MARYLAND
Messenger

SEPTEMBER 2021

FEMA SENDS OUT UPDATE AS NFIP'S RISK RATING 2.0 IMPLEMENTATION NEARS

PAGE 10

BIG i℠ | MARYLAND

MARYLAND
Messenger

Big "I" Maryland
2408 Peppermill Drive, Suite A
Glen Burnie, MD 21061
(P) 410-766-0600 | (F) 410-766-0993

In This Issue

4	Chairman’s Message
5	3 Trends to be Aware of in Today's Cyber Insurance Climate
8	The Concept of Failure in the Field of Insurance
10	FEMA Sends out Update
12	Disclaiming Disclaimers
14	Nobody Cares About Who You Are and What You Provide
15	Life Corner
19	Tidbits
28	Markets
29	Education Calendar

ADVERTISERS

Big "I" Maryland would like to THANK all of our advertisers for their continued support! The Maryland Messenger would not be possible without them.

Agency Network Exchange, LLC
Berkshire Hathaway GUARD Insurance Companies
Builders Mutual
Chesapeake Employers Insurance Company
Insurance Brokers Service Corporation
MEMIC
Potomac Insurance Network, Inc.

The Maryland Messenger is a quarterly publication published for the exclusive use of regular and associate members of the Big "I" Maryland. Publication of any article, letter to the editor or advertisement in the Maryland Messenger should not be deemed as an endorsement by Big "I" Maryland of the opinions expressed or product advertised. Questions and comments should be directed to the editor; Kate Langford.

Editorial Office
2408 Peppermill Drive, Suite A
Glen Burnie, MD 21061
(P) 410-766-0600 | (F) 410-766-0993
Email: Kate@BigIMD.com | www.BigIMD.com

Chairman's Message

Jerry Nicklow, AAI

The last 18+ months have been challenging to say the least. As I start my second term as Big I MD chairman, I post the following questions to our members:

What benefits do you want to get of your Big I membership?

What benefits can we market in order to grow our membership?

Our association goals are no different than the top two goals of our member agencies.

1. Increase retention
2. Generate new business (for the Big I, the new business equates to gaining new members)

With all of the M&A activity in our industry these days, increasing retention with our current membership does face some challenges. Through no fault of our own, sometimes we are seeing three member agencies being consolidated down to one for membership purposes.

But we still want to make sure that we are providing value to our existing members and have as many renew as possible.

There is no doubt in my mind that our existing members see a value in the Big I. Some of the major benefits are as follows: Legal Advocacy (INSURPAC and MAPAC), Education Programs, Marketing and co- branding through Trusted Choice, Coverage for your agency for E&O, Umbrella, Cyber, etc., Access to markets for your clients through Big I Markets, RLI and Coalition, as well as some advertising opportunities.

But the questions I pose for our existing members is: What is the most important benefit for your agency? And: What more can we do to help your agency be more successful?

Now for getting new members and increasing our membership base. What benefits do you think we could market to our prospective members to entice them to join the Big I?

We need to continue to add to our membership, because like your agency, we cannot just live off of our renewals.

These are the questions I am going to focus on during this term and I would love to hear any feedback or listen to any ideas that will help our great association grow this year.

I know we have some of the smartest insurance professionals in the world in this association, so I want to pick your brains if you will let me.

You can email your ideas to me at jerry@huffinsurance.com, or we can set up a time to meet in person, by phone or by video. Any feedback is welcome and will be received with an open mind.

I hope to be able to see you all in person at some point. Having to do everything virtually, while being convenient, is not always the most productive or produce the best results.

See you all soon and lets all finish off 2021 strong for the independent agency force.

3 Trends to be Aware of in Today's Cyber Insurance Climate

By Madde Narr, Underwriter at Wingman Insurance

Although in many ways we may feel that life is getting back to normal, one area that will likely never return to pre-pandemic levels are cyber-attacks on businesses. It seems like every time you turn on the news, a reporter is discussing another devastating cyber-attack. From the Colonial Pipeline hack to the Microsoft Sever Exchange Data Beach, ransomware attacks are on the rise and they show no sign of reprieve in the immediate future. Hackers have become much more savvy with their demands. It is now common to find direct costs for a ransomware attack to exceed $200,000 and total costs have been seen to reach anywhere from $600,000 to $800,000 per attack. The cyber market has always been a moving target, but we have never seen it evolve as quickly as it has now. The following three trends are what you should be aware of when talking to your insureds about cyber liability insurance.

New Requirements

Gone are the days of immediate quotes with no additional questions asked. A business that once only needed a four-question application may now be required to fill out an additional questionnaire on security practices and protocols. However, it does not end at filling out the application. A business must also provide favorable responses to each question or risk declination or non-renewal.

Leading the list for favorable review are the questions about Multi-Factor Authentication (MFA). This control requires confirmation of each entry into an account from a new device using an authenticator app or responding to a text, call or

(Con't on page 6)

(Con't from page 5)

email. MFA has the ability to block fraudulent entries before a hacker can reach your emails, files, and data. Second on the list for favorable review is the maintenance of file back-ups protected by MFA.

In most cases, critical information must be backed-up at least monthly and must also be subject to segmentation and encryption. In the event your insured is hacked, and their files are encrypted, these back-ups provide a quicker route to getting business back up and running again. It is important to keep backups current, secure, and in a secondary location (cloud, second server, etc.) to ensure the backup is valuable when a breach occurs.

A final area that must be answered favorably includes the security of Remote Desktop Protocols. This is a common service for employees to access desktop files and programs remotely. RDPs that do not limit employees to only VPN access have the potential to enable loopholes in the networks that hackers can easily enter. It also should not come as a shock that Remote Desktops must be protected by MFA. Although this list of requirements is not comprehensive nor are these sure-fire ways to evade a hack, these security measures add a layer of protection for your insureds and an increased level of difficulty for unauthorized access.

Coverage Enhancements

To keep up with the ever-changing cyber market, carriers are offering new cyber coverage enhancements. One coverage that is a recent addition to many quote letters is Proof of Loss with Business Interruption. This coverage is designed to help an insured determine a loss with a forensic accountant and prove business income loss due to a business interruption claim. Forensic accountants as well as legal advice can cost up to $500 per hour and this coverage offers a sublimit specifically designated to hiring an expert to help determine the extent of a business interruption claim. The same idea applies to another newer coverage – Proof of Loss with Reputational Harm. Both Business Interruption and Reputational Harm are more difficult to determine the extent of the loss and can be difficult to have coverage afforded without the investigation of a trained professional.

Another coverage extension that is starting to become more common among carriers is the broadening of the definition of a Computer System to include employee's personal devices. Often called B.Y.O.D., or Bring Your Own Device Coverage, this extended definition allows employees who are working from home on personal devices to be afforded coverage if they experience a cyber-attack. Technically, without this extension, a personal device would not be considered an insurable interest of the insured and would, therefore, not be covered by their employers' cyber liability policy. Although coverage enhancements have been slower to evolve, the structure of cyber claims as well as challenges posed by COVID-19 have increased the need for broadening of coverages and, consequently, increasing rates.

