown University.

Greg Thompson
Markel Specialty

Greg Thompson, CPCU, ARM, CPL graduated cum laude from Washington and Lee University in 1973 and obtained an MBA at the University of Virginia's Darden School in 1975. Greg served on the faculty of the European Institute of Business Administration (INSEAD) in Fontainebleau, France for several years before joining Marsh & McLennan. In 1979, Greg and his father founded THOMCO. Over a period of 30+ years, Greg built THOMCO from a fledgling wholesale operation to a Program Administrator writing $170M in annual premium with over 15 national programs. Greg is a former President and current Board member of the TMPAA as well as Dean of Target University. In 2012, THOMCO was sold to Markel and Greg was promoted to President of Markel Specialty. Effective April 2015, Greg a Senior Managing Executive at Markel focused on program business. Greg has earned the CPCU, ARM and CPL designations and has been the author of numerous articles in a variety of industry publications.

Ty Sagalow
Founding Member, Lemonade

Ty Sagalow is a founding member of Lemonade. Initiated in 2015, Lemonade is the first licensed and regulated InsureTech insurance company in the United States. Lemonade offers homeowners and renters insurance powered by artificial intelligence and behavioral economics. On July 1, 2017, Ty retired from his position as Chief Insurance Officer of Lemonade but continues as a board member of the Lemonade Insurance Company and regularly advises other companies in the Fintech/InsurTech space.

Ty is a 36-year senior insurance executive veteran. Most of his career was spent at AIG where over a 25-year period he held various positions including Chief Underwriting Officer and General Counsel of AIG Executive Liability (D&O, E&O), Chief Operating Officer of AIG eBusiness Risk Solutions (Cyber insurance) and President of AIG Product Development. Following AIG, he was Chief Innovation Officer of Zurich North American and Chief Innovation Officer of Tower Group. Immediately prior to Lemonade, Ty founded Innovation Insurance Group, LLC, a premier consulting firm to the insurance industry.

Ty is considered on the world's experts in innovation in the insurance industry having been credited with creating various insurance products. He is also the host of the series Innovations in Insurance with Ty Sagalow and What's New in Insurance. For the past two years, he has been a frequent speaker on InsureTech issues and insurance innovation. Ty is a cum laude graduate of Georgetown University Law Center and holds a LLM (Master of Laws) from New York University Law School.

Alex Tsetsenekos
Archimedes Analytics LLC

Alex is the founder of Archimedes Analytics LLC, a firm that provides insurance, data and technology consulting services throughout the insurance value chain. Prior to starting Archimedes, he spent 19 years with various insurance carriers and 3rd party providers in a variety of leadership positions in the areas of distribution, product management, underwriting, data management, strategy, system implementation & operations management. Alex received his Bachelor of Science in Business Administration from Boston University and his Masters in Business Administration from Northeastern University.

Dan Shea
Arch Re

Daniel Shea, Underwriting Director for Arch Re Property Facultative has a B.S. in Mechanical Engineering and an M.S in Fire Protection Engineering from Worcester Polytechnic Institute. Dan has over 20 years of experience in the industry beginning as a loss control consultant for CV Starr and AIG Global Marine and Energy before moving into a Property Underwriter role focusing on high hazard and energy risks. From there, Dan moved to the role of Vice President of Underwriting with Swiss Re Property Fac in Boston. In 2008, Dan joined Arch Re Facultative as an Underwriting Director for the Southeast Region based in Atlanta.

Assaf Wand
Hippo Insurance

Assaf is the CEO and Co-founder of Hippo, a Mountain View startup that is reinventing home insurance. Prior to founding Hippo, Assaf was the Founder and CEO of Sabi, which designed and produced elegant everyday products for the senior community. Sabi was acquired by Uribo in 2015. Before that, Assaf held several executive positions including SVP of Corporate Development and Chief Strategy and Business Development Officer at Foris Telecom and prior to that was a consultant with McKinsey and Company.

He holds an MBA from the University of Chicago Graduate School of Business and a BA in Finance and Entrepreneurship from IDC Herzliya.

Seth Simon
Slice Insurance Technologies

Seth Simon is Director of Claims for Slice Insurance Technologies, a New York based insurance startup providing insurance for sharing economy risks including homeshare and rideshare. For 20 years, he has held Claims and Training leadership roles with State Farm, AIG and Chubb with a focus on personal home and auto risks and the special needs of high net worth customers. Seth leads insurance teams by cultivating an understanding of insurance products and the importance of delivering exceptional customer service. He regularly lectures to international audiences on insurance topics and holds Bachelors and Masters Degrees in the Sciences from City University of NY as well as AIC, CPCU, broker and adjuster certifications.

