WHAT'S ON THE MARYLAND GENERAL ASSEMBLY'S PLATE?

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CONFERENCE AGENDA

7:30-8:30 Registration

8:30-10:00 Morning Session 1
5 New Agency Challenges & How To Tackle Them
Presented by: Kelly Donohue-Piro

10:15-11:45 Morning Session II
Mindset
Presented by: David Dillon

12:00-1:30 Networking Lunch with Exhibitors

1:45-3:15 Afternoon Session I
Eat That Frog!
Presented by: David Dillon

3:30-5:00 Afternoon Session II
Designing & Tracking Your Customer Experience
Presented by: Kelly Donohue-Piro

5:30-6:30 Chairman’s Cocktail Reception

6:30-8:00 Installation of Officers & Dinner

8:00-9:30 Casino Night!

REGISTRATION TYPES

FULL DAY REGISTRATION

MEMBER ATTENDEE: $100
NON-MEMBER ATTENDEE: $125

Full Day Registration Fee Includes:
- Continental Breakfast
- Morning/Afternoon Sessions + Session Breaks
- Lunch with Exhibitors
- Chairman’s Cocktail Reception + Dinner
- Casino Night

NETWORKING REGISTRATION

The networking pass is available to those who wish to attend only the exhibit hall on Friday, July 17, 12:00 pm-1:30pm. The price for the networking pass is $40 for both members and non-members.

Networking Registration Fee Includes:
- Lunch with Exhibitors

DINNER REGISTRATION

The price for the dinner pass is $100 for both members and non-members.

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- Installation of Officers + Dinner

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This May, because of our proximity to Washington, we have a great opportunity to attend The “Big I” Legislative Conference in Washington, D.C. being held May 12th through May 15th.

I encourage everyone to join over 1,000 agents and brokers from all parts of our country at this special event. It is a chance for you to meet members of Congress and discuss matters of importance to our industry.

While most of us do not get to see firsthand the activity of our legislative committees and teams in Annapolis and Washington D.C., rest assured that our Association continuously works with all levels of government on your behalf. Throughout the year, we continually review proposed state and federal insurance and tax legislation to help legislators understand how new laws affect our industry, our agencies, our customers, and their families.

The “Big I” legislative conference is your opportunity to visit the halls of Congress with fellow agents, and see this process in person. Please visit www.independentagent.com/events to sign up.

Also, whether attending or not, please take time to consider a donation to our political action committee; InsurPac which helps fund our legislative efforts. Please visit: www.insurpac.com and make your contribution today! Any donation, small or large, will be greatly appreciated and will help support the industry that has been so good to all of us.
With the legislature now in session, several bills are being monitored by the Big I Maryland's Legislative Committee. This is a short review of those bills.

With the passing of House Speaker Michael Busch in April of last year and the retirement of Senate President, Michael Miller, both chambers are facing a few challenges with new leadership. Who are the new leadership? Bill Ferguson has taken the reins to the Senate. He is a Democrat representing District #46, Baltimore City. He was first elected to the Senate in 2010 and has worked on several committees. He is a member of the Patterson Park Neighborhood Association and has served on the Downtown Baltimore Family Alliance’s Board of Directors. President Ferguson was born in Silver Spring, Maryland and received a B.A. in political science and economics from Davidson College, an M.A. in Education from Johns Hopkins School of Education and a J.D. (magna cum laude) from the University of Maryland, School of Law. President Ferguson may be reached at H-107 State House, 100 State Circle, Annapolis, MD. 21401, telephone (410)481-3600 or via email at bill.ferguson@senate.state.md.us.

The House of Representatives is now being led by Adrienne A. Jones, a Democrat representing District 10, Baltimore City. Ms. Jones was first elected to the Maryland House of Delegates in 1998. She served as Speaker Pro Tem from 2003-2019 and has served on numerous committees including Appropriations and Education and Economic Development.

Speaker Jones was born in Cowdenville, Maryland in 1954. She has a B.A. from the University of Maryland in Psychology and an Honorary Doctor of Law degree from Goucher College. Speaker Jones may be reached at H-101 State House, 100 State Circle, Annapolis, MD. 21401, telephone (410)841-3800 or via email at Adrienne.jones@house.state.md.us.

The Big 'I' Maryland works closely with both the Senate Finance Committee and the House Economic Matters Committee. The full committees and their contact information is included in this issue of the Messenger.

Now let’s review of few of the bills that have been introduced:

**Senate Bill 17**: Motor Vehicle Insurance-Use of Credit History in Rating Policies. This bill was introduced in the prior session as SB235 and is being introduced this session by Senators Young, Carter and Washington. It would prohibit an insurer of private passenger automobile insurance, from rating a risk based in whole or part on the credit history of an applicant or insured.

**Senate Bill 50**: Insurance-Maryland Automobile Insurance Fund-Notice of Cancellation. This bill has been introduced by the Maryland Insurance Administration to Senate Finance. It would require MAIF to send a written notice of intention to policyholders at least 10 days prior to the Fund proposing to cancel a policy for non-payment of premium owed under specific installment pay plans. The bill did receive an unfavorable vote from Senate Finance.

**Senate Bill 93**: Insurance-Non-Resident Insurance Producers-Cancellation. This bill was also introduced at the request of the Maryland Insurance Administration and would require the holders of non-resident Maryland Producer licenses to maintain a current license as a resident producer in good standing in the license holder’s home state. The bill has passed the Senate and is now in the House assigned to Economic Matters.

**Senate Bill 97**: Private Passenger Motor Vehicle Insurance – Protests –Consumer Complaint Portal. The bill, also at the request of the MIA, authorizes insureds to protest certain actions of insurers of private passenger automobiles to file the protests electronically through a consumer complaint portal on the MIA website. The bill relates to actions the insureds receive via mailing and gives them 30 days to file the complaint. This too has passed through the Senate and is now on the House side for review and passage.

