Capital Ideas Monumental Value

- Workshops & Presentations
- Carrier Search Portal
- New TMPAA Charities Initiative
- 16th Annual Summit Announcement

2016 TMPAA Mid-Year Meeting

Representing the Best in Program Administration

April 18-20 • Crystal Gateway Marriott • Arlington, VA

ATTENDEES LIST INCLUDED

TARGET MARKETS

Program Administrators Association

Where Program Business Gets DONE

2016 TMPAA MID-YEAR MEETING • ARLINGTON, VA

ATTENDEES LIST INCLUDED

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2016 TMPAA Mid-Year Meeting 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 Arlington and our 2016 Mid-Year Meeting!

*Target Markets is celebrating **15 years of dedication** to the fastest growing segment of the commercial insurance marketplace: program business. Since 2001, we have been the only industry group dedicated exclusively to the unique challenges of program specialists. Though we have much to celebrate, the TMPAA is not one to rest on its laurels. Here are a few of our recent initiatives consistent with our goal of continuous improvement:*

- *Expanding the role of London markets to fill gaps for program start-ups and other unique program opportunities.*
- *Introducing the Carrier Search Portal to allow program administrator members to quickly search for complementary markets using specific program characteristics in order to identify the most likely partners at an earlier stage.*
- *Collaborating with St. John's School of Risk Management to expand our educational program beyond the 12-course offering of Target University.*

*Our keynote speaker, **Dr. Ben Bernanke**, is one of the nation's leading economic thinkers. Dr. Bernanke led the Federal Reserve during the financial crisis, recession and early years of recovery and he will no doubt have unique insights to share. Several of the workshops for this meeting focus on helping program administrators adapt to changes in the market and in technology. For example, Future State of the MGA and Program Business: Adapting, Embracing and Positioning for Change will highlight four game-changing influencers from outside the industry that will have a direct impact on our business. This is one of many excellent opportunities presented at this meeting to glean new information that will help inform your key business decisions.*

*Congratulations to TMPAA President-Elect, **Tony Campisi**, who will serve a two-year term as President beginning in January 2017. Tony knows our industry segment inside and out and his leadership will be a tremendous asset to the Association. On behalf of the Advisory Board and the TMPAA staff, I want to wish everyone a successful meeting!*

Heidi A Strommen

Heidi Strommen
President, ProHost USA
TMPAA President

2016 Mid-Year Meeting App

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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 *hotel map will help you locate events throughout the meeting*
Documents *Program Carrier Checklist, Executive Summary, White Papers, etc.*
SpeakOut *post messages about the Mid-Year with this in-app "chat"*
Social Media *follow #2016MidYear Twitter updates and access LinkedIn*

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TARGET MARKETS
Program Administrators Association℠

2016 MID-YEAR MEETING AGENDA

April 18-20 • Arlington, VA

Monday, April 18

8:00 a.m.	**Registration Table Opens**
8:00 a.m.	**Networking Lounge Opens**—*sponsored by Great American Insurance Group*
11:00 a.m.	**Trade Show Opens**—*sponsored by NetRate Systems*
12:00 p.m.	**Networking Lunch**—*sponsored by ValueMomentum, Inc.*
2:30–3:30 p.m.	**Workshop: Alternative Capital Markets in Program Business**
4:00–5:00 p.m.	**Program Administrator Town Hall**—*sponsored by Rough Notes*
5:00–6:30 p.m.	**Welcome Reception**—*sponsored by Hudson Insurance*

Tuesday, April 19

7:30 a.m.	**Networking Breakfast**—*sponsored by Western World Programs*
8:00 a.m.	**Networking Lounge Open**—*sponsored by Great American Insurance Group*
8:00 a.m.	**Trade Show Open**—*sponsored by NetRate Systems*
8:30 a.m.	**General Session—Association Announcements** ***Keynote Speaker:* Dr. Ben S. Bernanke**—*sponsored by York Programs & Wilson Elser*
10:30 a.m.	**Workshop: Future State of the MGA and Program Business**
12:00 p.m.	**Networking Lunch**—*sponsored by Western World Programs*
12:00 p.m.	**Women's Networking Lunch**—*sponsored by Allianz*
1:00–5:00 p.m.	**Carrier Meetings**—*sponsored by Travelers*
4:00–5:00 p.m.	**Workshop: Revisiting the Market Finding Process**
5:00–6:30 p.m.	**Networking Reception**—*sponsored by Tysers*

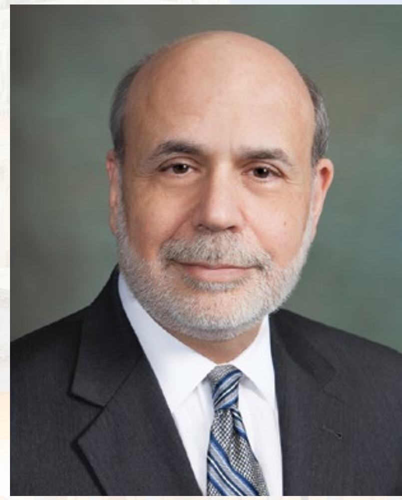
Wednesday, April 20

7:00 a.m.	**Networking Breakfast**—*sponsored by North American Risk Services (NARS)*
8:00 a.m.	**General Session—Announcements, CPL Presentation** ***Program Market Industry Panel:*** **Andrew Brooks, CEO, Ascot Underwriting Ltd.** **David Duclos, CEO, QBE North America** **Richie Whitt, President & Co-CEO, Markel**
10:00–11:00 a.m.	**Workshop: The Cloud and What It Means to You**
10:00–11:00 a.m.	**Workshop: Drafting and Enforcing Effective Non-Compete Agreements and Trade Secret Protections**
11:00 a.m.–12:00 p.m.	**Workshop: Maximizing the Power of LinkedIn for your Business**
11:00 a.m.–12:00 p.m.	**Workshop: Considerations/Contracts for Dealing with your Producer**
12:00 p.m.	**Networking Lunch**—*sponsored by BMS Intermediaries*

2016 TMPAA Mid-Year Meeting

Representing the Best in Program Administration

Keynote Speaker: Dr. Ben S. Bernanke



Dr. Ben S. Bernanke is a Distinguished Fellow in Residence with the Economic Studies Program at the Brookings Institution. From February 2006 through January 2014, he was Chairman of the Board of Governors of the Federal Reserve System. Dr. Bernanke also served as Chairman of the Federal Open Market Committee, the System's principal monetary policymaking body.