Rising Costs and Declinations

We have already mentioned the swift rise in premiums we are seeing across the marketplace for cyber insurance. Although including new coverages in policy forms may cause pricing increases, the most prominent cause of this increase is due to the rise in claims. Cyber loss ratios increased by over 30% in the last year across the market. Hackers are demanding higher ransoms with no sign of reprieve which is subsequently creating more expensive claim payouts for carriers. Historically, cyber pricing has been artificially low due to poor predictability models and insufficient rate structures. Now pricing is starting to rise to coincide with the trending increase in claims that previous premiums we unable to accommodate. Where insureds see this as an unwelcome consequence, it has become a necessary evil for inevitably increasing claims across all industries. In addition to rising premiums, classification restrictions have become more common than ever. Underwriting boxes for some (but not all) carriers are getting smaller in terms of which business classification is afforded coverage. Classifications such as IT companies, payment card processors, collection agencies, and cannabis have become more difficult to place coverage for while other classifications are outright declines. Unfortunately, this trend is primed to continue 2021 and into the following years.

Final Thoughts

These three trends are just the tip of the iceberg when it comes to the evolving cyber market. It will be very important in the coming months to set realistic expectations for your insureds and ensure that they are aware of the new requirements that carriers are enforcing. With the hassle of installing new security measures and protocols comes the reassurance that your insured is doing everything in their power to protect themselves against a cyber-attack. Changes are occurring in every facet of the process from underwriting to coverages and pricing as well as risk management and it is highly recommended to begin renewal conversations early in order to ensure that your insured has the best possible chance of placing their business with cyber liability insurance.

Agency Network Exchange LLC is expanding IN YOUR REGION

Grow with a network of 60+ independent agencies and the 12th largest agency partnership in the U.S.

OWNERSHIP

Maintain 100% ownership of your agency, book of business, and have your name remain on all of your policy dec pages.

REVENUE

We pool our aggregated premiums amongst 30+ carriers to increase contingent revenue and negotiate exclusive incentives.

SCALE

Our network has a combined P&C written premium of $1.3 billion.

RESOURCES

ANE tailors specific resources to each agency's needs.

FLEXIBLE CONTRACT

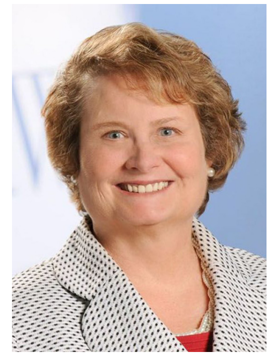
Renewable three-year agreement, monthly fees are minimal, and the ability to leave is easy.

ANE
AGENCY NETWORK EXCHANGE

LEARN HOW YOU CAN TAKE ADVANTAGE AT:

information@ane-agents.com • www.ane-agents.com • (800) 700-9643

The Concept of Failure in the Field of Insurance



By Patricia McHugh Lambert, Esquire

One of my favorite motivational quotes is from Winston Churchill, the great British Prime Minister who led England during World War II. As he noted, "success is not final, failure is not fatal: It is the courage to continue that counts." From my perspective, these are important words for the modern insurance industry.

> *"Success is not final, failure is not fatal: It is the courage to continue that counts."*
>
> *-Winston Churchill*

While none of us like to fail, failure creates the need for insurance products, particularly property and casualty insurance products. In the 1700's, failed shipping expeditions with resulting loss of cargo caused investors to seek insurance; thus, Lloyds of London grew to meet the need of potential failures in shipping. Today, computer systems failures have created cyber risks; the risk of system failure has created the need for cyber-insurance. Risk and failure spurs on the development of new insurance products.

On the claims side, human or institutional failures create claims. A homeowner forgets to unplug Christmas tree lights (or even to water the tree) and a fire occurs. A person driving a car becomes distracted and an accident occurs. A busy business neglects to take the time to put needed processes in place and property is damaged and people are injured. Failure is what generally causes claims.

Even on the business side of insurance, failure is an ever present specter. An agency loses a contingency bonus when one of its clients has a substantial claim. A boss pushes an employee too hard, resulting in the employee quitting in order to have a better work-life balance. An insurance professional omits an important detail from a report, simply because of inadvertence and life stresses. All commonplace failures that have a business impact.

So with insurance being built on the concept of failure and failures being so common in business, why do we avoid discussion of failure except among our discrete intimate friends and our therapists? Is it simply because most people do not want to carry the label of being a loser? Do we fear that being labeled as having failed in one thing in the past will label us as potential loser for future endeavors? Or do we become so fearful of failure that we stop taking risks? Whatever the answer, we, as an industry, need to understand Churchill's concept of failure not being fatal.

First and foremost, we insurance leaders need to embrace the concept of failure. It would be refreshing for insurance businesses to embrace the concept that growth can come from not being perfect. It would be informative for a CEO to discuss mistakes made and lessons learned. Knowing that mistakes can be costly, embracing the concept of failure will likely be difficult. So how do we inspire a culture of failure not being viewed as fatal? The first step is for business leaders to accept and convey that mistakes—at least most mistakes--can create an opportunity for improvement. (And a little hint, employees love to hear that the boss is a person who has made mistakes in the past.)

Second, when a 'failure' occurs, there needs to be an honest assessment of what happened and how, in the future, the situation can be improved. Sometimes this requires that there to be a detailed 360 degree post mortem. Too often, failure is laid at the foot of a single person, when, in actuality, the blame needs to be shared. For example, the failure that I had this week was in not being a particularly good coach to a new employee. I was too busy to explain the assignment in detail or to discuss what I particularly wanted in a work product. As a result, the product given to me was almost unusable, requiring extra effort and time. In the post mortem that I had

(Con't on page 9)

(Con't from page 8)

with this employee, we discussed where the assignment got off track, focusing on what we both could do better in the future. The exchange of ideas as to what could be done better by both of us in the future, rather than the pointing out all the flaws of the employee, allowed us to have a candid and workable plan for the future.

Finally, I increasingly embrace the concept of going slow to go fast. Where I go too fast, I make mistakes. We have all seen the sign over the desk of administrative assistants that says: "do you want my work to be good or fast?" While I actually want it to be both, I must accept the idea that it takes time to do a good and thorough job. Particularly where there is a need to be close to perfect, we must give time allowances. If I do not give such allowance, I must also understand that mistakes should not be viewed as fatal mistakes.

Of course, there are many ways to prevent failure by study, by training, by experience and by mentorship of insurance professional. Unfortunately, not all failure can be prevented. So where failure occurs, we need to understand, what Churchill said so many years ago, that it is "the courage to continue that counts." Here is hoping for continued change in our insurance industry when failures are faced.

FEMA Sends out Update as NFIP's Risk Rating 2.0 Implementation Nears

By Wyatt Stewart

FEMA sent out a notice to Write-Your-Own (WYO) insurance companies stating that they anticipate that quoting and policy issuance for Phase 1 of Risk Rating 2.0 policies—policies effective Oct. 1, 2021, or later—will be available starting on Monday, Aug. 16.

This is a slight delay as FEMA had previously said WYO insurers would be able to begin quoting for policies beginning on Aug. 1.

Although quoting and policy issuance has been delayed until at least Aug. 16, the rating engine website went live on Aug. 1 for users to test their connection. FEMA also noted they will communicate when the rates may be used for quoting and when policy issuance can begin.

As reported in the News & Views e-newsletter throughout the year, Risk Rating 2.0 is FEMA's new pricing methodology for the National Flood Insurance Program (NFIP). Despite the quoting delay, it is still scheduled to be implemented on Oct. 1.