**Senate Bill 124 and House Bill 196**: Maryland Health Benefit Exchange-Establishment of a State-Based Health Insurance Subsidies Program. This bill introduced by Senator Feldman in the Senate and Delegate Pena-Melnyk in the House, would require the Maryland Health Benefit Exchange to establish a program that would provide a means for individuals to reduce the

*By Shelley Arnold, CPCU, AU, ARM, AAI, ACSR, AIS*
amount they pay for health benefit plans in the individual marketplace. It would require assessments of health care providers to fund the State Reinsurance Program and the State-Based Health Insurance Subsidies Program. Both the Senate and the House bill were in committee at the time of this writing.

**Senate Bill 195 and House Bill 270:** Automobile Insurance-Usage Based Insurance-Application and Notice. The bill was introduced by Senators Feldman and Hershey on the Senate side and Delegate Dumais on the House side, and would establish that the application of a certain insurance program on vehicle operation during the current policy period is not a violation of certain restrictions on classifications for the private passenger motor vehicle insurance and requiring notices that include certain information for a premium increase due to a usage program.

**House Bill 108 and Senate Bill 175:** Condominiums-Responsibility for Property Insurance Deductibles. This bill, introduced in the House by Delegate Dumais and in the Senate by Senator West, would establish that the council of unit owners’ property insurance deductible is a common expense if the cause of any damage to the condominium originates from an event outside of the condominium units and common elements. It would also increase from the current $5,000 to $10,000, the maximum amount of the council of unit owners’ property deductible for which a unit owner is responsible. This would apply to all policies of property/casualty insurance issued, delivered or renewed in the State to a condominium council of unit owners. The producer should be aware of the passage of this bill so that insureds, those which you write the unit owners, may be updated to provide any assessments for a higher deductible.

**Bill 118 and Senate Bill 125:** Private Passenger Motor Vehicle Insurance-Prohibition on Cancellation Due to Towing or Emergency Roadside Coverage Claims. This bill introduced in the House by Delegate Dumais and in the Senate by Senator Feldman would prohibit an insurer from canceling, refusing to renew, or terminating coverage for a private passenger automobile based on claims made under the policy’s towing or emergency roadside provisions. It would allow insurers to remove those coverages or increase a premium as a result of certain claims.

**House Bill 144:** Insurance-Uninsured or Enhanced Underinsured Motorist Coverage-Property Damage. This bill clarifies that certain motor vehicle liability insurance policies must contain coverage for damages, subject to policy limits, that the insured is entitled to recover from the owner/operator of certain motor vehicles (uninsured) because of property damage, including the loss of the insured vehicle. It also alters the amounts to which certain motorist coverage in certain policies must be equal.

**House Bill 237 and SB201:** Commercial Law-Personal Information Protection Act-Revisions. This bill will update and revise Maryland’s current privacy laws and includes the requirements that a business that maintains personal information of an individual residing in the State to implement and maintain security procedures and practices, altering the circumstances under which the owner or licensee of certain computerized data is required to notify certain individuals of breach and altering the time periods within which certain notifications regarding the breach of a security system are required to be given.

Producers should stay up-to-date on all legislation that will have an impact on their client’s businesses and their agency.

Please bookmark the Maryland General Assembly website and visit often to review the bills. All of the bills listed here may be printed and reviewed from this site.

Maryland General Assembly www.mgaleg.maryland.gov/mgawebsite.

To find your representative go to www.mgaleg.maryland.gov/Members/District

Legislation is not the only thing you should stay abreast, keep information of any regulations that may be open for public comments, etc. Currently the Code has issued a final action on Regulation 31.03.02, which refers Insurance Producers-Continuing Education Requirements. Final means that it is a done deal and this specifically relates to the timing for completion of a producers continuing education requirements.

A new code entry refers to Section 31.03.06 Surplus Lines. The purpose of this regulation would be to not amend Section 10, and allow the market to open to support surplus lines carriers who could not write primary flood coverage (due to the ability to write with the NFIP). The intent here is to have more choices for insureds for both residential and commercial flood coverage and the state will see an increase in the number of properties protected by flood. This will be accomplished by adding primary flood to Section 10, which is the Exportable List.

It is all up to you...stay informed!

Shelley Arnold, CPCU, AU, ARM, AAI, ACSR, AIS is past president of the Independent Insurance Agents of Maryland. Shelley has over 30 years of training experience and has facilitated both personal, commercial, specialty and Institute courses. This article is Shelley’s thoughts and does not necessarily represent the thoughts or position of the Independent Insurance Agents of Maryland.
Press Release

Big I Maryland Partners with Wingman Insurance to Provide Cyber Liability Coverage

GLEN BURNIE, MD — Big I Maryland is excited to announce an exclusive partnership with Wingman Insurance to offer cyber liability coverage to Big I Maryland member agencies. Additionally, Big I Maryland members will have the opportunity to provide cyber liability coverage to their commercial clients.

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Email: blininger@nemphosbraue.com
Register for Big “I” Markets Online!

Excited about all the great products available to you on Big “I” Markets? Ready to register? If so, we have great news! Instead of having to fill out and fax in the old paper form and waiting for days to be activated, you can now register for Big “I” Markets online and be quoting business in as little as 10 minutes.

If you are your agency’s System Administrator, you should first assemble the information you will need to register your agency. (Only a user with System Admin or Organizational Admin access can register your agency.) Gather your Tax ID number, errors and omissions insurance policy information, all the producer licenses as well as your agency license, if applicable. In South Carolina you will also need the Broker license(s). Lastly, you will need the e-mail addresses of all the people you intend to add as users.

Go to www.bigimarkets.com and click on “Click here to register online” located on the animated image in the upper right. You can use either your Username or, as long as it is unique to you, your e-mail address. Your password is the same either way. If you do not know your login/password information, please contact Big “I” Markets at bigimarkets@iiaba.net or 1-800-221-7917. Every agent in your office has their own login/password.

There are seven steps to registering your agency:

1. Enter agency contact information.
2. Enter agency structure and license information.
3. Enter E&O information.
4. Answer seven background information questions. Answering “Yes” to any of these questions will stop the registration process, but it doesn’t necessarily mean you cannot register. A Big “I” Markets team member will contact you for more information.
5. Enter user information. In order for a producer to be able to quote you must then click on “Edit” next to his or her name and enter the license information.
6. Enter flood information. Clicking “No” for either question will not prevent you from using the Big “I” Flood program in the future.
7. Sign the Agreement. We encourage you to printout the agreement. Enter your initials in the box at the bottom and click on “Accept.”