Before his appointment as Chairman, Dr. Bernanke was Chairman of the President's Council of Economic Advisers, from June 2005 to January 2006. He had already served the Federal Reserve System in several roles. He was a member of the Board of Governors of the Federal Reserve System from 2002 to 2005.

From 1994 to 1996, Dr. Bernanke was the Class of 1926 Professor of Economics and Public Affairs at Princeton University. He was the Howard Harrison and Gabrielle Snyder Beck Professor of Economics and Public Affairs and Chair of the Economics Department at the university from 1996 to 2002. Dr. Bernanke had been a Professor of Economics and Public Affairs at Princeton since 1985.

Before arriving at Princeton, Dr. Bernanke was an Associate Professor of Economics (1983-85) and an Assistant Professor of Economics (1979-83) at the Graduate School of Business at Stanford University. His teaching career also included serving as a Visiting Professor of Economics at New York University (1993) and at the Massachusetts Institute of Technology (1989-90).

Dr. Bernanke has published many articles on a wide variety of economic issues, including monetary policy and macroeconomics, and he is the author of several scholarly books and two textbooks. He has held a Guggenheim Fellowship and a Sloan Fellowship, and he is a Fellow of the Econometric Society and of the American Academy of Arts and Sciences. Dr. Bernanke served as the Director of the Monetary Economics Program of the National Bureau of Economic Research (NBER) and as a member of the NBER's Business Cycle Dating Committee. In July 2001, he was appointed Editor of the American Economic Review. Dr. Bernanke's work with civic and professional groups includes having served two terms as a member of the Montgomery Township (N.J.) Board of Education.

Dr. Bernanke was born in December 1953 in Augusta, Georgia, and grew up in Dillon, South Carolina. He received a B.A. in economics in 1975 from Harvard University (summa cum laude) and a Ph.D. in economics in 1979 from the Massachusetts Institute of Technology.

Dr. Bernanke is married and has two children.

Presentation moderator:
Richard Taketa, President & CEO, York Risk Services Group, Inc.

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Andrew Brooks, Ascot Underwriting Ltd.

Andrew Brooks is Chief Executive Officer of Ascot Underwriting Ltd. He joined Ascot at its inception in 2001 and was promoted to Chief Underwriting Officer in 2005 and Chief Executive Officer in 2008. He is ACII qualified and has over 30 years of insurance experience within the Lloyd's Market, starting out as a reinsurance broker before switching to underwriting in the late 1980's.

Andrew was instrumental in the Claims Transformation Programme at Lloyd's (sitting on the Board that oversaw the project) and, in 2012, was appointed to the Lloyd's Market Association Board. He continues to be heavily involved in supporting various Lloyd's projects.

David Duclos, QBE North America

David Duclos was appointed Chief Executive Officer of QBE's North American Operations in April 2013. Prior to joining QBE, David held various management positions at XL over an 8 year period, most notably as Chief Executive of Insurance in which he was responsible for all global operations.

David has over 35 years' experience in the insurance industry. He began his career at INA/CIGNA as an underwriter, where he spent 21 years, rising to a variety of branch, regional and national management roles. David also worked in senior level positions at Kemper Insurance for 3 years before joining XL.

David holds a Bachelor of Science in Business Administration from Eastern Illinois University and graduated from the Advanced Insurance Executive Education Program at the Wharton School of the University of Pennsylvania. He lives in Exton, PA with his wife Patty and they have two grown children who live in Philadelphia and Nashville.

Richie Whitt, Markel

Richard "Richie" R. Whitt is Co-Chief Executive Officer of Markel Corporation effective January 1, 2016. Mr. Whitt oversees the Company's International and Reinsurance divisions as well as the Underwriting, Finance, Actuarial, Information Technology, Legal and administrative functions. Prior to his promotion Mr. Whitt was Markel's President and Chief Financial Officer.

Mr. Whitt joined Markel in 1991 in finance and was promoted to Controller in 1994. He served in that role until 2001 when he assumed the position of Vice President, Treasurer and Controller. From 2003 to 2005, Mr. Whitt was Executive Vice President and Chief Administrative Officer of Markel's International operations. Then from 2005 to 2010, Mr. Whitt was Markel's Chief Financial Officer.

Mr. Whitt started with KPMG in their audit practice before joining Markel and holds the CPA and CPCU designations. He is a graduate of Virginia Tech where he earned a degree in Accounting and Information Systems.

His community activities include Board of Directors of the World Affairs Council of Greater Richmond; member of the Virginia Foundation for Independent Colleges Board of Trustees; and member of the Advisory Board for the Virginia Tech Department of Accounting and Information Systems.