John Willemsen
Arch Re

John Willemsen is Managing Director - Insurance & Reinsurance Programs at Arch Re, responsible for fostering, developing, and maintaining Insurance Program business emanating from Program Administrator and Managing General Agent operations. John has an in-depth knowledge of insurance program distribution channels and technical expertise to develop profitable and durable client relationships. Prior to joining Arch in 2015, John was Vice President, Specialty Markets at Munich Re. He previously served as the principal of Advantage Risk Management Services, Inc. which provided public entity insurance on a primary, excess and reinsurance basis. He also held various management positions at Selective Insurance Co. of America, Metropolitan Life Insurance and Selected Risks Insurance. John is an alumni of Upsala College.

17th Annual
TMPAA Summit

POWER & Potential

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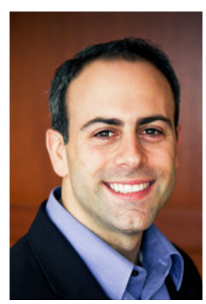

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Greg Thompson

Markel Specialty, Sr. Managing Executive – Programs

Glenn Clark

Rockwood Programs Inc., President

Ray Scotto, Executive Director
ray.scotto@targetmkts.com

Ray Scotto has been involved with Target Markets since attending the first Summit in October 2001. He was hired as the Executive Director of the Association in January 2002. Ray was instrumental in the development and implementation of several Association initiatives including the commercial website, Target Programs, the Program Administrator Best Practice Designation, Target University, and TMPAA Charities. Ray's management experience was gained in the public sector, serving as the administrator of a child abuse investigation unit in SE Pennsylvania for 22 years. He has also worked as an adjunct professor at West Chester University, PA. Ray holds a Masters Degree in Social Work.

Susanne Braconnier, Director of Convention and Accounting Services
susanne.braconnier@targetmkts.com

Prior to joining Target Markets, Susanne worked as an underwriting assistant for the EPLI department of Rockwood Programs. Previous industry experience includes State Farm Insurance Fire and Auto Claims, Marine Midland Bank Commercial Finance Division and AIG's Payroll Marketing Department. Susanne has been with Target Markets since January 2002.

Monica Elischer,
Director of Membership Development

monica.elischer@targetmkts.com

Prior to becoming a member of the Target Markets team, Monica worked the health and life arena through Aflac, and provided internet sales marketing at ByTheZip.com. She has held multiple positions in administration/sales throughout her career. Monica is currently responsible for enhancing the Association's Program Administrator membership base. She holds a bachelor degree in Marketing/Public Relations from Syracuse University.

Sarah Ayars,
Director of Marketing Communications

sarah.ayars@targetmkts.com

Sarah Ayars is responsible for Target Programs including electronic marketing, Outlet Center development and member support. She also carries out Association marketing initiatives, website/app development and maintains a social media presence. Sarah joined the Target Markets staff in June 2010. Previously, she was Communications Coordinator for Performance Marketing where she implemented marketing strategies for clients in a wide range of industries. She has a bachelor's degree in Advertising/Public Relations from The Pennsylvania State University.

Paige Ayars,
Marketing Assistant

In an effort to bring greater efficiency to the market-finding process for Association members, Target Markets now provides the Carrier Search Portal (CSP). The CSP was designed in response to members' need for better access to information about the program strategies of 60^+ carrier members The CSP allows you to search for for complementary markets using specific program characteristics and quickly identify your most likely program partners. A Market Profile is available for every carrier member of the group. Contact information and website links are all easily accessible. **We are excited to provide this resource for our members. During the 17th Annual Summit, access to the CSP is available in the mobile app, simply click on the Carrier Search menu item.**

TMPAA Carrier Members – View them all in the CSP

AIG

Aix Group

Allianz Global Corporate & Specialty (AGCS)

Allied World Insurance Co

American Southern Insurance Company

AmTrust Underwriters, Inc.

Antares Managing Agency Limited

Arch Insurance

Arch Re

Argo Group US

Ascot Underwriting Ltd

Aspen

Atrium Underwriters

AXIS Insurance

Beazley

Berkley

Berkshire Hathaway GUARD Insurance Companies

Brit Global Specialty

Chaucer Syndicates

CNA

DTW1991

Everest Insurance

FAIRCO

Falls Lake Insurance Companies

Fortegra

General Star Management

Great American Insurance Group

Hallmark Financial Services, Inc.