All new policies effective on or after Oct. 1, 2021, must be issued under Risk Rating 2.0. Existing policies renewing with effective dates between Oct. 1, 2021, and March 31, 2022, can renew under the legacy rating plan or renew their policy under Risk Rating 2.0. All existing policies with renewal dates on or after April 1, 2022, will be renewed under Risk Rating 2.0.

Additionally, FEMA is currently providing agent training webinars throughout the month of August.

Important information about the webinars such as dates, times and how to register, is listed in this FEMA bulletin. The bulletin also includes important information about continuing education (CE) credits, including which states have approved the webinars for CE credits. In addition, there are still some pending approvals for CE credits that are outlined within the bulletin.

The Risk Rating 2.0 – Equity in Action webinars are free to attend, but spaces are limited to 1,500 attendees per event. Register early if you are interested. The webinar will provide agents with the latest information on how and when Risk Rating 2.0 will be implemented. It will also discuss the following topics:

- What is Risk Rating 2.0 – Equity in Action?
- What led to this NFIP transformation?
- The NFIP today: What is changing?
- What is not changing?
- How will current policies transition?

The Big "I" believes that Risk Rating 2.0, if properly implemented, has the potential to improve the NFIP experience for agents and consumers, but emphasizes that the rollout of the program will be critical in determining the success of the effort.

As FEMA continues to provide more information regarding Risk Rating 2.0, the Big "I" will continue to provide members with updates in the weekly News & Views e-newsletter.

Wyatt Stewart is Big "I" assistant vice president of federal government affairs.

"This article was originally published in the August edition of Independent Agent Magazine"

Disclaiming Disclaimers: Be Careful Using Narrow Disclaimers

By ***Richard F. Lund, J.D., Vice President, Senior Underwriter, Swiss Re***

Because of the questions surrounding insurance protection for COVID-related claims, agents from around the country are considering including COVID-related disclaimers in proposals, renewals and any other document intended for prospects and clients.

While this may seem a timely and effective method for avoiding errors and omissions (E&O) problems from COVID claims, in fact, using such a narrow disclaimer could worsen the agency's E&O exposure. Focusing on one potential exposure while not addressing or effectively ignoring all other exposures places the agent in a dangerous position.

When considering the E&O implications of any decision, agents must imagine the plaintiff attorney and the witness stand. What is going to be asked and what decision must the agent defend?

Why Disclaimers

A disclaimer is defined as a formal statement saying that the disclaiming party is not legally responsible for something, such as the information given in a book or on the internet, or that the disclaiming party has no direct involvement in it. *
(*Cambridge Dictionary)

Disclaimers notify the reader that the information provided may not be all the information relevant to the reader and should not be relied upon as the final or primary source of information. In effect, a disclaimer notifies the reader that he or she is responsible for seeking out all relevant information. Effectively, the disclaimer places the risk of researching all relevant information on the reader.

Disclaimers focused solely on COVID, or any other "hazard of the day," open up major opportunities for the plaintiff attorney if an uncovered loss occurs or an improperly managed exposure results in a loss. Neither the deposition nor the witness stand is the desired time to explain a seemingly good, yet knee jerk decision.

Agents generally do not list every possible exclusion or limitation in a proposal or renewal, but a few are highlighted – generally those added by endorsement. But as every agent knows, or should know, the unendorsed policy language already contains exclusions and limitations.

Short of listing every exclusion, gap or limitation (which would require pages and pages of explanation), the only way the agent can adequately warn the insured about exclusions and limitations is by use of a well-worded disclaimer. Disclaimers are necessary but should not be narrowly focused.

Disclaimers, Depositions and the Witness Stand

Imagine sitting on the witness stand, being sued because the policy contained a specific exclusion not addressed in the proposal or renewal documents. Assume further that the loss is not covered because of an exclusion not addressed in the proposal or not properly referenced by the disclaimer. Following is what this might look like in court (forgive the buildup, but this is how it works).

Plaintiff Attorney: *Mr. Agent, does the commercial property policy you wrote for my client provide coverage on the building and the business personal property within the building?*

Agent: *Yes, it does.*

Plaintiff Attorney: *Does this policy provide "all risk" coverage?*

Agent: *No, it provides "special" coverage, or "risk of direct physical loss" coverage.*

Plaintiff Attorney: *Oh. So, what does that mean?*

Agent: *That means the policy provides coverage for damage caused by any loss not specifically excluded or limited by the policy or any endorsement.*

Plaintiff Attorney: *Oh? So you mean there are things that could happen that are not covered by the policy?*

Agent: *Yes. Not every type of loss is covered by the policy.*

Plaintiff Attorney: *I'm looking now at your proposal detailing this policy. Is this the proposal you provided the client?*

Agent: *Yes, this looks like the proposal.*

Plaintiff Attorney: *It looks like you did list a few exclusions in this proposal. You listed eight exclusions and/or limitations to be exact. Why did you list these?*

Agent: *Those were exclusions endorsed onto the policy and a few we, as an agency, make sure we list such as flood and earthquake.*

Plaintiff Attorney: *Are those the only exclusions or limitations applicable to the coverage?*

Agent: *Well, no. There are several others. Let's skip ahead a bit. The set-up*

(Con't on page 13)

(Con't from page 12)

is somewhat obvious.

Plaintiff Attorney: *It appears you included disclaimer language in the proposal to address exclusions or limitations not specifically listed in the proposal, is that correct?*

Agent: *Yes, we did add a disclaimer to address potential exclusions not specifically addressed.*

Plaintiff Attorney: *In reading the disclaimer, it appears to address COVID losses only. Am I reading this correctly?*

Agent: *Yes, given the current situation, we felt we needed to address COVID-related situations.*

Plaintiff Attorney: *Beyond the list of exclusions in the proposal and the disclaimer for COVID-related losses, are there any other exclusions or limitations affecting my client's coverage?*

Agent: *Yes, there are.*

How Does this End?

Result: Agent loses. The plaintiff attorney will go on to highlight that the agent chose, on behalf of the insured, which exclusions and limitations were important and which were not – without asking the insured what might be important. Basically saying, what else did you decide wasn't important to the insured?

Moral: Unless every possible exclusion or limitation is listed in the proposal, use very broad disclaimers. Narrow disclaimers focused on one or a few exposures can make the situation worse, not better. Attempting to list every exclusion and limitation is just as dangerous from an E&O perspective as narrow disclaimers. There is no effective way to address all exclusions and limitations in less than 30 pages. Consider the commercial property policy as just one example. Beyond the specifically-listed exclusions, the commercial property policy contains:

- Exceptions to exclusions;
- A list of property not covered;
- Sub-limits;
- Additional coverages, with conditions; and
- Conditions in general.

When a package of coverages is written (CGL, BAP, Umbrella/Excess, Crime, etc.), the exclusion and limitation explanation pages would fill an encyclopedia.

Disclaimers are necessary to remove the need to be this precise in every proposal. And from a sales and marketing perspective, presenting the client with a 60-plus-page proposal, most of which is explanations of the lack of coverage, lowers the chances of closing most clients.