Presentation moderator: Art Seifert, President, Glatfelter Program Managers

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If you would like to meet any of our delegates at the 2016 Mid-Year Meeting, please contact Richard Hodge.
(cell: +44 (0) 7971 501 732 • email: richard.hodge@tysers.com)

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Monday, April 18

Alternative Capital Markets in Program Business

2:30-3:30pm – Grand Ballroom B

Andrew Bustillo, BMS Intermediaries

This workshop will address the involvement of alternative capital markets in the insurance industry. We will examine the potential impact on both program managers and carriers, and the industry as a whole. Attendees can expect to hear these topics addressed:

- How much capacity is available in the capital markets and who are the investors?
- What are the different approaches and strategies the players pursue?
- What is the motivation of the sponsors and investors?
- What returns are investors expecting?
- How do they price for risk?
- How much long-term commitment is there to the insurance industry?
- Will they be here after the next Katrina? If so, why?
- Will this capital move out of insurance back into more traditional capital instruments when that market returns?
- How is this capital being distributed (collateralized reinsurance, reinsurance bonds, others)?

Program Administrator Town Hall Meeting: Lessons Learned

4:00-5:00pm – Grand Ballroom C

Moderator: Greg Thompson

Lori Windolf Crispo, RPS Bollinger

Tom Gillingham, EverGuard Insurance

Ward Stein, Greenwich Transportation Underwriters, Inc.

Winston Churchill defined success as "Going from one failure to another with no loss in enthusiasm." Successful Program Administrators all make mistakes and encounter difficult challenges in their journey. Ironically, what they learn from those difficulties and how they respond to them frequently contributes to their long range success. A panel of PAs will discuss how they created successful program operations using lessons learned from the errors they made and from the adversity that they encountered along the way.

Tuesday, April 19

Future State of the MGA and Program Business: Adapting, Embracing, and Positioning for Change

10:30-11:30am – Grand Ballroom E, F, G

Deb Smallwood, SMA Founder

The insurance industry is enthusiastically transforming and embracing the digital world. There are four game-changing influencers from outside the industry that will have a direct impact on the business of insurance, including program business. Attendees can expect to hear the latest SMA research and insights on the fundamental requirements every MGA must address on their individual transformation journey to becoming the Next-Gen MGA. Take this opportunity to broaden your understanding and awareness to the possibilities and impact on the insurance industry. This presentation will translate what is happening outside insurance that is distilling implications and possible disruption and define how MGAs will need to position to become a Next-Gen MGA. Topics of discussions will be what do MGAs need to do to adapt, embrace and position for change in customer needs and expectations; new market entries/ startups; emerging technologies; and the implications to the structure, process and technology data needs in the agent/MGA/carrier space.

Women's Networking Lunch – Vocal Empowerment for Women in Leadership

12:00pm – Grand Ballroom

Dr. Laura Sicola

You have the title, you have the expertise, but does your communication style – especially your vocal delivery – make you sound like a leader? Whether you are giving a formal presentation, facilitating a meeting, or holding a 1:1 conversation, you need the skills and confidence to know that you can deliver the right message in the right way to get the buy-in you need for the results you want. In this interactive session, Dr. Laura Sicola shares four pitfalls that sabotage your leadership voice. Join us to discover how they impact "the 3Cs" of vocal executive presence: Command the room, Connect with the audience and Close the deal.

Impress for Success – Revisiting the Market Finding Process

4:00-5:00pm – Jefferson Room

Dawnmarie Black, BMS Intermediaries

If you still have questions about developing a best practice program submission, don't miss this presentation! We will feature the current Association market finding resources and the new Carrier Search Portal so that you can learn how to use these valuable tools. In addition, we will review other available TM tools like the Program Carrier Checklist and the Program Executive Summary designed to organize information that markets need to see during the application process. Most importantly, we will answer your questions and provide tips on how to overcome the hurdles sometimes encountered during the carrier finding process. Please join us for this interactive and educational session.

Wednesday, April 20

The Cloud and What It Means to You

10:00-11:00am – Grand Ballroom D

Jonathan Victor, Oceanwide

The "cloud" is becoming more and more prevalent in both our businesses and at home. Every time we turn around, someone is offering something that we can access or store in the cloud. But what is it really? In this session you will learn about the cloud - what it is, how it's used and what the benefits are. Beyond that, we will discuss the security of data in the cloud and how you go about selecting a provider of cloud services for your business. You will hear about real world examples from Carriers, MGAs and PAs leveraging the cloud today. This session will be interactive with plenty of time left to answer your specific questions. Attendees will leave with:

- an understanding of how to select a cloud provider
- what to look for in a provider's Service Level Agreements
- how to assess cloud security
- best practices for migrating to the cloud
- benefits realized by colleagues based on real world examples

Attendees will also receive a Cloud Service Provider Evaluation Checklist which you can use as a guide to assist in the evaluation of a provider's maturity, experience and ability to effectively provide cloud-based services to your business while protecting your data.

To Compete or Not to Compete – Drafting and Enforcing Effective Non-Compete Agreements and Trade Secret Protections

10:00-11:00am – Grand Ballroom G

Michelle Arbitrio, Wilson Elser

Tori Levine, Wilson Elser

Protecting your agency's investment in developing a book of business is at the core of non-competition contracts between producers and agencies. Having an understanding about what will happen to the business when and if an agent leaves should be developed at the start of an employment relationship. Attendees at this workshop can expect to learn the basics of Non-Compete Agreements and understand the realities of enforcement. Specifics about drafting Non-Compete Agreements and Trade Secret Fundamentals will also be discussed.

Maximizing the Power of LinkedIn for your Business

11:00am-12:00pm – Grand Ballroom D

Richard Look, Vertibrands

This workshop will explore how your business can tap into and capitalize on the networking power of LinkedIn for talent management as well as content marketing and paid program promotion - what you need, what steps to take, and what tools to use.

