Conference Working Agenda

Saturday, October 24 (casual)

3:00-6:00 p.m.	SILA Board of Directors Meeting
1:00-5:00 p.m.	SILA Licensing Basics Class – NEW OFFERING! (Separate registration & fees apply)
1:00-5:00 p.m.	SILA Surplus Lines Fundamentals Class – NEW OFFERING! (Separate registration & fees apply)

Sunday, October 25 (business casual)

10:00-11:00 a.m.	Vendor Meeting (open to all vendors)
1:00- 2:00 p.m.	Conference Orientation for first-time conference attendees
1:00- 6:00 p.m.	Conference Registration Opens
2:00-3:30 p.m.	Regulators Only meeting
3:00-3:30 p.m.	Speakers Only Meeting (required for Speakers, Regulators, Panelists, & Moderators)
3:00-6:00 p.m.	Welcome Reception & Exhibitor Fair

Monday, October 26 (business casual)

7:00-7:45 a.m. Networking Breakfast & Exhibitor Fair

8:00-8:45 a.m. Opening & Welcome

8:45-9:30 a.m. **Keynote Address:** Insurance Trends 2010: A Brave New Day or Just Another Day?

Karen Pauli, Research Director in the insurance practice at Tower Group will provide a thought-provoking session that will help answer the following questions in this ever-changing industry:

- How will the insurance business in 2010 be different from 2009?
- What business drivers will the insurance industry need to address?
- What strategic initiatives must be formulated?
- And most importantly, am I going to have any fun at my job in 2010?

Yes, you will and this session will address these questions and much more!

Karen specializes in property/casualty insurance covering a wide range of topics with a focus in underwriting, claims, distribution, predictive analytics, core systems, catastrophe management, regulatory issues, and business optimization. Karen has held executive positions with several national carriers both in field and home offices. Karen is a frequent speaker at industry events and is regularly quoted in industry periodicals.

10:00-11:00 a.m. **NE Regional Regulatory Update (New General Session format)**

Regulators from the Northeast Region will provide updates to licensing changes in their states. Northeast Region states are Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Jersey, New Hampshire, New York, Pennsylvania, Rhode Island, and Vermont.

Conference Working Agenda

11:00-12:00 p.m. **MW Regional Regulatory Update (New General Session format)**

Regulators from the Midwest Region will provide updates to licensing changes in their states. Midwest Region states are Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, Oklahoma, South Dakota, and Wisconsin.

12:00-1:15 p.m. Networking Lunch & Exhibitor Fair

1:15-2:15 p.m. Concurrent Sessions

Stay Compliant & Cut Expenses - Creating Your Own Stimulus Package

This interactive session focuses on proven ideas & processes. Led by a panel of industry experts, the discussions center on ways to help meet today's expense reduction demands, increase productivity & stay compliant along the way. Session attendees will join in the fun exchanging and sharing what works for them. Everyone to go home with ideas that could help pay for the cost the conference!

FINRA Updates

FINRA will provide an overview of current FINRA and CRD initiatives as well as upcoming releases.

Best Practices: Surplus Lines

This is a highly interactive discussion of industry best practices with Surplus Lines companies. This is a great way to network and learn how other companies handle certain processes, deal with day-to-day licensing issues, and industry-related hot topics.

Navigating the Flood of New Regulation – It's not Coming from the DOI - Business Information Group

By now, nearly everyone is familiar with the Violent Crime & Control Act of 1994 and has a screening program in place. But just when you thought you were safe, secure and compliant - along comes a whole new set of regulations - privacy, data protection, identity theft. What is PII? What controls do I need to have in place to protect producer data? When can't I share data and when must I share it? What are the "Red Flag" rules and what do I need to do to comply? This presentation dives into the wide array of new state and federal regulations - both already on the books and in the works - that directly impact your producer and representative onboarding processes.

2:45-3:45 p.m. Concurrent Sessions

Producer Licensing Task Force Updates

To learn how the regulatory licensing landscape is changing on a national level, come and obtain updates about the following NAIC task force activities: Producer Licensing Task Force, Producer Licensing Coalition, NARAB working group and the Producer Licensing Working Group. In addition to these updates, an interactive panel of industry representatives will provide feedback regarding how they are adjusting to meet uniformity and reciprocity initiatives, to include how they keep up with the varying business rules and processing procedures.