How to write a disclaimer:

- Disclaimers should not address one or a few specific exposures.
- Disclaimers should be broad enough to warn the prospect and client that there are exclusions and limitations that may not be addressed in the proposal.
- Disclaimers should point the insured to the specific policy language, warning the insured to not depend on the proposal for any interpretation of coverage.
- Disclaimers should clearly state that coverage determinations are often fact-based and are determined by the carrier.
- Disclaimers should address the agent's market access. This means that the agent makes known to the insured that they have not researched the entire marketplace to see if a specific coverage is available; but they have researched their available markets.

Following is sample disclaimer language: *"All insurance policies contain exclusions and limitations either within the policy language or added to the policy by attachment of an endorsement. Not all exclusions or limitations are addressed in this proposal. Exclusions and limitations can be absolute or conditional based on the specific circumstances and allegations of a loss or claim. Policy language dictates coverage. [Name of Agency] offers the coverage options available from the insurance carriers it is licensed to represent or from those with which it has a relationship; the agency makes no representations regarding coverages, exclusions or limitations in policies from any carriers not represented by the agency nor does the agency make representations regarding the availability of coverage to cover any specific risk of loss in the broader insurance marketplace."*

Disclaimers are necessary in every proposal and communication regarding coverage. Attempting to address all possible coverage issues in the absence of a proposal creates a major problem when the agent is on ~~the witness stand. Make use of proper~~ disclaimers.

Richard F. Lund, JD, is a Vice President and Senior Underwriter of Swiss Re Corporate Solutions, underwriting insurance agents errors and omissions coverage. He has also been an insurance agents E&O claims counsel and has written and presented numerous E&O risk management/ loss control seminars, mock trials and articles nationwide since 1992.

Nobody Cares About Who You Are and What You Provide

By David Dillon

John Horace is thrilled to be back. He had come to take the annual conference and trade show event calendar for granted. Then came 2020 and the need to be resilient. Now that in-person events are starting back up John is both enthusiastic and increasingly optimistic about the prospects for growth.

John is the Sales & Marketing leader at a mid-size agency, focused on client retention and new growth opportunities. He has participated in many conferences and trade shows over his extensive career and clearly understands the growth opportunity they can provide for his client-facing team. Events provide the forum for introducing new products and services, building and strengthening relationships, and learning new things in the industry. However, preparing for an effective event takes months, so John prepared to capture some ideas for his upcoming event planning meeting with his sales & marketing team.

John reflected back on prior events – what worked well and what would be considered "learning experiences". He also recalled his usual practice of walking the show floor and observing what was being communicated by the various exhibitors; by the booth messaging, the people staffing the booth, and even the attention-grabbing techniques used to lure prospects into the booth. Typically the messaging John would observe was about deliverables – what services the attendees offer, how long they've been in business, how they may be different, and what they may be giving away at the show.

This made him recall one of his marketing basics; "nobody cares about who you are and what you provide – until they understand how you can help."

John understands that before he can explain how his agency can help, his team needs to really understand the urgent needs and compelling desires of their clients and prospects. Only then could they begin to communicate the results or impacts clients get "after" working with the agency. "AFTERS", a concept from sales trainer Andy Bounds, moves the focus from agency capabilities and deliverables to how clients benefit AFTER working with the agency. John thought AFTERS would be a perfect topic to discuss in the upcoming event planning meeting with the sales and marketing team.

New Questions to Consider

1. Review your current messaging. Are you communicating the features of your deliverables or the benefits and "AFTERS" your clients get after working with you?
2. Is your target market still valid and substantial?
3. What are the urgent needs and compelling desires of clients and prospects in your target market?

Actions to Take

1. Get your team together and list at least 20 "AFTERS" your clients get after working with you. If you prefer please download the "AFTERS" Worksheet at WatneyInsights.com/resources.
2. Identify opportunities to work at least three "AFTERS" into your marketing and sales messaging.

David Dillon is a licensed P&C agent in 21 states and an IIAV and Big I MD associate member as owner of Watney Insights Network, Inc. His focus is helping independent insurance agencies grow. In addition to Growth, he also helps with Vision, Team & Culture, Business Transition and Strategic Relationships. His contact information is ddillon@WatneyInsights.com, 703.648.0584 (O) and 703.785.9440 (M), and WatneyInsights.com.

Life Insurance Made Easy

Survivorship Life Insurance

By Mark R. Gage, CLU

The objective of life insurance is to protect those who will need financial support after you pass away. Couples typically purchase 2 separate policies, but there is another option called survivorship life insurance. Survivorship life insurance, also known as Second-to-Die life insurance, covers the lives of two people (typically couples) under one policy. These policies only pay the death benefit to the beneficiary when both insureds have died.

Survivorship life insurance can be a beneficial tool for some families. These products are designed to help your clients protect and pass on their wealth. Historically, survivorship policies have been used by affluent individuals as part of their estate planning strategies to lighten the future tax burden for their heirs. However, this strategy is not just for the wealthy and can be used for various situations.

The Many Uses of Survivorship Life Insurance

- Pass more of their estate to their loved ones. The policy's death benefit can be used to help pay estate taxes and other settlement fees.
- Leave a gift. The death benefit can be used to provide, as well as, enhance a gift to loved ones.
- Fund a trust. The death benefit can be put into a trust for children, grandchildren, a loved one, or a favorite charity.
- Preserve the family business. The policy's death benefit can help avoid having to sell business assets to pay expenses, estate taxes, and other related costs.
- Care for a loved one with special needs. The policy's death benefit can help to fund a plan that provides for the continued care and housing of a loved one with special needs.

Advantages of Survivorship Life Insurance

- The potential for lower premiums in comparison to individual policies
- Easier to qualify, due to the fact that two lives are insured
- Can build up cash value (Survivorship Indexed Universal Life)

Case study

Ginny, age 65 and Fred age 70 – married with two children and successful business that is a large part of their estate. Both children are in the business.

Goals

Provide wealth to their adult children, minimize taxes on their assets and avoid market risk and prevent the liquidation of their business.

Solution

Parents both use their annual maximum federal gift exclusions and gifts to the trust for each son. This removes these assets from their estate and reduces their estate tax exposure. The trust uses the annual gifts to secure a 2nd to die life insurance policy. Life proceeds held in the trust transfer to the children tax free of income and estate taxes upon the second death. The business doesn't have be sold for taxes and both children get to keep their jobs! They have leveraged their dollars, saved on taxes and secured their adult children's jobs and provided a legacy gift.

For more information on how we can work with you to assist your clients Contact: Mark Gage, CLU
Vice President of Northeast Brokerage mgage@nb-bga.com or call 410-552-9300.

POTOMAC INSURANCE NETWORK, INC.
PIN
SIAA • Strategic Independent Agents Alliance

To learn how we can help you increase your agency income and value, contact Jon Pappas today.
443.692.4000 | jpappas@pinsiaa.com | www.pinsiaa.com

THANK YOU,

BIG I MD ASSOCIATE PARTNERS

GOLD

ICW GROUP Insurance Companies

KEYSTONE

SILVER

Agency Network Exchange, LLC

Builders Mutual Insurance Company

Chesapeake Employers' Insurance

Erie Insurance

Progressive

Synergy Select

Partner list as of deadline on August 1, 2021.

For complete 2021 list, visit our webpage bigimd.com/APP.

BRONZE

Accident Fund Insurance Co.