Considerations/Contracts for Dealing with your Producer

11:00am-12:00pm – Grand Ballroom G

John Colis, Euclid Insurance Services

Attend this workshop to review the essentials that form the basis for a rewarding working relationship with your producer. Topics will include:

- Contract provisions/agreements that protect your business
- Account receivable management
- Knowing the agent's disaster recovery plan
- Agent E&O coverage
- Dealing with agent/broker bankruptcy

Michelle Arbitrio
Wilson Elser

Michelle Arbitrio, chair of Wilson Elser's national Specialty Professional Risks practice, is an accomplished attorney. Michelle litigates, tries and appeals complex professional, commercial, coverage, life insurance, ERISA and employment disputes in state and federal courts and defends securities arbitrations before the Financial Industry Regulatory Authority (FINRA). She takes particular pride in her skillful defense of those professionals for whom the need to manage potential exposure has never been greater, including insurance agents, real estate agents and mortgage brokers. Intimately familiar with the business of law, the business of insurance and the delicate calculus of balancing one against the other, Michelle commits herself to addressing the needs of in-house counsel, underwriters, brokers and other insurance professionals.

Dawnmarie Black
BMS Intermediaries

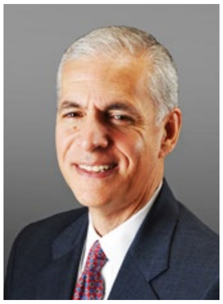
Dawnmarie joined BMS Risk Solutions Ltd. in 2014 as Senior Vice President. In this capacity she partners with BMS Intermediaries, Inc. to assist brokers in the development of new facultative ideas and solutions for reinsurance clients. She also supports the development of program and MGA opportunities 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. 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.

Andrew Bustillo
BMS Intermediaries

As President and Chief Executive Officer of BMS Intermediaries, Andrew Bustillo leads the development of U.S. business. He is a member of the Group Executive Committee and the Board of BMS Inc. Andrew is a proven executive in the reinsurance industry, with nearly 30 years of experience. Prior to joining BMS, Andrew ran RedBank Re, which he founded in 2009, providing advisory and reinsurance services to a range of clients. Prior to forming RedBank Re, Andrew was Executive Vice President and a member of the Executive Committee for Benfield Inc.'s U.S. operations. Before that, he held senior leadership roles at Guy Carpenter and EW Blanch. His career began in the underwriting community in 1985, with positions at M&G Re and Constitution Reinsurance Corporation, before he joined Aon Re and transitioned to the intermediary business in 1990. Andrew holds an MBA in Finance & International Business from NYU Stern School of Business, and graduated from Middlebury College with a BA in Economics and Spanish.

2016 TMPAA Mid-Year Meeting

Representing the Best in Program Administration



John Colis
Euclid Insurance Services, Inc.

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. 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 Lloyd's, General Reinsurance Corporation and 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.

Tom Gillingham
EverGuard Insurance Services

Tom Gillingham is a 19 year veteran in the commercial specialty program arena, with experience working at both carriers and program administrators. Tom is currently the CEO and co-owner of EverGuard Insurance Services, Inc., a Seattle based Program Administrator that specializes in the restaurant, bar and tavern niche. Prior to acquiring EverGuard, Tom was the CEO and owner of Gillingham & Associates, Inc. Tom sold Gillingham & Associates to Philadelphia Insurance Company in 2008, and remained on as President until 2010 to successfully oversee a smooth transition of the business. Tom graduated from Baylor University where he studied marketing and risk management. He has served in an advisory board capacity for philanthropic organizations and for the Colorado chapter of Young Presidents Organization (YPO).

Lori Crispo
RPS Bollinger

Lori joined Bollinger in 1985 and became the manager of the nationwide Sports Program in 1990. Currently, her primary role is to oversee the RPS Bollinger branch, comprised of the Golf, Sports, Camp and Health & Fitness Programs that have been specialty niches for RPS Bollinger for decades. Lori is responsible for all facets of the branch's operational, financial and sales management, and is instrumental in developing new products and services on behalf of these programs and the clients they serve. Lori earned a BA cum laude in History and French from Smith College (MA). She has served in numerous volunteer roles and has been named by Business Insurance as one of 50 "Women to Watch" in the industry.

Tori Levine
Wilson Elser

Tori Levine is a trial attorney with significant experience representing a broad range of clients in diverse industries, including manufacturers, suppliers, retailers, distributors, contractors and professional service providers. In all types of litigation, whether its product liability, mass tort, commercial litigation, e-discovery or privacy, Tori understands that in today's complex environment every client is faced with multiple challenges. To mitigate adverse effects, she assists in developing strategies to avoid litigation altogether or end it following investigation, all the while preparing for trial. In addition to maintaining an active practice in Texas and Oklahoma, Tori serves as national counsel in litigation, pre-suit investigations, and class actions and multidistrict litigation.

Richard Look
Vertibrands

Richard Look has marketing in his blood, literally. His grandfather founded William Jenkins Advertising in 1923 and he became the youngest president of the oldest Philadelphia ad agency in 1991, following his father's death. Richard has a solid background in the technology and pharmaceutical sectors, handling accounts for Hewlett-Packard, Novartis, Comcast Cellular, Johnson & Johnson (clinical labs) and SmithKline Beecham. Richard headed up account service groups within Kingswood Interactive and McAdams, Richman & Ong. A corporate-side stint with alternative risk consultant, Commonwealth Risk, started him on his path to becoming an insurance marketing specialist, then he joined Venture Programs, founded Vertibrands, and the rest is history.

Laura Sicola
Vocal Impact Productions

Dr. Laura Sicola is a leadership communication coach and the founder of Vocal Impact Productions in Philadelphia. Her mission is to help people develop their "Vocal Executive Presence," the ability to harness the power of the voice to master "The 3Cs": Command the room, Connect with the audience, and Close the deal. Dr. Sicola recognizes that strong leadership communication skills are fundamental to success regardless of one's formal role or position. She has spent nearly 20 years coaching, lecturing, researching and publishing, and has delivered workshops, training programs and keynote addresses on topics such as vocal executive presence, vocal empowerment for women, vocal impact for networking and interviewing, power-pitching and presentation skills, for audiences all over the world. She earned her PhD in educational linguistics from the University of Pennsylvania where she also was faculty from 2001-2013.