Best Practices: Agencies

This is a highly interactive discussion of industry best practices with insurance Agencies. This is a great way to network and learn how other agencies handle certain processes, deal with day-to-day licensing issues, and industry-related hot topics.

Conference Working Agenda

Web CRD Tips and Tricks to Help You Succeed in a Down Economy (or anytime)

In today's current economy we are all asked to do more with less and who better to help you do that then the people who are in the same boat as you. In this panel session, your industry peers will share the efficiencies and shortcuts they employ when using the CRD system. From leveraging available reports to tips for following up with the FINRA call center, you will come away from this session with ideas to take back to your office and free up some of that much needed time.

Best Practices for Life/Health Carriers

This is a highly interactive discussion of industry best practices with life/health/variable carriers. This is a great way to network and learn how other companies handle certain processes, deal with day-to-day licensing issues, and industry-related hot topics.

4:00-5:15 p.m. **Around the Country** (Regulator Roundtables)

State Regulators from around the country (insurance and securities) will be available to answer state-specific licensing questions. NIPR and FINRA will also be included in this session.

Tuesday, October 27 (business casual)

7:00-7:45 a.m. Networking Breakfast

8:00-8:45 a.m. Opening & Awards/Designation Recognition

8:45-10:00 a.m. **General Session: The Regulatory Debate and the 2009 Insurance Landscape - Where Are We Headed and How Will We Get There?**

Hear a high level panel engage in a lively discussion of current industry issues, including the federal versus state regulation of insurance debate. Panelists will include former NAIC Presidents, Insurance Commissioners and trade organization leaders.

10:30-11:30 a.m. **West Regional Regulatory Update (New General Session format)**

Regulators from the West Region will provide updates to licensing changes in their states. West Region states are Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Texas, Utah, Washington, and Wyoming.

11:30-12:30 p.m. **SE Regional Regulatory Update (New General Session format)**

Regulators from the Southeast Region will provide updates to licensing changes in their states. Southeast Region states are Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee, Virginia and West Virginia.

12:30-1:30 p.m. Networking Lunch

Conference Working Agenda

1:30-2:25 p.m. Concurrent Sessions

Reaching the Emerald City: Taking Adjuster Uniformity from Over the Rainbow to Reality

Surviving in the world of adjuster licensing today takes heart, brains (and courage, too). The SILA Adjuster Licensing Subgroup (SALS) want you to travel with adjuster Dorothy and her laptop Toto down the yellow brick road of adjuster licensing; facing all the perils they encounter on their journey between Adjusterland and the Emerald City. We will demonstrate how all of the industry participants (NIPR, SALS, State Insurance Department Regulators, Vendors, and others) working together can sweep away the flying monkeys that get in the way of efficient and effective adjuster licensing. If you or your organization license adjusters, you cannot afford to miss this presentation.

Getting to Approved – The Role of Registration in Investor Protection

Industry registration professionals, FINRA, and the state securities regulators all stand to benefit when the investing public has faith in the capital market system. So why is it that with the same end-goal in mind, quite often we find ourselves at odds during the registration approval process? In this session, Industry, FINRA, and the AZ state securities division members will look at investor protection and the role each sees themselves in when approving a securities agent with a less than clean disclosure history. We will discuss how CRD works to streamline this process and ways in which we can be more efficient as we work to resolve registration issues and concerns that arise as a result of disclosable events in the sales force.

Background Checks: The Dating Game

Will it lead to a long term relationship or a rocky, costly divorce? This fast-paced session will deal with all those nasty red flags and family secrets. You know, the ones that cost the firms and carriers relationships with their customers and the regulators. Learn how to judge that new hire before you sign the contract and turn them loose on your prized customers. Develop an understanding on what is acceptable from the panel of industry experts, and what is NOT! This must attend session provides a real reality check and the risks & unintended consequences of making a bad hiring decision!

Changes that Impact the Market Landscape; Solutions that Give You Piece of Mind – Kaplan Compliance Solutions

Managing compliance within the financial services industry in the current market is more complex than ever before. Not only are companies required to drastically cut cost, but, at the same time, they are held to even higher compliance standards. Learn more about how Kaplan Compliance Solutions' software and outsourcing solutions streamlines and automates the complex processes of producer/representative on-boarding (such as contracting, registration, licensing and appointment) and their career lifecycle (such as education tracking, renewal and data management).