Hiscox USA

Hudson Insurance Group

IAT Insurance Group

International Insurance Company of Hannover SE

Ironshore Insurance Services LLC

Liberty Mutual Insurance Co.

Markel Programs

Maxum Specialty Insurance Group

Meadowbrook, Inc.

Mid-Continent Group

Mitsui Sumitomo Marine Management (USA), Inc.

Munich Re

Nationwide E & S/Specialty

Navigators Insurance Co

Old Republic Specialty Insurance Underwriters

One Beacon

Philadelphia Insurance Companies

ProSight Specialty

Protective Insurance

QBE North America

RenaissanceRe Syndicate Management Ltd.

RLI

SCOR Reinsurance Company

Sompo Canopius

State National Companies

Swiss Re Corporate Solutions

Tokio Marine Kiln

Topa Insurance Group

Travelers Insurance

Validus Specialty Underwriters/ Western World Insurance Group

Westchester Programs, A Chubb Company

WRB Underwriting

XL Catlin

Zurich

TARGET MARKETS
Program Administrators Association

CyberSecure

Following the Cyber Panel discussion at the Mid-Year Meeting, the Association partnered with Insure Learn (the engine behind Target University) to create an online employee training program designed to protect your business.

Product Overview

CyberSecure is a best-in-class, comprehensive online cyber security awareness education training program that focuses on reducing threats related to the most common cyber security threats in the workplace. The program design is benchmarked against competitive, top online cyber security training programs. The course curriculum includes 11 focused, bite-sized courses that range from 5 to 10 minutes seat time. CyberSecure is available on a per user subscription model and includes management reporting, cyber alerts, and ongoing course updates. A Simulated Phishing Platform will be added as a future enhancement along with recurrent testing.

Course Curriculum

CyberSecure course design includes an easy to use navigation shell, graphic animations, HD video, and professional voice talent narration. The learner is engaged through interactive decision-making exercises with immediate feedback to reinforce knowledge.

CyberSecure Course Curriculum (Estimated Total Seat Time: 1 Hour 15 Minutes)

- Intro to Cyber Security Awareness
- Protecting Against Identity Fraud
- Phishing – Don't Take the Bait!
- Computer Security
- Safe Public Wi-Fi
- Safe Web Use
- Protecting Your Personal Workspace
- Understanding and Recognizing Social Engineering
- Management Training Creating a Cyber Security Culture

A final exam includes T/F and multiple-choice questions that are randomized from the test question database. A certificate of completion is provided only upon successful completion of the entire curriculum and is stored electronically in PDF or HTML format. Courses can be accessed 24/7 on desktop computers and mobile devices.

CyberSecure will be available in January 2018. More information to follow.

Powered by insure learn

TARGET MARKETS

Best Practice Designation

One core element of the TMPAA mission is to promote excellence for this most elite segment of insurance intermediaries, Program Administrators/MGAs. Target Markets has developed a uniform protocol and criteria to evaluate Agency Member program business operations. Participation in a Best Practice evaluation will encourage applicants to review their current level of functionality, seek greater efficiencies in the way they currently conduct business. Ultimately, successful Best Practice candidates will be recognized by program business professionals as a “best in class” operation.

The TMPAA Best Practice Designation will not only benefit members through critical reviews and improvements in agency functionality but also enhanced market image, product promotion and recognition from their peers.

TARGET UNIVERSITY

Program Business Education

CPL (CERTIFIED PROGRAMS LEADER) DESIGNATION

The mission of Target University is to further promote Best Practices in program administration, enhance the status of Program Business in the insurance industry and recognize the specialized skill sets of Program Specialists. The University was developed through the efforts of the TMPAA Board and committee of TMPAA members who served as advisors on course development. Courses are taught by your program peers and professionals actively working in this industry segment.

TMPAA Members who complete and pass all 12 courses and have the prerequisite leadership history in program business are eligible to apply for the CPL (Certified Programs Leader) Designation. Approved applicants will be awarded the CPL Designation at either the Mid-Year or Summit meeting.