Art Seifert
Glatfelter Program Managers

Art Seifert has been in the insurance industry for more than 30 years, starting as an underwriter with the Reliance Insurance Company in 1979. He also served as the Vice President for a retail insurance agency and built a specialty insurance consulting practice in 1989, Professional Insurance Purchase. In 1994, he founded and was President and CEO of Lighthouse Underwriters, which he sold in 2006 to US Risk. He spent four years as President of US Risk Underwriters and CUO of US Risk Group. Art moved to Bunker Hill Underwriters Agency in 2009 to be CEO. Currently, Art is President of Glatfelter Program Managers in York, PA. A graduate of Colgate University with a concentration in Philosophy, Art has earned the CPCU, CIC and RPLU designations. Art has been published in Rough Notes, Agent and Brokers, National Underwriter, Assisted Living Today, Inventor's Digest, The Washington Journal and other publications.

Deb Smallwood
Strategy Meets Action

Deb is the Founder of Strategy Meets Action (SMA), a strategic advisory services firm that offers a unique combination of advisory, research and consulting services to guide insurers, MGAs and agents to tap into the infinite possibilities of transformation, leverage emerging trends, and guide technology investments in today's changing world. She is widely recognized for her expertise in helping companies re-think, re-energize, and re-tool their strategic investments that enable high business value and differentiation. Prior to launching SMA, Deb held a variety of leadership roles including VP of the Insurance Practice at TowerGroup, Chief Transformation Officer (CIO) at Insurance Company of the West (ICW), Partner at KPMG LLP, and Head of Commercial Lines Application Development at Liberty Mutual.

Ward Stein
Greenwich Transportation Underwriters, Inc.

Ward Stein is President and Managing Partner of Greenwich Transportation Underwriters, Inc., CMGA, established in 1981 and located just south of Nashville, TN. Ward and his business partner manage a 20 person team, producing premiums of about $30MM. Ward graduated from Luther College, with a BA in Political Science and English. He served as a police officer for six years before entering the insurance business. Ward started a scratch personal lines agency, moved into management and held progressively senior positions with commercial auto insurers: Transport Insurance (Great American), Progressive, Associates Insurance Group, A I Transport (AIG), and RLI, before establishing a partnership at GTU in 2000.

Greg Thompson
Markel Specialty

Greg Thompson 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 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 insurance operation to a Program Administrator writing $170M in annual premium involving 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 the Markel and Greg was promoted to President of Markel Specialty. Effective April 2015, Greg is a Senior Managing Executive 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.

Richard Taketa
York Risk Services Group, Inc.

Richard H. Taketa is President and CEO of York Risk Services Group, Inc., with responsibility for all operational, financial, corporate and customer activities for the company. His oversight responsibilities include all of York's business segments including York Programs, York Public Entity, Risk Management Practices, Alternative Risk Solutions, York Pooling businesses, York SLA, and WellComp, as well as oversight over all York subsidiaries. Mr. Taketa joined York as the CEO of Southern California Risk Management Associates. Previously, he was a co-founder and managing director of a private investment group and a corporate securities lawyer. Mr. Taketa earned his BA from Colgate University and Juris Doctor from Stanford Law School.

Jonathan Victor
Oceanwide

Jonathan has over 10 years of experience in the fields of IT Consulting and Software Development at Oceanwide, and previously at Accenture. He has worked extensively with enterprise corporations and government organizations to plan, design, and implement IT systems and has experience in the fields of Insurance, Telecommunications and Supply Chain. Jonathan is responsible for software operations and oversees various groups including; project management, business analysis, quality assurance, configuration management, cloud operations and customer support. Jonathan is a graduate of the McGill Desautels Faculty of Management with a major in Management Information Systems and Finance.

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catherine.torrey@us.qbe.com

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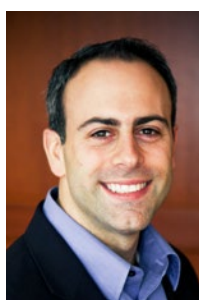

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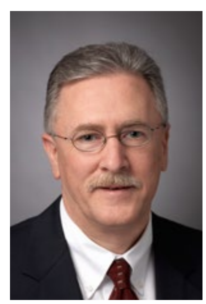

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Ray Scotto, Executive Director

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

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

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 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.

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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.

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.

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Front Row, left to right: Greg Thompson, Donella Held, Katherine Damon, Katherine Vespia, James Kelley, Rebecca Holt, John Cunningham, Angela Matthews, Heidi Strommen

Back Row, left to right: Daniel Czabaj, Kyle Berthold, David Daniels, Lorraine Gallagher, Lanie Galvan, Jeff Moran, Melinda Bockewitz

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

ST. JOHN'S UNIVERSITY'S SCHOOL OF RISK MANAGEMENT PARTNERSHIP

Target Markets has announced a collaboration between Target University and the Center for Professional Education (CPE), an affiliate of St. John's School of Risk Management (SRM). CPE now provides access to Target University's suite of 12 online, self-study courses on Program Administration and likewise, St. John's has granted Target Markets' members access to CPE courses.