You will now be prompted to send an email to everyone in your agency after which you will automatically be directed to the Big “I” Markets login page. You can use the same login and password. After you log in, look to the left side of the screen and hold your mouse over “Personal & Commercial.” A list of products available in your state will appear. Clicking on an item will take you to the appropriate page for that product. We encourage you to review that list to become familiar with the markets available to your agency.

New to IIABA? Wondering what in the world Big “I” Markets is?

Big “I” Markets is an online agent market access program available exclusively to Big “I” members. Big “I” Markets functions as an online gateway to connect you, the agent, with the product providers and underwriters for the products you need. There are no access fees, no minimums, and no special software needed to participate in the program. As long as you’re a member of the Big “I” and have a working Internet connection, you’re able to plug into the power of Big “I” Markets.

If you have any questions at any point during the registration process, please do not hesitate to call us! Big “I” Markets team members are on hand at (800) 221-7917 or via email at bigimarkets@iiaba.net
Selling Parrots: Character and the Internet

My father used to tell me stories about Will Rogers, the humorist and social commentator from Oklahoma that lived in the early part of the twentieth century. Usually, my father would use some witty comment from Rogers to impart wisdom on something that was happening in my father’s life. Generally, the comments fit to the occasion. Sometimes they did not. But all of Rogers comments that my father used seemed to have a biting bit of truth and laughter. They stuck home hard on the point to be made without giving offense.

So when I was thinking about writing this month’s column on character and the internet, I, of course, remembered one of Will Rogers witticisms—“Live in such a way that you would not be ashamed to sell your parrot to the town gossip.” This line seemed particularly appropriate because we are the parrot and the internet is the new town gossip.

Everyone makes mistakes. Everyone loses their temper. Everyone says something that from time to time that is just outright stupid. In the past, such stumbles would be viewed as momentary lapses. But now, because of the internet, actual and perceived wrongs live in a forever type of infamy whenever a disgruntled client, employee, or member of the public makes a public posting. So what can be done to prevent the internet town gossip from speaking ill of a person?

The first thing is to do is prevention—do your best and try not to say anything bad about others. Will Rogers told this story: “After eating an entire bull, a mountain lion felt so good he started roaring. He kept it up until a hunter came along and shot him. The moral: when you’re full of bull, keep your mouth shut.” Now I know that there are people groaning out there after reading this remark, but isn’t it so true?

But that is only part of the solution. No matter how hard we try, there will always be someone that will speak ill of you. What do you do when someone plasters a lie about you on the forever internet? The power of a few mean keystrokes can be devastating to a person and to a business. Here, I am not talking about a mildly negative opinion that a customer discretely posts on line. I am talking about the situation where someone posts a clearly false and defamatory statement in a Facebook comment, a Tweet or a Yelp review. These word can hurt the reputation of a business and its ability to operate.

When this happens, you can try to contact the social media platform and request its removal. A good idea, but social media companies have little incentive to act. The Federal Communications Decency Act of 1996 generally relieves websites and internet service providers of responsibility for statements made by third parties. More importantly, social media companies are generally in no position to judge who is telling the truth. So you can—and you should—try to have the materials removed, but don’t be surprised if this doesn’t work.

If removal doesn’t work, you can certainly think about suing the person that maligns you for commercial defamation, trade defamation or business libel, which is a subcategory of defamation. According to Maryland’s highest court, this type of defamation embraces statements “tend(ing) to expose a person to public scorn, hatred, contempt or ridicule, thereby discouraging others in the community from having a good opinion of, or associating with, that person.” But how do you decide whether to file a lawsuit?

With deference to Will Rogers, we provide the following advice when the internet “gossip” crosses the line:

1. “Even if you’re on the right track, you’ll get run over if you just sit there.” So you need to act. You need to act by taking screenshots and documenting everything. You need to record what was said and the nature of the responses. You need to attempt to determine how many times the comment was read or republished. Most importantly, you need to think how the comments actual impacted your business. These details are critical should legal action become necessary and are often difficult to adequately

(Con’t on page 17)
(Con’t from page 16)

document after the fact.

(2) “Get someone else to blow your horn and the sound will carry twice as far.” Sometimes a bad posting can be muted with a good posting. Businesses and persons in business should consider having customers that receive good service to write good reviews. If there is a single muted negative comment that exists in a sea of positives, no one will pay attention.

(3) “The worst thing that happens to you may be the best thing for you if you don’t let it get the best of you.” Not every negative comment rises to the level of defamation. Defamation laws deal with lies, not impressions or feelings. Sometimes we can learn by listening to the impressions we are making on others. Sometimes, when it is safe to do so, it is good to reach out privately (not on-line) to the person who is upset with you. At times, you can learn something—you can learn to be better by considering and acting upon negative criticisms. So you need to decide whether reaching out to the commentator in a friendly, non-confrontational manner might address the comment and its consequences. But be careful. Any private communication sent might result in a second Internet posting—so tread carefully.

(4) “This would be a great world to dance in if we did not have to pay the fiddler.” Sometimes you must act—the lies are just too much and you need to act, which means you need to see a lawyer. The lawyer may be able to get the poster to remove the posting after a sternly worded letter. If that does not work, a defamation claim can be filed. But be careful—in some jurisdictions the suit must be filed in as little as one year from the date the statement appeared online. Granted, it costs money to hire a lawyer. But sometimes it is worth paying the fiddler.

One final comment about parrots and the internet. We all know people that post on line. They think they are clever, and sometimes they are far too clever for their own good. You can be helpful to these individuals by reminding them not to be “town gossips” and by telling them to check their Coverage B. After all, if they get sued, they are going to need that coverage.