Agency Insurance Co. of Maryland

BBSI

Berkshire Hathaway GUARD Ins. Co.

Brethren Mutual Insurance Co.

Central Insurance Companies

Cumberland Insurance Group

FCCI Insurance Group

Imperial PFS

Kite Technology Group

Lexington National Insurance Corp.

Maryland Auto Insurance

Mutual Benefit Group

Northeast Brokerage, Inc.

Penn National

Philadelphia Insurance Companies

Rockwood Casualty Insurance Co.

Watney Insights Network, Inc.

Wilmington Insurance Agency

Wignman Cyber Insurance

BIG I MARYLAND ASSOCIATE PARTNER PROGRAM

tidbits

1 Berkshire Hathaway GUARD Named Among Top Insurance Providers for Small Businesses

We are pleased to announce that Berkshire Hathaway GUARD Insurance Companies was recently selected by Digital.com as one of the top insurance companies for small businesses (LLCs) in 2021. Digital.com, a leading independent review website for small business tools, products, and services, conducted research on dozens of providers across the web to help small businesses find the best insurers for their business.

In selecting top picks, Digital.com assessed specific criteria, including availability, industries covered, and claims process, to determine which companies provide the best value and most useful services. Digital.com noted, "Berkshire Hathaway GUARD and other top providers offer coverage options in all or most of the 50 states. Experts at Digital.com recommend companies that serve a wide range of industries and are suitable for small businesses as well as Fortune 500 companies. The study assessed insurers that offer convenient and flexible ways for customers to file claims over the phone or via the internet."

We are excited to once again be recognized as a top carrier in the marketplace and thank our agents/brokers for your support. For more details, visit the digital.com website.

Revolution solutions.

2 Theodore Martin Alexander III and Spencer P. Cavalier Elected to Chesapeake Employers Insurance Board of Directors

TOWSON, MD. — Chesapeake Employers' Insurance Company today announced the election of Theodore (Tedd) Martin Alexander III and Spencer P. Cavalier to the company's Board of Directors, effective immediately. The election took place on June 23, 2021 during the company's annual policyholder meeting.

Mr. Alexander is the Institutional Relationship Manager and Vice President of T. Rowe Price Group, Inc. Prior to his current position, he was the Chief Executive Officer of Credo Capital Management, LLC. Mr. Alexander has over 30 years of investment experience, accumulating a broad range of investment, management, financial, client-facing, entrepreneurial, and strategic responsibilities.

He is qualified as a FINRA General Securities Representative and Uniform Securities Agent. He received a bachelor's degree from Morehouse College and an MBA from The Wharton School at the University of Pennsylvania. Mr. Alexander is a policyholder of

(Con't on page 20)

(Con't from page 19)

Chesapeake Employers.

Spencer P. Cavalier, CFA, is the Managing Director and Principal at Matrix Capital Markets Group, Inc. Prior to his current position, he was a Senior Business Valuation Consultant with Ellin & Tucker. Mr. Cavalier was first appointed to Chesapeake Employers' board in 2020 by Governor Larry Hogan.

Mr. Cavalier has over 20 years of board leadership experience, including serving on the boards of The College Bound Foundation, the University of Maryland's Hospital for Children. Mr. Cavalier was also a member of the Investment Committee for the Fuel Fund of Maryland, Inc. He is currently a member of the Investment Committee of the West Virginia University Foundation Board of Directors.

He holds a Chartered Financial Analyst (CFA) designation with the CFA Institute and is qualified as a FINRA General Securities Representative, General Securities Principal, Uniform Securities Agent, and Investment Banking Representative. Mr. Cavalier received a bachelor's degree in Business Administration/Finance from West Virginia University and an MBA from Baylor University.

The addition of Mr. Alexander and Mr. Spencer brings Chesapeake Employers' total board membership to nine.

About Chesapeake Employers

Chesapeake Employers' Insurance Company is Maryland's largest writer of workers' compensation insurance. It is a not-for-profit, non-stock, private corporation. Chesapeake Employers has served as a continuous, guaranteed source for fairly priced workers' compensation insurance since 1914.

---

3 Corvus Insurance Acquires Wingman Insurance, Launches Acquisition Strategy to Further Accelerate Growth

BOSTON, MA.- Corvus Insurance, the leading provider of smart commercial insurance products powered by AI-driven risk data, today announced that it has acquired Wingman Insurance. Wingman provides a tech platform for admitted Cyber and Tech E&O coverage in all 50 states and D.C., and will continue operation as an independent brand and offering.

"The addition of Wingman into the Corvus fold represents a key milestone in the growth of our company," said Phil Edmundson, founder and CEO of Corvus Insurance. "By expanding our footprint in the small and midsize business market and creating the ability to white label our solutions as we further explore multiple product lines, this addition creates new opportunities for Corvus as we launch an acquisition strategy and continue organic growth."

To date, 2021 has been a year of noteworthy growth for Corvus, which uses data, machine learning and artificial intelligence to inform brokers and mitigate cyber risk for policyholders. Earlier this year, the Boston-based company raised $115 million in a Series C funding round led by global venture capital and private equity firm Insight Partners and is on pace to double its employee headcount within the year.

"Corvus and Wingman share a like-minded philosophy around

(Con't on page 21)

morebits

(Con't from page 20)

the need to create technology and software that empower brokers with intuitive tools that reduce administrative work and provide insight to better understand and inform their clients on complex risks," said G. Philip Feldman, founder and CEO of Wingman Insurance. "We're excited to join the Corvus team as we together transform an industry through technology, data science and simplicity while continuing our commitment and passion for personal service."

For more information about Corvus, visit corvusinsurance.com.

About Corvus

Corvus Insurance is the leading provider of commercial insurance products built on advanced data science, with an AI-driven approach to empowering brokers and policyholders to better predict and prevent loss. With each Smart Commercial Insurance® policy, Corvus supplies proprietary Dynamic Loss Prevention® reports to inform policyholders of critical cyber risk areas and provide actionable security recommendations. Founded in 2017 by a team of veteran entrepreneurs from the insurance and technology industries, Corvus is backed by Insight Partners, Bain Capital Ventures, .406 Ventures, Hudson Structured Capital Management, Aquiline Technology Growth, FinTLV, Telstra Ventures, Obvious Ventures, and MTech Capital. The company is headquartered in Boston, Massachusetts, and has offices across the U.S.

About Wingman Insurance

Wingman Insurance was founded to make writing technology insurance faster, smarter and easier. By combining years of underwriting experience with expertly tailored insurance products and a user-friendly policy management system, Wingman has simplified and accelerated the process for brokers and customers alike. Wingman, founded by G. Philip Feldman who spent years running a traditional insurance agency, offers Wingman Cyber, a specialty insurance product for small and medium-sized businesses to protect against loss resulting from cyber attacks and data breaches. The Wingman brand is part of the SeQure Underwriters LLC family, based in Cambridge, Maryland. To learn more about Wingman Insurance or Wingman Cyber Insurance visit us at www.wingmancyber.com.

Coverage may not be available in all states and jurisdictions. This information is for descriptive purposes only and does not provide a complete summary of coverage. Consult applicable policy for specific terms, conditions, limits, limitations and exclusions to coverage.