Target Markets' members receive a **10% discount** on all courses accessible in the Online Learning Portal of the Center for Professional Education, School of Risk Management. A link to access the portal and discount code is available on the Target Markets' website *(click the St. John's logo on the Target University page).*

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In an effort to bring greater efficiency to the market-finding process for Association members, Target Markets has launched the Carrier Search Portal (CSP). The CSP was designed in response to members' need for better access to information about the program strategies of our 60+ carrier members. The CSP allows you to search 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 Mid-Year Meeting, 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

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ROUGH NOTES SPECIAL SECTION

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"Rough Notes is the most effective way to reach our client and prospect agencies. As a national program administrator, we need a magazine that reaches a national audience; Rough Notes does. We always look forward to the Target Markets Rough Notes Supplement as it affords the opportunity for Glatfelter Program Managers to tell our story. The consistent quality of the Target Markets Rough Notes Supplement makes it the go-to resource for agents looking for new programs or agents looking to know more about their current program administrators partners. We believe the format lets us tell our story in an impactful way."

–Arthur Seifert CPCU, CIC, RPLU,
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- Purchase additional custom email packages, exclusive to Target Programs participants
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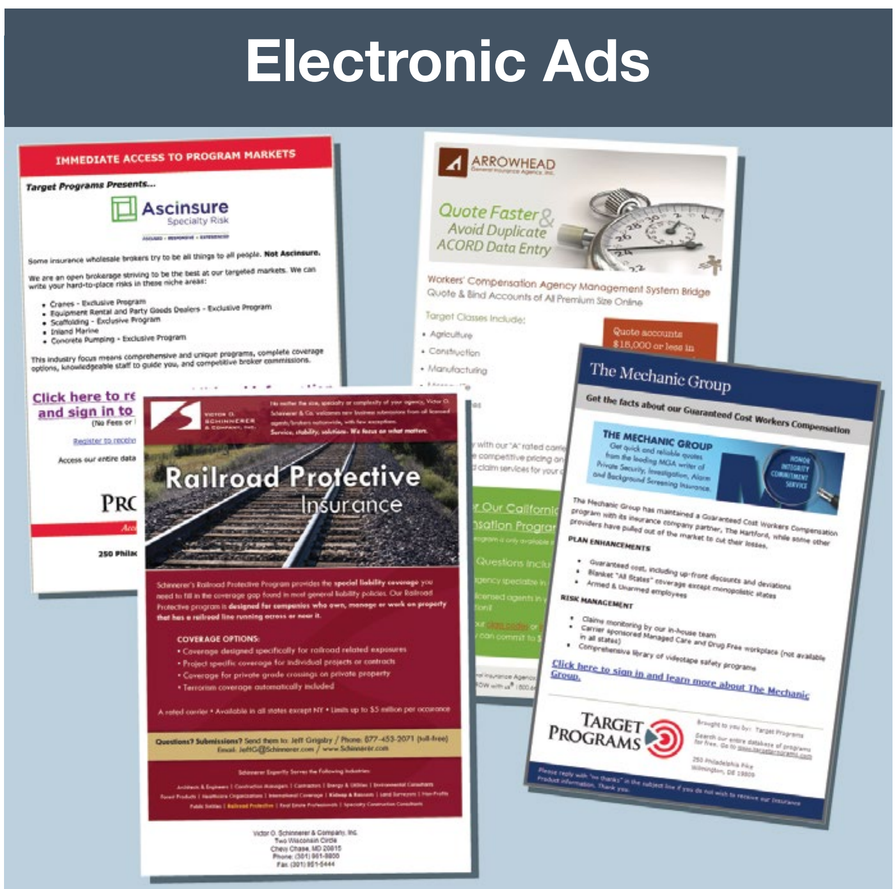

For more information about participation in Target Programs, contact Sarah Ayars at (302) 268-1011 or sarah.ayars@targetmkts.com.

TMPAA Charities

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Academy of Risk Management and Insurance

This year the Association will be 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

Please visit the ***Packages from Home*** table located outside of the Trade Show and assemble a care package to be received by wounded soldiers heading to Walter Reed Hospital from a facility in Germany. This initiative is being coordinated with the American Red Cross.

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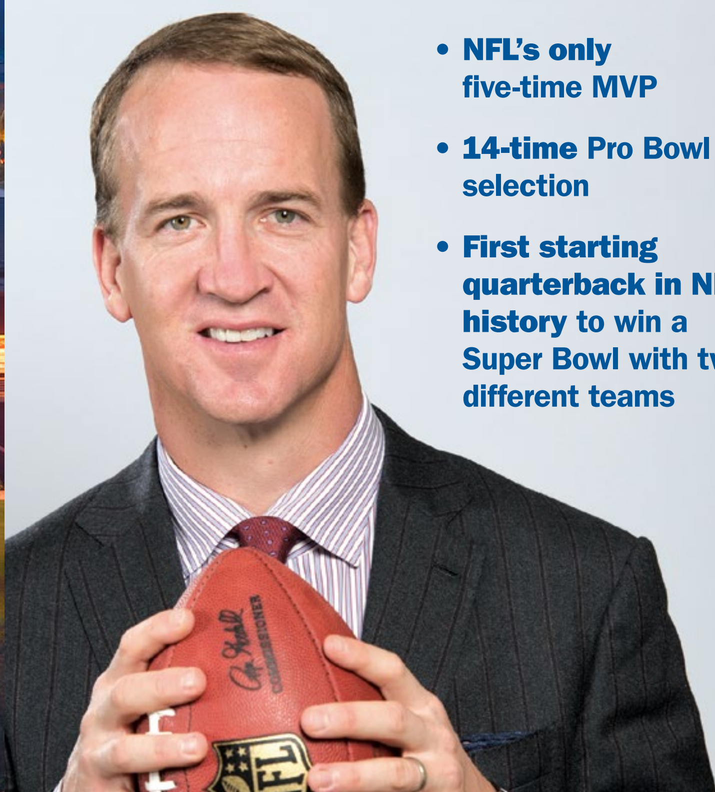