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36 years as the leading model for IA insurance distribution
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▶ E&S and specialty programs
▶ Strong and competitive companies as Strategic Partners
▶ Exclusive online portal and field support teams for independent member agencies
▶ Resources include marketing, training, commercial lines initiatives, easily accessed life insurance products, and more
I'm Just a Bill

By Brett Lininger, Esq., IIAMD Legislative Advisor

Many people who grew up in the 70’s and 80’s, or had kids who did, remember the School House Rock cartoon on Saturday mornings about how a bill becomes a law. For those of you who have no idea what I am talking about, YouTube it! The cartoon actually is quite instructive of the formal process, but there is more to the story.

In Maryland, the State legislature meets every year for 90 calendar days from the second Wednesday in January to the first Monday in April. I will walk you through an example of how the IIAM typically pursues a change to Maryland law. Usually, there is an issue that becomes a problem for independent insurance agents. Often times, the IIAM meets with the Insurance Commissioner to discuss the issue. If the Commissioner cannot rectify the problem through his statutorily granted authority, the only solution is to change the law.

Our first step is to draft the proposed legislation. After that, we vet the draft with the Maryland Insurance Administration (MIA) for feedback (substantive and technical). We then seek bill sponsors. Often times, we will have a Senator sponsor a bill in the Senate and a Delegate sponsor an identical bill in the House. This is called “cross filing” a bill. This gives us two vehicles for our proposed change in the law. Legislation can meet so many obstacles, that it is ideal to have as many chances to pass one into law as possible.

If the bill is cross filed and was passed without much controversy, the companion bill coming from the opposite chamber will likely be approved without much problem. Sometimes, however, one Committee will add an amendment that the committee from the opposite chamber will not. If one side does not acquiesce on the difference in the bill, it will be sent to a Conference Committee where 3 or 4 members of each chamber will work out the differences towards a compromise. In practice, however, a conference committee usually does not meet face to face. The lobbyists often are the go between in coming to a consensus.

Once the bill passes through both chambers, it goes to the Governor’s desk for signature where he/she has the ability to sign it into law, let it go into law without his signature, or veto the bill. If it gets signed into law, there is a signing ceremony with a picture taken of the event. The process for making law is filled with pitfalls. Often times, it take three or more years for a bill to pass into law because of the myriad of variables that go into the process. The IIAM’s legislative committee and its excellent staff play an integral part in this process.
Alexandria, VA,— InvestSM announced a new strategic focus on accelerating workforce development for the independent insurance agency system, including a new apprenticeship program recently approved by the U.S. Department of Labor (DOL) to train more workers for skilled jobs within the industry.

Invest is a national nonprofit organization that attracts, educates and prepares diverse people to exciting new opportunities and career paths in the insurance industry and is refocusing its education mission to concentrate more directly on talent development.

Invest's new strategy is designed to attract more people — including military veterans — to an expanding industry. Large-scale retirements and advances in technology are also creating new career and entrepreneurial opportunities for the next generation of insurance leaders.

With the approval of Invest’s national insurance apprenticeship standards by the DOL, Invest will now begin partnering with local Big “I” state associations, insurance companies and agencies to develop local apprenticeship programs for independent insurance agencies through a General Insurance Certificate.

“Our insurance apprenticeship standards will allow us to quickly develop exciting ‘earn while you learn’ opportunities at the state level and it is truly a ‘win/win/win’ for the insurance industry, employers and apprentices,” said Deborah Pickford, executive director of Invest. “To close the talent gap that currently exists within our industry, we must be creative and innovative in the way we compete for new talent.”

Invest joins several other insurance apprenticeship programs in an “earn while you learn” model and this announcement signals an ongoing shift in the rapidly growing apprenticeship marketplace. Traditionally, U.S. apprenticeships have been focused on trades such as electricity, plumbing and heating and air conditioning, but a new type of “white collar” apprenticeship has begun to emerge, including those within the insurance industry and financial sectors.

With record employment rates in the U.S., many industries have been affected by labor shortages. However, the situation is acute in the insurance industry. A tight labor market, aging workforce and the acceleration of baby boomer retirees has created an ongoing shortage of workers in the insurance industry. The unemployment rate for the insurance industry is 2.6%, compared to the national unemployment rate of 3.5%, according to the U.S. Bureau of Labor Statistics.

“Through this new apprenticeship model, we want people to gain first-hand knowledge of how rewarding a career in our industry can be and the unlimited opportunities for professional, personal and financial growth,” explained Pickford. “We work with committed insurance leaders who genuinely care about the success of others and many of those leaders become lifelong mentors.”

Along with the new apprenticeship program to be rolled out into states throughout the year, Invest will also launch a new, refreshed logo.

Invest works with more than 31,000 high school students who study insurance in 46 states through its online insurance education curriculum. Invest continues to broaden its outreach with new partnerships, new schools and new content. As the industry evolves, Invest is sharpening its focus on insurance technology, as well as the vast career opportunities that can be found within the insurance community, insurance carriers and the independent insurance agency system. Learn more at the Invest website.

Invest is affiliated with the Independent Insurance Agents & Brokers of America (the Big “I”).
2020 Big ‘I’ Legislative Conference Registration Now Open

It’s that time of the year! Online registration is now open for the Big “I” Legislative Conference, to take place May 13-15 at the Hyatt Regency Washington on Capitol Hill in Washington, D.C.

Don’t miss the premier event for independent agents and the opportunity to speak to federal legislators with a unified voice. Early-bird registration pricing ends Friday, March 6. Hotel accommodations always sell out fast, so don’t delay in making guest room reservations.

Keep an eye out for updates from your association office. To register for the conference or for hotel registration, as well as information about the conference, go to https://www.independentagent.com/Events/LegislativeConference/home.aspx

Craig Ey Named Director of Communications

BALTIMORE, MD - Maryland Insurance Commissioner Al Redmer, Jr. has named Craig Ey as Director of Communications for the Maryland Insurance Administration (MIA).

“I have known Craig for about 20 years and he is the consummate professional,” Redmer said. “While he has taken his talents to other cities, he has maintained deep relationships in Maryland, which will allow him to make an immediate impact as we communicate the important work being done by the professionals at the Maryland Insurance Administration. We are excited that Craig has chosen to join us in public service”.