2:50-3:45 p.m. Concurrent Sessions

Best Practices for Property/Casualty Carriers

This is a highly interactive discussion of industry best practices with property/casualty carriers. This is a great way to network and learn how other companies handle certain processes, deal with day-to-day licensing issues, and industry-related hot topics.

Conference Working Agenda

Best Practices: Securities

In this open forum session, firms can come together and discuss current hot topic issues that are impacting their registration department and look to their peers for ideas on how to address these issues. Through audience participation, subjects including disclosure issues, due diligence practices, and supervisory procedures are brought to the floor and firms are encouraged to share their successes and failures so that we can all learn from each other. In addition to learning, this is an opportunity for some serious networking and developing life lines for when issues arise back at the office.

Outsourcing Trends - To outsource or not to outsource?

To outsource or not to outsource? That may be your question. Join us for this interactive discussion with a panel of experts who offer and/or utilize outsourcing services for their licensing and registration needs. Is it right for you and your firm? How does it work? What are the pros and cons of this approach? In today's uncertain economic times, outsourcing may become a more viable option for insurance companies, insurance agencies and broker/dealer firms who are faced with the task of reducing salary and benefit expenses.

One-Click Compliance– Sircon

Do you and your licensing team spend hours each week reconciling producer information just to ensure your information matches what on the state's records? Do you spend hours around appointment renewal time scouring through lists of thousands of producers to see if they match what's in your system? Do you renew producers that no longer sell for you? If you answered yes to any of these questions, you'll want to hear about a new way to reconcile producer information with just one click of a mouse.

4:00-4:50 p.m. Concurrent Sessions

Best Practices: Adjusters

This is a highly interactive discussion of industry best practices with adjuster companies and firms. This is a great way to network and learn how other companies handle certain processes, deal with day-to-day licensing issues, and industry-related hot topics.

FINRA Case Studies

In this interactive session, attendees will participate in real-world case study scenarios relating to the broker/dealer licensing and registration processes. Case studies will highlight current issues, share best practices and explore industry solutions to today's licensing and registration challenges.

Understanding the Licensing Exam and Process - A Regulatory Review

An explanation of the Licensing Examination Development Process presented by three experts from three examination vendor firms: Prometric (Nikki Eatchel M.A.), Pearson Vue (Jim Fryer), and PSI (Tadas Dabsys). Come get a better idea of how tests and test questions are developed and receive an explanation of the science of testing. Information about "Content Development", "Writing Exam Questions", "Performance Analysis" and "Passing Ratios". What does all of this mean for successful candidates' ability to demonstrate basic entry level knowledge for admittance into the insurance profession? Come and find out!

Get More Done with Less – GIS (General Information Services)

Given the current economy, chances are you have regularly been asked to do more-with-less! Believe it or not, this can be a blessing in disguise. Come and find out how working with less of your company's precious resources can actually 'be more' effective and ultimately 'do more' for your company's bottom line - all without necessarily costing more. Interesting isn't it?

Conference Working Agenda

5:00-7:15 p.m. **SILA SuperBowl Commercial Contest and Anniversary Reception**

Don't we all look forward to seeing the SuperBowl commercials and then picking our favorite ones with our friends and family? Well, SILA is mimicking this annual event at the Tuesday evening reception. Vendors will have two minutes to creatively present their products and services on stage. Awards will be given based on the audience's and judge's favorites. Come and cheer on your vendor friends. Reception food will be served.

Wednesday, October 28 (business casual)

7:30-8:30 a.m. Networking Breakfast

8:30-9:45 a.m. **Regulator Viewpoint**

The Regulator Viewpoint session provides insight and discussion by Regulators around hot topics affecting the industry.

9:45-10:30 a.m. **Technology Updates - State Insurance Departments**

What technology advances are planned to further automate the licensing process for the state insurance departments? Come and learn about planned enhancements that will benefit both the state and the industry

10:30-11:30 a.m. SILA Business Meeting – Open to All Attendees

11:30 a.m. SILA Conference Close

11:30 -12:30 p.m. Board of Directors Meeting