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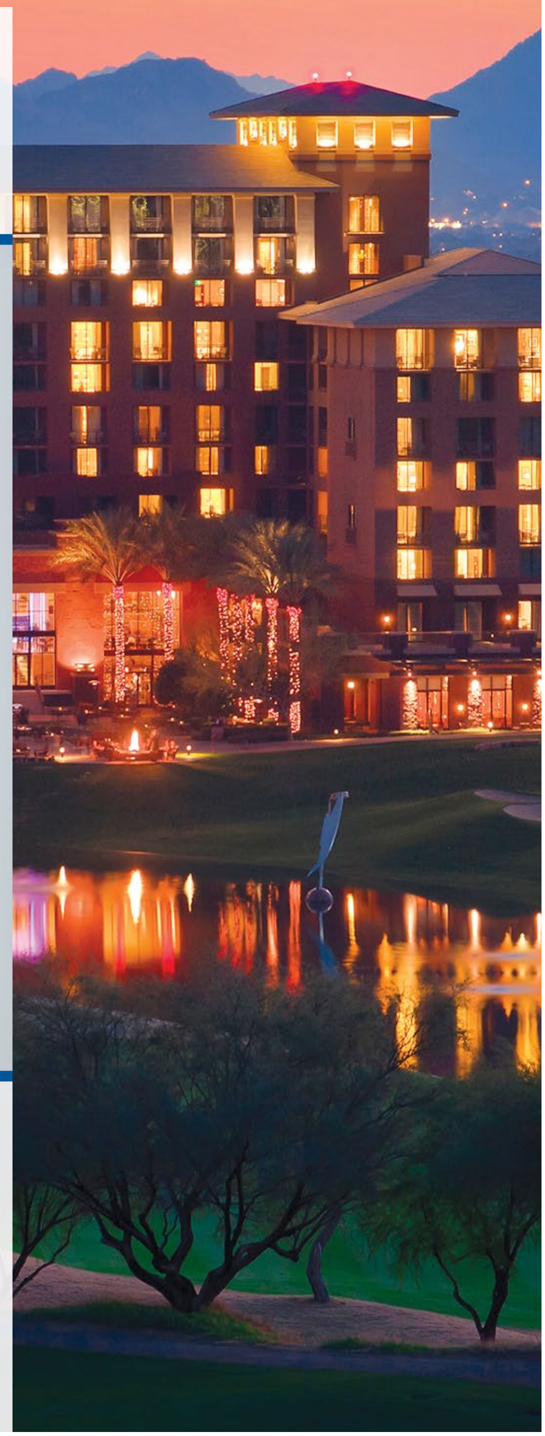

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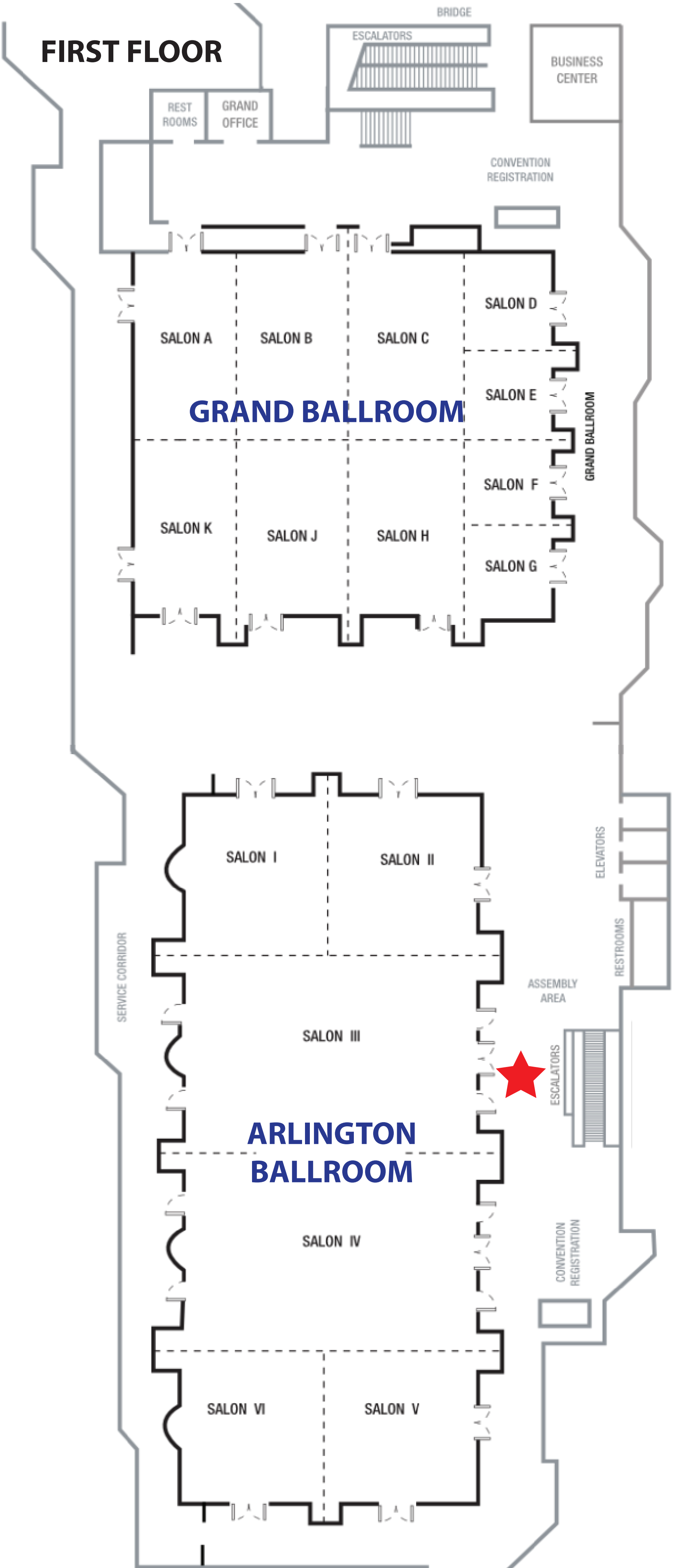