As Director of Communications, Ey is responsible for external and internal communications, media relations and public information requests.

Ey is a veteran media executive. Before joining the Maryland Insurance Administration, he served as Editor-in-Chief of the Philadelphia Business Journal from 2010 to 2019. Prior to that, he was Editor-In-Chief of the Birmingham (Alabama) Business Journal for four years and Managing Editor at the Baltimore Business Journal for seven years. Earlier in his career, he was a journalist and editor at several newspapers in Pennsylvania and Maryland.

A graduate of Loyola University Maryland, Ey has won numerous awards for journalism and management from American City Business Journals, the Associated Press, the Pennsylvania NewsMedia Association, the Alabama Press Association and the Maryland-Delaware-D.C. Press Association. Under his leadership, the Philadelphia Business Journal was named 2018 Newspaper of the Year by the Pennsylvania NewsMedia Association.

Ey is a fellow of Leadership Philadelphia and Leadership Birmingham.
Bill Raab Named Inaugural Academic Director for Risk Management and Insurance Program

January 21, 2020
Contact: Office of Government and Public Affairs
Phone: 410.837.5739

The University of Baltimore has announced the appointment of Bill Raab, a long-time career professional in risk management, as the inaugural academic director of the University’s Risk Management and Insurance program. In this role, Raab will provide leadership and overall program oversight, act as career adviser to students, cultivate co-op/internship positions, promote and advocate for this recently-announced Merrick School of Business program to prospective students and to Maryland’s risk management and insurance community, and source partnerships and scholarships.

“I’m here to hit the ground running,” Raab said. “There are so many opportunities for our students in the industry and I’m proud to be on the forefront of the state’s enthusiasm for it and to be the advocate for the Merrick School of Business.”

The University of Baltimore’s Merrick School of Business added risk management and insurance courses to its portfolio of specializations in its B.S. in Business Administration program. The specialization—the program’s 13th—is a prime example of the school’s emphasis on a real-world, career-focused approach to business education.

As with UB’s other business administration majors, the student pursuing risk management will receive coursework in accounting, economics, finance, information systems, management, marketing and statistics. The new specialization will offer 18 additional credits that dive deeper into the specifics of risk management and insurance, including tracks in corporate or healthcare risk management.

The development of the new specialization came with input from enthusiastic and engaged professionals, who believe UB was the right fit, at the right time, for the industry.

“When the Maryland Insurance Administration asked us to provide this program to help the industry’s workforce deficit, we listened and moved on the opportunity,” said Kathea Smith, assistant dean in the School of Business. “We’re excited to have Bill on board to lead this program. Adding risk management and insurance into our portfolio of programs reinforces our power in the market to provide practical, career-minded business education to Marylanders.”

Raab comes to UB from a long career as a risk management executive. He holds a bachelor’s degree from Penn State in industrial health and safety, a master’s degree from Florida State University in risk management and insurance, and is currently pursuing his Doctor of Organizational Leadership from Abilene Christian University. He has 18 years of experience in the insurance industry and holds the Chartered Property Casualty Underwriter and Associate in Risk Management certifications from the American Institute for Chartered Property Casualty Underwriters. In addition to his insurance experience, Raab spent a semester as a visiting professor in the Florida State Risk Management and Insurance Program.
Application Open for 2020 Dan Fulwider Award

Named in memory of avid philanthropist Dan Fulwider, former government affairs coordinator and membership liaison for the Independent Insurance Agents of Iowa, the Trusted Choice® Dan Fulwider Award for Community Service recognizes a Big “I” member who has gone above and beyond the call of service in their community over the past year.

Trusted Choice will recognize the agent who has shown great commitment to their community during the 2020 Big “I” Legislative Conference, to take place May 13-15 in Washington, D.C.

The Dan Fulwider Award for Community Service award winner will receive:

- $2,500 donated to the charity of their choice.
- Paid transportation and hotel accommodations for the 2020 Big “I” Legislative Conference, including one guest.
- Paid meals during their travel.

Encourage your members to review the https://www.surveymonkey.com/r/DanFulwider by Friday, March 13.

Direct your nominations, questions or concerns to Aaliyah Cuthrell@iiaba.net.

The Independent Agents of Maryland is Big I Maryland

GLEN BURNIE, MD— On January 31st, the Independent Insurance Agents of Maryland became Big I Maryland. The move from IIAMD to the Big ‘I’, a brand used to identify the National Association for many years, is the logical move for Maryland. The name is respected and recognized. Maryland embraced the new name and looks forward to making it an everyday brand as they move the association forward. In an industry that is constantly changing, returning to our original brand confirms our dedication to our historical roots and also bears witness to our dedication to our membership. We are their Big ‘I’, here to assist in addressing the challenges facing our members today and in the future.

Rebekah Langford, President of the Big I Maryland showed her pride and excitement over the new brand stating, “This begins a new era for the association and I look forward to working with our members as we re-focus and re-direct our place in the market, affirming that the Big I Maryland is the premiere insurance trade association in Maryland.”

Maryland joins several other states including New York, New Jersey and Oklahoma in the re-brand. The Big I Maryland’s strength has always been in their membership. Now facing the new decade, the new brand will be the Association’s foundation for our future as we work to meet the needs of those members.
Property/Casualty Insurers See Increase in Net Underwriting Gains and Record Surplus in the First Nine Months of 2019

JERSEY CITY, NJ — The private U.S. property/casualty insurance industry saw its net underwriting gains increase to $5.4 billion in the first nine months of 2019 from $4.7 billion a year earlier, bolstered by growth in premiums and a drop in catastrophe losses, and its surplus reach a record high of $812.2 billion, according to Verisk (Nasdaq:VRSK), a leading data analytics provider, and the American Property Casualty Insurance Association (APCIA).

The surplus grew $70.1 billion in nine-months 2019 as the stock market recovered from a significant downturn at the end of 2018.