CORVUS

---

4 Erie Insurance and The Precisionists, Inc. launch neurodiversity employment program

ERIE, PA. – Erie Insurance (ERIE) recently began collaborating with The Precisionists, Inc. (TPI), a Wilmington, Delaware-based organization focused on employment for adults with disabilities. The Erie Insurance pilot program will leverage the talents of a team of autistic adults from TPI's workforce to address critical business needs within three areas of ERIE's business.

"When properly assessed and trained, people with autism and other neurodiversities are extremely high-performing employees. TPI's employees

(Con't on page 23)

(Con't from page 21)

bring innovative approaches to performing critical and challenging jobs such as administrative business and IT functions," said Ernie Dianastasis, CEO of The Precisionists. "When you consider that more than 80% of autistic adults in the U.S. are either unemployed or underemployed, we are making a true difference in engaging a significant, untapped labor force. We are thrilled to partner with ERIE, a leader in the insurance industry and an employer committed to advancing diversity, equity and inclusion."

Individuals taking part in the pilot program will be identified, assessed, trained and employed by The Precisionists. They will carry out project-based work for ERIE's data, human resources and information technology teams, including data analytics, software engineering and software testing roles. While supporting ERIE's business functions, TPI consultants will also receive ongoing direction, training and support from their TPI project leader.

"ERIE is committed to creating an environment where our customers, agents and employees reflect the diversity of the communities where we all live and work," said Tim NeCastro, president and chief executive officer of Erie Insurance. "Partnering with The Precisionists to provide new opportunities for adults with autism is another important step in our diversity, equity and inclusion journey. I look forward to seeing the valuable contributions these talented individuals make to our organization and the positive impact these opportunities will have on their lives."

Individuals participating in the pilot will complete a comprehensive four-week training program. During the pilot phase, Erie Insurance also hopes to identify additional opportunities to grow the program and support other parts of its business, further advancing The Precisionists' goal of employing 10,000 people with diverse abilities in the United States over the next decade.

Andrea MacArthur, Erie Insurance's vice president of talent, also views this program as another way for ERIE to foster, promote and celebrate diversity.

"We are proud to partner with TPI," MacArthur said. "Individuals on the autism spectrum bring unique skills and attributes to the workplace. By tapping into our local community to create a new talent partner for our Fortune 500 company, we hope to transform the professional lives of individuals who have been traditionally underutilized in the marketplace."

To learn more about TPI, visit www.theprecisionists.com. Candidates interested in exploring employment opportunities as a part of this program should contact The Precisionists' talent acquisition team by emailing inquiries to careers@theprecisionists.com.

About The Precisionists, Inc. (TPI)

The Precisionists, Inc. (TPI), a Benefits Corporation, is a national company focused on providing industry best practices for delivering administrative and technology services by building teams, which include individuals with disabilities. This approach enables The Precisionists to meet each customer's specific needs and to deliver projects with the highest degree of productivity. The Precisionists is dedicated to creating jobs for individuals with disabilities in all the markets it serves. The Precisionists, Inc. is headquartered in Wilmington, DE. Learn more at www.theprecisionists.com. Connect with us on LinkedIn, Facebook, Twitter

About Erie Insurance

According to A.M. Best Company, Erie Insurance Group, based in Erie, Pennsylvania, is the 12th largest homeowners insurer, 13th largest automobile insurer and 13th largest commercial lines insurer in the United States based on direct premiums written. Founded in 1925, Erie Insurance is a Fortune 500 company and the 16th largest property/casualty insurer in the United States based on total lines net premium written. Rated A+ (Superior) by A.M. Best, ERIE has more than 6 million policies in force and operates in 12 states and the District of Columbia. News releases and more information are available on ERIE's website at www.erieinsurance.com.

morebits

5 Liberty Mutual Insurance Bolsters Independent Agent Network With Agreement to Acquire State Auto Group

Addition of Super-Regional Insurer is Anticipated to Make Liberty 2nd-Largest IA Carrier in US

BOSTON and COLUMBUS, OH.- Liberty Mutual Holding Company Inc. ("Liberty Mutual"), State Automobile Mutual Insurance Company ("State Auto Mutual"), and State Auto Financial Corporation (NASDAQ: STFC) ("State Auto Financial") announced today that they have signed a definitive agreement pursuant to which Liberty Mutual would acquire State Auto Group, a super-regional insurance holding company headquartered in Columbus, Ohio. Under the terms of the agreement, State Auto mutual members will become mutual members of Liberty Mutual and Liberty Mutual will acquire all of the publicly held shares of common stock of State Auto Financial for $52 per share in cash.

The acquisition will significantly expand Liberty Mutual's position as an industry leader for personal lines and small commercial insurance. Liberty Mutual today distributes its Safeco Insurance personal auto, homeowners and specialty products, and Liberty Mutual small business insurance through more than 10,000 independent agencies countrywide. Through the deal, Liberty Mutual will add $2.3 billion in premium and State Auto's network of approximately 3,400 independent agencies across 33 states and is expected to become the second largest carrier in this key distribution channel.

"State Auto Group's capabilities and product expertise are an ideal complement to Liberty Mutual's domestic personal lines and small commercial business, and we welcome 2,000 talented associates to our family," said Liberty Mutual Chairman and Chief Executive Officer David Long. "Equally appealing are its values. For almost a century, State Auto has celebrated a culture of caring for people, exceptional service and deep philanthropy, mirroring our purpose to help people embrace today and confidently pursue tomorrow."

The sixth-largest auto and home insurer in the US, Liberty Mutual also offers multiple distribution channels to consumers for its Liberty Mutual-branded products: through exclusive agents in local sales offices countrywide, licensed telesales counselors and online.

"The opportunity to join the Liberty Mutual organization is a direct result of the incredible work of the State Auto team, beginning with the transformation of our business and culture that began in 2015," said State Auto President and CEO Mike LaRocco. "We've become a digital provider of auto, home and business insurance while remaining fully committed to the independent agency system, as we've been since our founding 100 years ago. Our partnership with Liberty Mutual will further that commitment to independent agents and contribute to the collective success of our agents, policyholders, shareholders and associates."

The transaction was approved by the State Auto Financial board of directors (upon the recommendation of a special committee of independent State Auto Financial directors), as well as the State Auto Mutual board of directors (upon the recommendation of a special committee of independent State Auto Mutual directors). The deal is expected to close in 2022, pending State Auto Mutual member approval, State Auto Financial shareholder approval, receipt of required regulatory approvals and other customary closing conditions. In connection with the merger of State Auto Financial, State Auto Mutual has entered into a voting agreement with Liberty Mutual under which it has agreed to vote its 58.8% interest in State Auto Financial in

(Con't on page 25)

(Con't from page 24)

favor of the merger.

Waller Helms Advisors LLC and Goldman Sachs & Co. LLC acted as financial advisors and Skadden, Arps, Slate, Meagher & Flom LLP acted as legal advisor to Liberty Mutual in the transaction.

Houlihan Lokey Capital, Inc. acted as financial advisor and Kirkland & Ellis LLP acted as legal advisor to the Special Committee of Independent Directors of State Auto Financial in the transaction.

Keefe, Bruyette & Woods, a Stifel Company, and BofA Securities, Inc. acted as financial advisors and Squire Patton Boggs (US) LLP acted as legal advisor to the Special Committee of Independent Directors of State Auto Mutual in the transaction.