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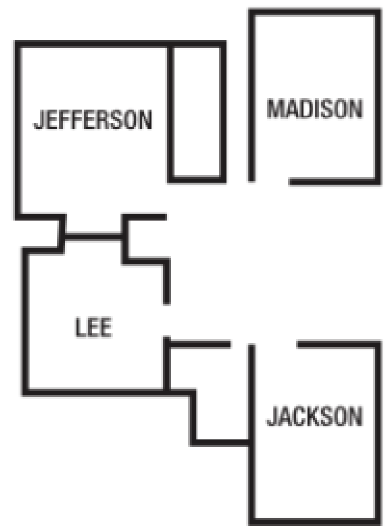

GRAND BALLROOM
General Session (Tue. & Wed.)
Monday Workshop - B
PA Town Hall - C
Tuesday AM Workshop - E, F, G
Women's Networking Lunch
Carrier Meetings
Wednesday Breakfast & Lunch
Wednesday Workshops - D & G

ARLINGTON BALLROOM
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Lunch & Reception (Mon. & Tue.)
Tuesday Breakfast

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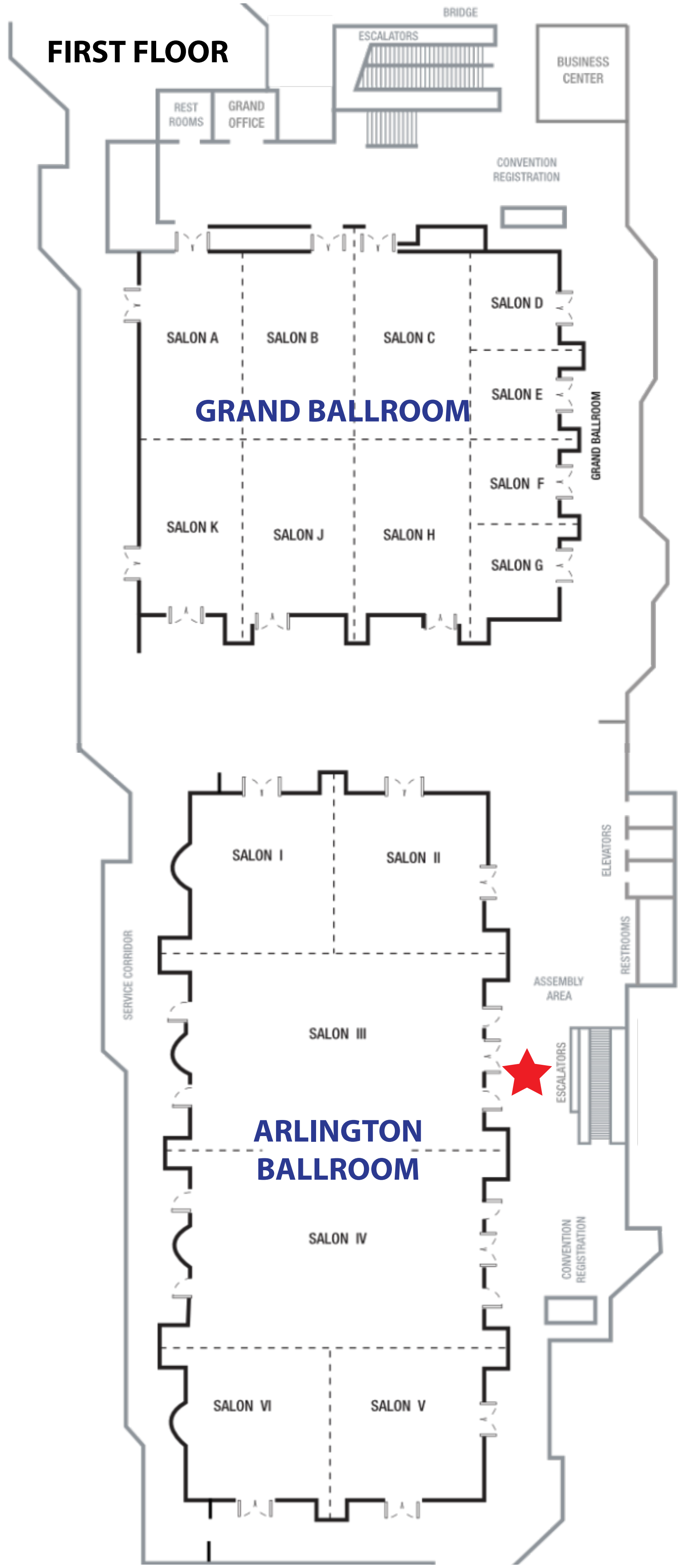

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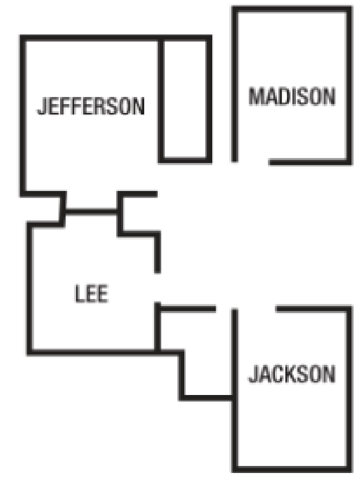

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Tuesday Breakfast

JEFFERSON ROOM (Lobby Level)
Tuesday PM Workshop

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