The industry’s net income after taxes and underwriting gains remained strong despite small declines compared with the prior year. Net income after taxes declined to $48.1 billion for nine-months 2019 from $49.4 billion a year earlier, and insurers’ combined ratio deteriorated to 97.8% from 97.4% a year earlier. Net losses and loss adjustment expenses from catastrophes declined to $21.5 billion for nine-months 2019 from $26.0 billion a year earlier.

Net written premium growth slowed to 2.7% in nine-months 2019, after jumping 11.4% a year earlier; in both years, growth was significantly affected by one-time increases in net written premiums caused by the changes multiple insurers made to their reinsurance arrangements in 2018. Net earned premiums grew 4.7%

“The strong economy, along with a drop in catastrophe losses, has helped insurers continue to enjoy strong results and build a record surplus,” said Neil Spector, president of ISO. “But as competition grows and customer expectations rise, insurers increasingly need to boost the speed and precision of their decisions, from underwriting to claims. Those carriers equipped with robust data, powerful analytics, and experienced talent will be the best poised to meet the challenges that lie ahead.”

“The U.S. property/casualty insurers’ financial results during the first nine months of 2019 paint a picture of a strong industry with a rock-solid foundation that enables consumers to rest assured that they will be protected when they need it most,” said Robert Gordon, senior vice president for policy, research and international, at APCIA. “Insurers’ capital gains increased during 2019 as global markets rebounded from their worst quarterly fall in seven years during the fourth quarter of 2018. While insurers’ investment income and net income after taxes declined, industry surplus grew, creating an increasingly stable underwriting foundation.”

Third-Quarter Results

Insurers’ net income after taxes fell to $15.3 billion in third-quarter 2019 from $15.4 billion in third-quarter 2018. Their combined ratio improved to 98.8% in third-quarter 2019 from 99.7% a year earlier.

Net written premiums rose $9.8 billion, or 6.2%, to $166.2 billion in third-quarter 2019 from $156.5 billion in third-quarter 2018.

The contribution of underwriting activities was essentially zero; that is, underwriting had break-even results in third-quarter 2019, which contrasts with a $1.3 billion net underwriting loss in third-quarter 2018.

View the full report from Verisk and APCIA at: https://www.verisk.com/siteassets/media/downloads/insuranceresultsreport2019q3.pdf

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**Nine-Months 2019: BY THE NUMBERS**

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<tr>
<th>Statistic</th>
<th>Value</th>
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<tr>
<td>Industry surplus, up from $802.2 billion</td>
<td>$812.2 billion</td>
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<td>on June 30, 2019, and from $742.1 billion at</td>
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<tr>
<td>year-end 2018</td>
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<tr>
<td>Net income after taxes, down from $49.4 billion</td>
<td>$48.1 billion</td>
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<td>in nine-months 2018</td>
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<tr>
<td>Net written premium, after $468.4 billion in</td>
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<tr>
<td>nine-months 2018, and $420.6 billion in 2017</td>
<td>$481.3 billion</td>
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<td>Combined ratio, after 97.4% for 2018</td>
<td>97.8%</td>
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<tr>
<td>Total capital gains, compared with $13.9 billion in</td>
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<tr>
<td>nine-months 2018</td>
<td>$58.3 billion</td>
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<tr>
<td>Net underwriting gain, after $4.7 billion in</td>
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<tr>
<td>underwriting gain in nine-months 2018</td>
<td>$5.4 billion</td>
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**About Verisk**

Verisk (Nasdaq:VRSK) is a leading data analytics provider serving customers in insurance, energy and specialized markets, and financial services. Using advanced technologies to collect and analyze billions of records, Verisk draws on unique data assets and deep domain expertise to provide first-to-market innovations that are integrated into customer workflows. Verisk offers predictive analytics and decision support solutions to customers in rating, underwriting, claims, catastrophe and weather risk, global risk analytics, natural resources intelligence, economic forecasting, and many other fields. Around the world, Verisk helps customers protect people, property, and financial assets. Headquartered in Jersey City, N.J., Verisk operates in 30 countries and is a member of Standard & Poor’s S&P 500® Index. In 2018, Forbes magazine named Verisk to its World’s Best Employers list. For more information, please visit www.verisk.com.

**About APCIA**

Representing nearly 60 percent of the U.S. property casualty insurance industry, the American Property Casualty Insurance Association (APCIA) promotes and protects the viability of a competitive private insurance market for the benefit of consumers and insurers. APCIA represents the broadest cross section of home, auto, and business insurers of any national trade association. APCIA members represent all sizes, structures, and regions, which protect families, communities, and businesses in the U.S. and across the globe. For more information, visit www.apci.org.
National Association of Insurance Commissioners chooses Redmer for two key policy committees

BALTIMORE, MD – The National Association of Insurance Commissioners (NAIC) has named Maryland Insurance Commissioner Al Redmer, Jr. to its Health Insurance and Managed Care Committee and its Property and Casualty Insurance Committee for 2020.

“The NAIC gives insurance commissioners across the country crucial support,” Redmer said. “As we continuously face changes and challenges, I’m honored to be chosen for this important work.”

Through the NAIC, state insurance regulators establish standards and best practices, conduct peer review, and coordinate their regulatory oversight. Actions considered by the NAIC are discussed and formulated through NAIC Committees, task forces and subgroups.

“Our 2020 NAIC committee leadership aligns talent and expertise and reflects a strong commitment to service; as we advance our goals and priorities which include State Ahead, our three-year strategic plan,” said Ray Farmer, NAIC President and Director of the South Carolina Department of Insurance. “I look forward to working with these committees and thank them for their willingness to serve the NAIC.”

In addition to the committee assignments, the Maryland Insurance Administration will also have a seat on the NAIC/Consumer Liaison Committee and seven NAIC task forces focusing on antifraud efforts, information systems, senior issues, surplus lines, title insurance, valuation of securities and innovation and technology.

Recording Now Available: Latest in Agency Risk Management Essentials Webinar Series

Big "I" Professional Liability

How can you ensure your approach to limits is correct? Do you feel confident that proper policy limits are in place for your clients? Do you worry about whether your own agency is appropriately protected? When your customers are under-insured, it creates claims against your agency. When your agency is under-insured it limits the defense your carrier can provide.