Hall of Fame

TARGET MARKETS

Best Practice Designation

AIA

AmRisc, LP

Ascinsure Specialty Risk
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Musical Instrument Insurance

Putting risk in its place
BrP BusinessRisk Partners

Coastal Insurance Underwriters

Euclid Program Managers

Distinguished. Programs

Glatfelter Insurance Group
A Tradition of Service, Founded on Trust.

ICC Innovative Coverage Concepts, LLC

GMI Insurance
Driven by Auto Expertise

New Empire Group

NIP programs

ProHostUSA
Restaurant Insurance Experts

SterlingRisk Programs

Synergy Professional Associates

U.S. Risk, Inc.
Access the Experts

US Assure

Venture Insurance Programs

Willis programs

Target University
Program Business Education

2017 MID-YEAR MEETING CPL RECIPIENTS

The Target Markets Program Administrator Association (TMPAA) recognized seven members for attaining the Certified Programs Leader (CPL) Designation during the 2017 Mid-Year Meeting in Arlington, VA. CPL Designation recipients included David Harnois, Poonam Kapoor, Kathleen Luther, Bonnie Muir, Joshua Cipri, Mark Steen and Moira Price.

Pictured: Greg Thompson, Target University Dean; Poonam Kapoor, Liberty Mutual; Kathleen Luther, Ironshore; Bonnie Muir, Old Republic; David Harnois, Affinity Club Underwriters; and Heidi Strommen, TMPAA Past President.

**See the complete list of CPL recipients on the TMPAA website.*

For assistance with Target University,
contact Monica Elischer, Director of Membership Development
at monica.elischer@targetmkts.com or (302) 268-1013.

Target University is produced in partnership with

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Email Ads ONLY

(no Outlet Center)

3 custom HTML ads	$2,800
6 custom HTML ads	$5,200
12 custom HTML ads	$9,600

Delivered to 100K agents nationwide (or agents in selected states)

Open/click reports including email addresses and states

CONTACT

Sarah Ayars (302) 268-1011
sarah.ayars@targetmkts.com

TargetPrograms.com

TMPAA Charities

Saint Joseph's University — Academy of Risk Management and Insurance

The Association is once again fundraising to support two student scholarships at St. Joseph's Academy of Risk Management and Insurance. The St. Joseph's program has shown great growth and development over the past several years and we would like to support their efforts to help bring new talent into our field.

Make a pledge of support at the ***Packages from Home*** table or the Target Markets Registration Desk.

"Packages from Home" *Initiative*

Your contributions continue to support the ***"Packages from Home"*** initiative, providing care packages and letters to our active duty men and women serving abroad. Take a few minutes during the meeting to participate in this effort. Look for the "Packages from Home" table outside the Trade Show!

Recent Individual Contributions

Bob Burke, Affordable Home Services, Inc.

Business Risk Partners

Wes Butcher, Atrium Underwriters

John Cunningham, Beacon Aviation Insurance Services

Bill Eck, EPG

Kevin Flack, Atrium Underwriters

Ben Francavilla, AmWINS

Terry Green, eSportsInsurance

Bill Mecklenburg, Alliant Specialty

Ray Scotto, TMPAA

Chuck Smith, Carnegie General

Calvin Sullivan, CM&F

Jay Sullivan, CM&F

Kathleen Turknette, AmWINS

Adam Weber, Irving Weber

Take Back the Pen

As a program manager, you need a partner who can simplify the complexities of insurance so that you can get to business. You need easy access to capacity and authority from a policy-issuing carrier in order to best serve your customers and achieve your growth goals.

Because you understand your markets better than anyone, you also don't need carriers telling you how to manage your book. That's why State National lets you **Take Back the Pen**. We understand how important independence is to program managers and, unlike other companies, we don't prescribe the way you need to do business. We provide a bridge to the capacity you need while allowing you to operate in the way that builds customer relationships and maximizes your own opportunity.

With State National's unparalleled flexibility, you can launch new programs quickly. Our nationwide licensing authority in multiple lines of business gives you access to a wide range of property and casualty products, programs, and markets through our three Program Services insurers.

Regain control of your business with State National's Program Services.

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National Specialty Insurance Company (NSIC)

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Financial Strength Rating A.M. BEST A Excellent

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TARGET MARKETS

Program Administrators Association

www.targetmarkets.com

Save the date:

2018 TMPAA Mid-Year Meeting

Baltimore Hilton • May 7-9, 2018

Keynote Speaker: Michael Lewis

Journalist and best-selling author of The Undoing Project, Flash Boys, Moneyball, and The Blind Side

A sharp observer of politics, finance, and the evolution of American culture, Michael Lewis combines keen insight with his signature wit, making him one of today's leading social commentators. Lewis' program takes a fresh, hard look at the ever-changing value systems that drive our economic markets, political landscapes, and cultural norms, and how organizations can adapt their thought strategies to facilitate growth among all three.