About Liberty Mutual Insurance

At Liberty Mutual, we believe progress happens when people feel secure. By providing protection for the unexpected and delivering it with care, we help people embrace today and confidently pursue tomorrow.

In business since 1912, and headquartered in Boston, today we are the sixth largest global property and casualty insurer based on 2020 gross written premium. We also rank 71 on the Fortune 100 list of largest corporations in the U.S. based on 2020 revenue. As of December 31, 2020, we had $43.8 billion in annual consolidated revenue.

We employ over 45,000 people in 29 countries and economies around the world. We offer a wide range of insurance products and services, including personal automobile, homeowners, specialty lines, reinsurance, commercial multiple-peril, workers compensation, commercial automobile, general liability, surety, and commercial property.

For more information, visit www.libertymutualinsurance.com

About State Auto Financial Corporation

State Auto Financial, headquartered in Columbus, Ohio, is a super-regional property and casualty insurance holding company. State Auto Financial common stock is traded on the NASDAQ Global Select Market, which represents the top fourth of all NASDAQ listed companies.

The insurance subsidiaries of State Auto Financial are part of the State Auto Group. The State Auto Group markets its insurance products throughout the United States, through independent insurance agencies, which include retail agencies and wholesale brokers. The State Auto Group is rated A- (Excellent) by the A.M. Best Company and includes State Automobile Mutual, State Auto Property & Casualty, State Auto Ohio, State Auto Wisconsin, Milbank, Meridian Security, Patrons Mutual, Rockhill Insurance, Plaza Insurance, American Compensation and Bloomington Compensation. Additional information on State Auto Financial and the State Auto Insurance Companies can be found online at http://www.StateAuto.com/STFC.

Cautionary Notice Regarding Forward Looking Statements

Except for historical information, all other information in this communication consists of forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. These forward-looking statements, and related oral statements State Auto Financial Corporation ("STFC") may make, are subject to risks and uncertainties that could cause actual results to differ materially from those projected, anticipated or implied. For example, (1) conditions to the closing of the transactions may not be satisfied; (2) regulatory approvals required for the transactions may not be obtained, or required regulatory approvals may delay the transactions or result in the imposition of conditions that could have a material adverse effect on Liberty Mutual Holding Company Inc.("LMHC"), State Automobile Mutual Insurance Company ("SAM") or STFC or cause the parties to abandon the transactions; (3) uncertainty as to the timing of completion of the transactions; (4) the business of LMHC, SAM or STFC may suffer as a result

(Con't on page 26)

morebits

(Con't from page 25)

of uncertainty surrounding the transactions; (5) the occurrence of any event, change or other circumstances that could give rise to the termination of the merger agreement; (6) risks related to disruption of management's attention from the ongoing business operations of LMHC, SAM or STFC due to the transactions; (7) the effect of the announcement of the transactions on the relationships of LMHC, SAM or STFC with its clients, operating results and business generally; (8) the outcome of any legal proceedings to the extent initiated against LMHC, SAM or STFC following the announcement of the proposed transaction; and (9) LMHC, SAM or STFC may be adversely affected by other economic, business, and/or competitive factors as well as management's response to any of the aforementioned factors. The foregoing review of important factors should not be construed as exhaustive and should be read in conjunction with the other cautionary statements that are included herein and elsewhere, including the risk factors included in STFC's most recent Annual Report on Form 10-K and Quarterly Report on Form 10-Q and other documents of STFC on file with the Securities Exchange Commission ("SEC"). STFC undertakes no obligation to update or revise any forward-looking statements.

Additional Information and Where to Find It

In connection with the proposed transaction, STFC will file with the SEC a proxy statement and may file or furnish other documents with the SEC regarding the proposed transaction. This communication is not a substitute for the proxy statement or any other document that STFC may file with the SEC. The definitive proxy statement of STFC will be mailed to the shareholders of STFC. INVESTORS IN AND SECURITY HOLDERS OF STFC ARE URGED TO READ THE PROXY STATEMENT AND ANY OTHER RELEVANT DOCUMENTS THAT ARE FILED WITH OR FURNISHED TO OR WILL BE FILED WITH OR WILL BE FURNISHED TO THE SEC, AS WELL AS ANY AMENDMENTS OR SUPPLEMENTS TO THESE DOCUMENTS, CAREFULLY AND IN THEIR ENTIRETY BECAUSE THEY CONTAIN OR WILL CONTAIN IMPORTANT INFORMATION ABOUT THE PROPOSED TRANSACTION AND RELATED MATTERS. Investors and security holders may obtain free copies of the proxy statement (when available) and other documents filed with or furnished to the SEC by STFC through the web site maintained by the SEC at www.sec.gov or by contacting STFC's investor relations department.

Participants in the Solicitation

STFC and its directors and executive officers and SAM may be deemed to be participants in the solicitation of proxies from STFC's shareholders in connection with the proposed transaction. Information regarding STFC's directors and executive officers, including a description of their direct interests, by security holdings or otherwise, is contained in STFC's Annual Report on Form 10-K for the year ended December 31, 2020 and its annual proxy statement filed with the SEC on March 31, 2021. To the extent holdings of STFC securities by directors or executive officers of STFC have changed since the amounts contained in the annual proxy statement filed with the SEC on March 31, 2021, such changes have been or will be reflected on Statements of Change in Ownership on Form 4 filed with the SEC. A more complete description will be available in the proxy statement and other materials filed with or furnished to the SEC in connection with the proposed transaction. You may obtain free copies of these documents as described in the preceding paragraph filed with or furnished to the SEC because they will contain important information.


MY CUSTOMER WANTED
TO GROW HIS BUSINESS AND
WAS COMPETING FOR
A LARGE CONTRACT.
I ISSUED A COI FOR HIS
BUILDERS MUTUAL POLICY
THAT VERY DAY.
THANKS TO
BUILDERS MUTUAL
I CAN GIVE MY
CUSTOMERS
WHAT THEY NEED
WHEN THEY NEED IT.
BUILDERS MUTUAL
Whether it's the voice in your head
or the one right beside you,
Builders Mutual is always there,
at work with you.
BuildersMutual.com

Markets

Big "I" Professional Liability Program

Insurance Agents Errors and Omissions Coverage That's Right for Your Business

Why the Big "I" Professional Liability Program?

- Superior customer service and expertise provided by your local state association
- A Professional Liability Committee, including IIABA member agents, oversees and directly influences the program; our program is designed by agents for agents
- The largest and most stable independent insurance agency E&O program in the country for over 25 years
- Supports lobbying efforts protecting your industry by contributing a percentage of every premium dollar to the funding of important legislative advocacy efforts of the IIABA

Swiss Re Corporate Solutions

For 30 years, the Big "I" Professional Liability Program underwritten by Westport Insurance Corporation, a member of Swiss Re Corporate Solutions (rated A+ Superior by A.M. Best), has been the premiere choice of IIABA member agents for E&O insurance. Working with our partners at Swiss Re Corporate Solutions, we have created one of the strongest coverage forms in the marketplace.