Don’t let the fear of a large claim keep you up at night. Visit EOHappens and view the recording of last week's highly attended Agency Risk Management Essentials webinar, A Limits Discussion: How Much is Enough for You and Your Customer. This and other valuable sessions are available to view on demand (at no cost) at www.iiaa.net/EOHappens.
Our Small Commercial Carriers Have Big Appetites

Being buried in snow, basking in the sun or wishing you were is no excuse to not know about the Big "I" Markets Small Commercial program. Through Big "I" Markets you have access to three big carriers with big appetites and great coverages in most states so you should be able find the coverage you need.

**Travelers Select®**
Travelers Select Accounts offers a robust variety of coverages for small businesses. A proprietary BOP product called Master Pac® , Workers’ Compensation, Commercial Automobile, and Commercial Umbrella are available, with a broad array of industry-specific coverage options and coverage extensions. See full eligibility here: https://www.independentagent.com/SiteAssets/BigIMarkets/Documents/Products/SmallCommercial/TravelersAppetiteGuide.pdf

**Chubb**
Chubb Small Commercial Insurance (SCI) leverages superior underwriting expertise and world renowned claims, account services, and financial strength to offer solutions for small businesses with up to $10M in revenue, in more than 500 business classes across the following industries: Clubs and associations, Cultural institutions, Financial services, Healthcare, Real estate, Retail stores, Service businesses, Technology, and Wholesale businesses. BOP, Workers Compensation, Commercial Automobile, and Umbrella products are available. See full eligibility guide here: https://www.independentagent.com/SiteAssets/BigIMarkets/Documents/Products/SmallCommercial/SmallCommercialAppetiteGuide.pdf

To submit a quote, log into Big "I" Markets (https://markets.independentagent.com/bigimarkets/amap/BIM_Layout2/login3.jsp) and click on "Small Commercial." Contact Big "I" Markets commercial underwriter Claire McCormack at claire.mccormack@iiba.net or (800) 221-7917 ext. 5415 with any questions. If you are not already signed up for Big 'I' Markets, see the easy process in this issue.
Legislative Issues in Life Insurance

So much going on in the financial services side. We have a choice to let it absorb us or energize us to make a difference in the lives of our insureds. The legislative and carrier specific issues can sometimes seem overwhelming but most of the time it’s taking baby steps to address compliance changes and requirements and then focus on our clients.

I would say the drive on most of these changes are along the line of - do what’s best for your client. However the Secure Act has a bit of a different spin where it’s focus is on retirement.

In short, it is a very significant legislative law. The law raises the minimum distribution from age 70 ½ to age 72. It also allows small employers to add annuities as investment options. The largest change is that it prevents an inheritance IRA from being distributed to anyone but a spouse or minor children for longer than a 10 year window. This was known as the Stretch IRA provision and now we have only a 10 year period. This means an adult children inherits their IRA, they get 10 years to receive distributions or in short, the IRS gets its money faster!

Reg 187 requires agent specific training for these obligations and the training has to be completed prior to securing an application. Regulation 187 forces education on client alternatives so if an agent lives within a sole product or limited product menu they are exposed to other choices that their client might have available to ensure the best solution is presented. The regulation is designed to bring a higher standard to the selling process and to provide substantial documentation along with it. This sounds burdensome but in a he said, she said world, the documentation for sales justification could provide some meaningful protection for agents.

The insurance carriers will now have to establish standards and procedures to supervise recommendations that agents and brokers make with respect to life and annuity contracts. I believe the insurance products will be treated more like other assets within a portfolio. Even term insurance falls under Reg 187. The industry is clearly moving in path that will require the client to be given choices and a more exacting measure in which recommendations are made.

The chart on the next page reflects the fact that regulations and law changes are coming at our industry from more than one organization. Some of these issues are state specific but many are national. The insurance industry is trying to embrace some of these changes in hopes of achieving some consistency in overall regulations across all states and all regulatory bodies but it has been challenging. The Massachusetts proposal really has hampered that success and will make this difficult.

For those in the trenches, we need to continue to guide our clients to sensible solutions but be aware of the ever changing regulatory changes to minimize our exposure and stay within compliance guidelines. Conceptually, we are all in favor of a best interest.

(Con’t on page 30)
practice but clearly defining what that means, is gray at best. There are often multiple solutions for our clients which is good but can be overwhelming in reaching a decision. Finding a balance between multiple solutions and closing sales will be our challenge.

For more information contact Mark Gage, CLU of Northeast Brokerage at mgage@nb-bga.com Or call 410-552-9300.

<table>
<thead>
<tr>
<th>Entity</th>
<th>Regulation</th>
<th>Effective Dates</th>
<th>Mandates</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Association of Insurance commissioners</td>
<td>Annuity Sales Model</td>
<td>Sent to states for 2020 adoption</td>
<td>Specific documentation of best-interest recommendations</td>
</tr>
<tr>
<td>New York</td>
<td>Regulation 187</td>
<td>Feb 1st 2020 effective date</td>
<td>Extends best interest to in-force life and annuity policies</td>
</tr>
<tr>
<td>Massachusetts</td>
<td>Fiduciary Proposal</td>
<td>Not</td>
<td>Places agents under a Fiduciary standard when giving any financial advise</td>
</tr>
<tr>
<td>SEC</td>
<td>Reg BI</td>
<td>June 30, 2020</td>
<td>Requires identification of conflicts of interest and financial incentives</td>
</tr>
<tr>
<td>Dept. of Labor</td>
<td>Fiduciary Rule</td>
<td>Unknown date</td>
<td>Not released yet</td>
</tr>
</tbody>
</table>

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(*if covered under the D&O)