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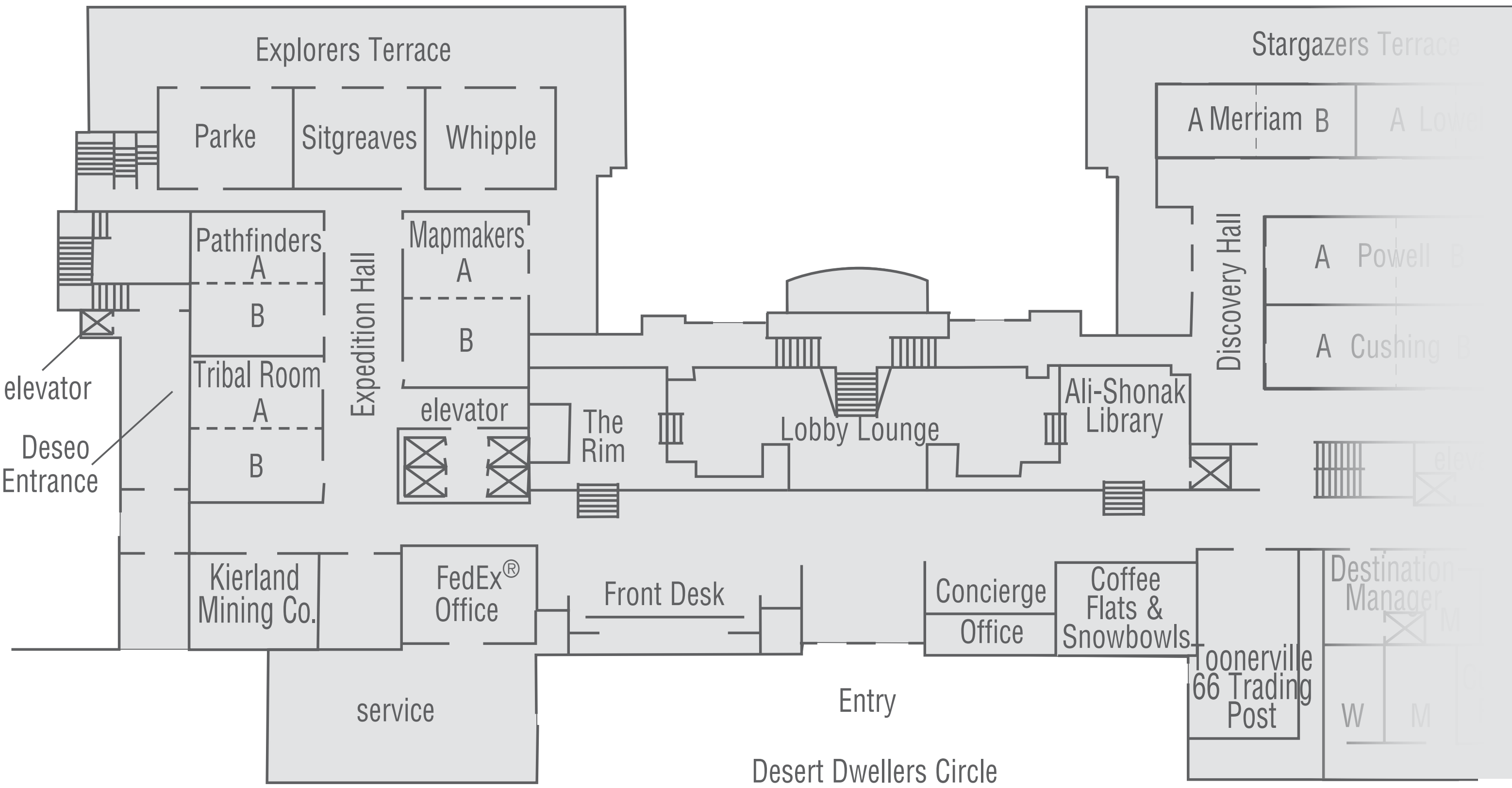
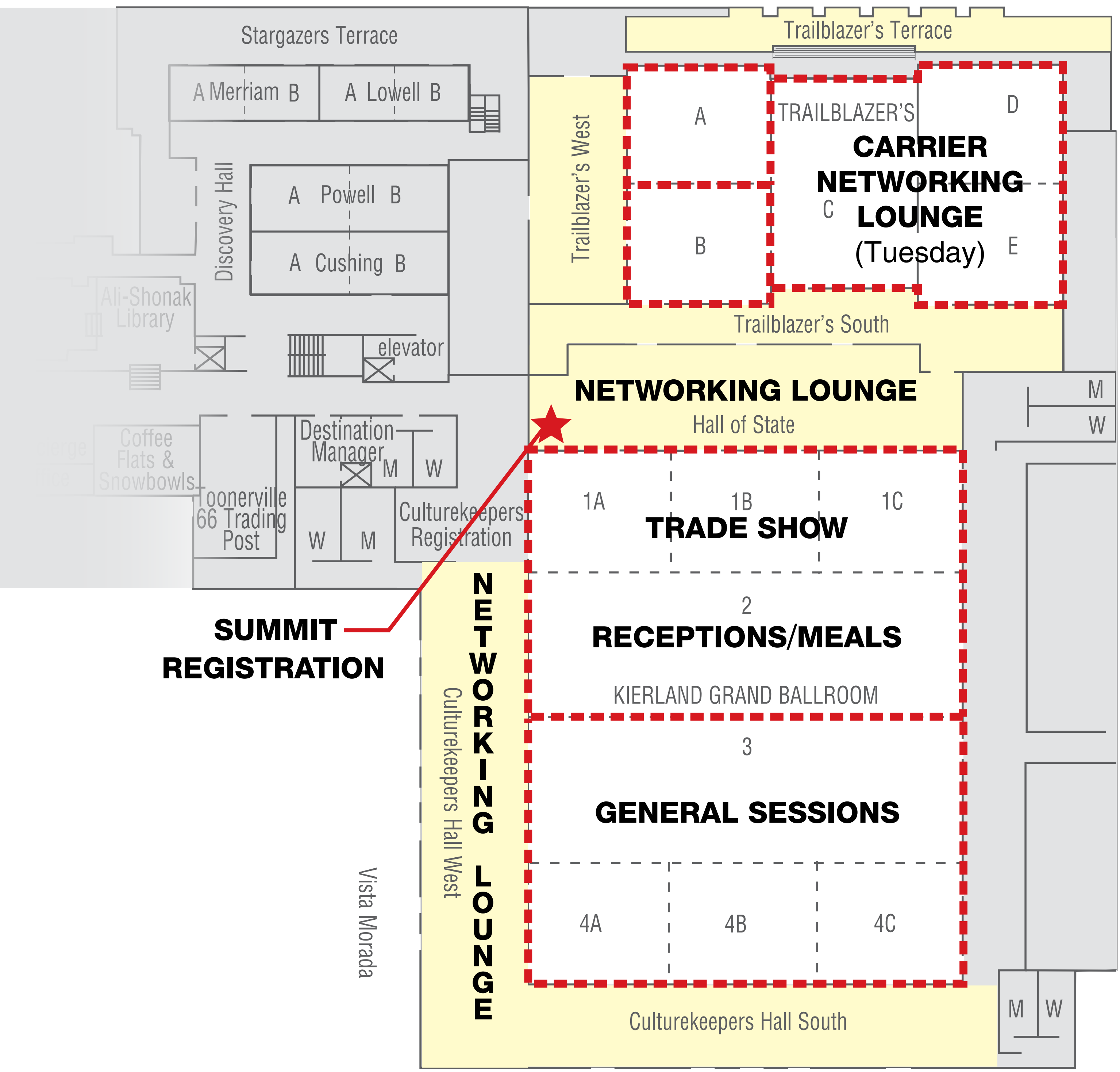


MONDAY
Trailblazer D & E - Additional Networking Tables
Trailblazer B - Program Business Study Results, 2:00 p.m.
Trailblazer C - Industry Speaker: Steven DeCarlo, 4:00 p.m.

TUESDAY
Trailblazer B - Lloyd's Open House, 10:30 a.m.-12:00 p.m.
- New Program Development Workshop, 4:00 p.m.

WEDNESDAY
Trailblazer A - PA Contracts Workshop, 10:00 a.m.
Trailblazer B - Fac Placement Workshop, 10:00 a.m.

Level 2 (Lobby Level)



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