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# Education Corner

## MARCH/APRIL 2020

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Details</th>
</tr>
</thead>
</table>
|       | March 2-6, 2020 | Property & Casualty Pre-Licensing  
Joseph Conroy, ACSR  
9:00 AM - 4:30 PM | 
|       | March 19, 2020 | Flood Program Overview: Then and Now  
Annette Winston  
9:00 AM - 12:00 PM | 
|       | March 19, 2020 | Flood Program Overview: Then and Now  
Annette Winston  
1:00 PM - 4:00 PM | 
|       | March 24, 2020 | Professional Development & Account Management  
Shelley Arnold, CPCU  
9:00 AM - 3:30 PM | 
|       | April 8, 2020  | Commercial Property Insurance  
Sharon Gardner, ACSR  
9:00 AM - 3:30 PM | 
|       | April 14, 2020 | Insurance Ethics  
Stanley Lipshultz, CPCU  
9:00 AM - 12:00 PM | 
|       | April 14, 2020 | Insurance Ethics  
Stanley Lipshultz, CPCU  
1:00 PM - 4:00 PM | 
|       | April 21, 2020 | E&O Risk Management  
Meeting the Challenges of Change (Part 1)  
Stanley Lipshultz, CPCU  
9:00 AM - 12:00 PM | 
|       | April 21, 2020 | E&O Risk Management  
Meeting the Challenges of Change (Part 2)  
Stanley Lipshultz, CPCU  
1:00 PM - 4:00 PM | 

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**Thank you....**

### Silver Level

- Builders Mutual Insurance Company
- Chesapeake Employers' Insurance Company
- Progressive

### Bronze Level

- Accident Fund Insurance Company
- Agency Insurance Company of Maryland
- All Risks
- Baltimore Equitable Insurance
- BBSI
- Berkshire Hathaway GUARD Insurance Companies
- Brethren Mutual Insurance Company of Salem
- Burns & Wilcox
- Cumberland Insurance Group
- Farmers Mutual Fire Insurance Company of Salem
- FCCI
- Imperial PFS

- Kite Technology Group
- Lexington National Insurance Corp
- Mutual Benefit Group
- Networked Insurance Agents
- Northeast Brokerage, Inc.
- Penn National
- Philadelphia Insurance Companies
- Rockwood Casualty Insurance Company
- Selective Insurance Company of America
- State Auto Insurance Companies
- Watney Insights Network, Inc.

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Maryland Messenger 2020 MAR/APR
Property & Casualty Pre-Licensing

Big 'I' Maryland's Property & Casualty Pre-Licensing Course will qualify an individual to take the Maryland Insurance Licensing state examination. Big 'I' Maryland offers a five day licensing program that covers Property, Casualty and Maryland Law.

Upcoming Licensing Classes:

- March 02-06, 2020
- June 01-05, 2020
- September 14-18, 2020
- December 14-18, 2020

Visit www.BIGIMD.com/ceschedule to register!

ACSR Instructor Wanted!

IIAMD is looking for an instructor to teach some of our ACSR modules in 2020.

ACSR 1: Homeowners Insurance
ACSR 2: Personal Automobile Insurance
ACSR 3: Personal Lines Related Coverages

If you are interested, please contact Kyrsten Langford at Kyrsten@BIGIMD.com.
March ABEN Webcast Schedule

2 - Long Term Care Insurance
4 - Directors and Officers Liability Insurance
4 - Ethics and Business
4 - Cyber Insurance Deconstructed
4 - Personal Lines Claims That Cause Problems
4 - Umbrella/Excess: A Blanket of Protection?
4 - Data Privacy Insurance
4 - Annuity Basics and Where They Fit
5 - COPE- Property Underwriting and Effective Loss Control
5 - Hot Topics in Personal Lines
5 - Building Codes are BAD for Your Insureds; Why Ordinance or Law Coverage is Necessary
5 - Business Income-Beyond the Basics
9 - E&O Risk Management- Meeting the Challenge of Change (6 hrs)
10 - Home Based Business Exposures
10 - E&O - Roadmap to Homeowners Endorsements and Personal Inland Marine - Part 1
10 - E&O - Roadmap To Homeowners Endorsements and Personal Inland Marine - Part 2
10 - Ethics in Today's Changing Times
12 - COPE- Property Underwriting and Effective Loss Control
12 - BAP Symbols and Endorsements
12 - Building Codes are BAD for Your Insureds; Why Ordinance or Law Coverage is Necessary
12 - A Little of This, A Little of That: New Threats & Possibilities in Comm'l and Personal Lines Insurance
12 - Business Income-Beyond the Basics
17 - Rental Cars: More Than Meets the Eye
18 - Ethical Issues-Personal & Organizational
18 - E&O- Roadmap to Policy Analysis- Part I
18 - Business Auto Claims That Cause Problems
18 - Workers Compensation Beyond the Basics
18 - Top 5 Life Insurance Uses
18 - E&O- Roadmap to Policy Analysis- Part II
19 - Insurance and the Property Lease
19 - E&O- Roadmap to Policy Analysis- Part I
19 - Certificates of Insurance - Emerging Issues and Other Stuff that May Scare You!
19 - A Little of This, A Little of That: New Threats & Possibilities in Comm'l and Personal Lines Insurance
19 - E&O- Roadmap to Policy Analysis- Part II
19 - NFIP Program Changes and Refresher
23 - E&O Risk Management – Meeting the Challenge of Change (6 hrs)
23 - Those Kids and Their Cars!
24 - E&O Risk Management – Meeting the Challenge of Change-Part I (3 hrs)
24 - E&O Risk Management – Meeting the Challenge of Change-Part II (3 hrs)
25- E&O Risk Management – Meeting the Challenge of Change-Part I (3 hrs)
25- Workers Compensation Beyond the Basics
25- E&O Risk Management – Meeting the Challenge of Change-Part II (3 hrs)
27- NFIP Program Changes and Refresher
27- E&O - Roadmap to Homeowners Endorsements and Personal Inland Marine - Part I
27- E&O - Roadmap to Homeowners Endorsements and Personal Inland Marine - Part II

Register online at https://iiamd.aben.tv/
April ABEN Webcast Schedule

1. Directors and Officers Liability Insurance
2. Ethics and Business
3. Personal Lines Claims That Causes Problems
4. Umbrella/Excess: A Blanket of Protection?
5. Annuity Basics and Where They Fit
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44. E&O Risk Management – Meeting the Challenge of Change- Part II (3 hrs)
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