- Rated A+ by A.M. Best
- State of the art coverage form exclusive to Big "I" members
- Claims-made coverage
- Coverage for the sale of both Property/Casualty and Life/Health insurance products
- Insolvency coverage for all carriers with B+ or better A.M. Best rating, or for business placed with an insurance carrier admitted in the state or states of domicile of the subject risk and rated A or higher by Demotech
- Limits of liability up to $25 million
- Broad definition of covered professional services and activities
- Comprehensive definition of "Insured"
- Aggregate deductibles available
- Defense costs outside the limit
- Crisis Management coverage; up to $20,000 per policy period for fees, costs, and expenses incurred within 6 months of a crisis event.
- $25,000 first party personal data breach
- $1,000,000 third party personal data breach sublimit available
- Full prior acts available
- 60/40 consent to settle clause
- Deductible reduction up to $25,000 per claim with proper documentation
- Catastrophe expense $25,000 per incident, $50,000 per policy period
- Regulatory defense $100,000 per policy period in addition to the limit of liability
- True worldwide protection
- Several options to earn premium discounts up to 20%.

Why Swiss Re?

- Exclusive risk management resources for Big "I" members including:
  Risk management website, E&O Happens
  Risk management newsletter, E&O Claims Advisor
- An exclusive policy form and premium credits filed on a Risk Purchasing Group basis give Big "I" members tailored coverage
- Dedicated claims staff focuses solely on defending insurance agents E&O claims - 70% of claims personnel are attorneys
- Rated "A+" (Excellent) by A.M. Best

Learn more at www.iiaba.net/EOContact.

View the up-to-date calendar, course descriptions and register using our online Education Calendar at www.bigimd.com/ceschedule.

SEPTEMBER

07 ACSR 8: Commercial Automobile Insurance - 6 hrs. P&C

21 E&O Risk Management: Meeting the Challenge of Change (Part 1) - 3 hrs. P&C

21 E&O Risk Management: Meeting the Challenge of Change (Part 2) - 3 hrs. P&C

28 ACSR 3: Personal Lines Related Coverages - 6 hrs. P&C

OCTOBER

06 AAI83A: Principles of Agency Management - 7 hrs. P&C

12 ACSR 5: Professional Development & Account Management - 6 hrs. P&C

14 AAI83B: The Insurance Production Environment - 7 hrs. P&C

19 Insurance Ethics - 3 hrs. ETHICS

19 Insurance Ethics - 3 hrs. ETHICS

NOVEMBER

08-12 Property & Casualty Pre-Licensing

16 ACSR 9: Commercial Lines Related Coverages - 6 hrs. P&C

23 AAI83C: Agency Management Tools & Processes - 7 hrs. P&C

DECEMBER

09 Flood Program Overview: Then & Now - 3 hrs. FLOOD

09 Flood Program Overview: Then & Now - 3 hrs. FLOOD

All classes above are held at Big I Maryland Headquarters in Glen Burnie, MD.

IIABA excellence in insurance education

2021 AWARD WINNER

CONGRATULATIONS

BIG I MARYLAND IS PLEASED TO ANNOUNCE THAT OUR EDUCATION PROGRAM HAS BEEN AWARDED A GOLD LEVEL 2021 EXCELLENCE IN EDUCATION AWARD BY THE BIG "I" AGENT DEVELOPMENT GROUP.

BIG I MARYLAND

View the up-to-date calendar, course descriptions and register using our online Education Catalog at www.bigimd.com/onlineducation.

ABEN WEBINARS

BIG "I" BASICS & BEYOND

The Law of Insurance Contracts and the Rules of Policy Interpretation (Basic) - 3 hrs. P&C

Risk Management & Insurance: Why Agents Are NOT Risk Managers (Basic) - 3 hrs. P&C

Torts, Negligence and Legal Liability (Basic) - 3 hrs. P&C

Understanding the Insurance Industry: From Regulations to Operations (Basic) - 3 hrs. P&C

The Basics of Commercial Property Underwriting and Rating: COPE (Beyond) - 3 hrs. P&C

The Basics of Contractual Risk Transfer, Addl' Insureds and Certificates of Insurance (Beyond) - 4 hrs. P&C

The Basics of Property Values and Coinsurance Conditions (Beyond) - 3 hrs. P&C

Premium Auditing: What Every Agent Must Know (Beyond) - 2 hrs. P&C

ERRORS & OMISSIONS

E&O Risk Management: Meeting the Challenge of Change - 6 hrs. P&C

E&O Risk Management: Meeting the Challenge of Change (Part 1) - 3 hrs. P&C

E&O Risk Management: Meeting the Challenge of Change (Part 2) - 3 hrs. P&C

E&O Roadmap to Cyber & Privacy Insurance (Part 1) - 3hrs. P&C

E&O Roadmap to Cyber & Privacy Insurance (Part 2) - 3hrs. P&C

E&O Roadmap to Identity Theft, Red Flags & Money Laundering (Part 1) - 3hrs. P&C

E&O Roadmap to Identity Theft, Red Flags & Money Laundering (Part 2) - 3hrs. P&C

E&O Roadmap to Homeowners Endorsements & Personal Inland Marine (Part 1) - 3hrs. P&C

E&O Roadmap to Homeowners Endorsements & Personal Inland Marine (Part 2) - 3hrs. P&C

E&O Roadmap to Policy Analysis (Part 1) - 3 hrs. P&C

E&O Roadmap to Policy Analysis (Part 2) - 3 hrs. P&C

ETHICS

Guiding Tenets of Ethical Leadership - 1 hr. Ethics

Ethical Issues: Personal & Organizational - 3 hrs. Ethics

Insurance Ethics, Easy to Discuss, Harder to Achieve - 3 hrs. Ethics

FLOOD

Flood Program Overview: NFIP Then & Now - 3 hrs. FLOOD

NFIP Program Changes & Refresher - 2 hrs. FLOOD

LIFE & HEALTH

Long Term Care Insurance - 2 hrs. L&H

Top 5 Life Insurance Uses - 2 hrs. L&H

PERSONAL LINES

A Little of This, A Little of That: New Threats & Possibilities in Commercial and Personal Lines Insurance - 2 hrs. P&C

Hot Topics in Personal Lines - 2 hrs. P&C

Personal Lines Issues That Keep You Up at Night - 2 hrs. P&C

Those Kids and Their Cars - 2 hrs. P&C

COMMERCIAL LINES

A Little of This, A Little of That: New Threats & Possibilities in Commercial and Personal Lines Insurance - 2 hrs. P&C

Additional Insureds: Issues & Endorsements - 2 hrs. P&C

BAP Symbols & Endorsements - 2 hrs. P&C

Business Auto Claims That Cause Problems - 2 hrs. P&C

Captives: What Are They & How Do They Work? - 1 hr. P&C

Certificates of Insurance: Emerging Issues & Other Stuff that May Scare You - 3hrs. P&C

Commercial Lines Claims That Cause Problems - 3 hrs. P&C

Contracts Agents Should Read - 2 hrs. P&C

Cyber Insurance Deconstructed - 2 hrs. P&C

Cyber Security & Insurance Risk Management - 2 hrs. P&C

Data Privacy Insurance - 2 hrs. P&C

Directors & Officers Liability Insurance - 2 hrs. P&C

How COVID Rocked Insurance - 2 hrs. P&C

Issues in Construction Bonds - 2 hrs. P&C

Umbrella/Excess: A Blanket of Protection? - 2 hrs. P&C

VIRTUAL UNIVERSITY (VU) WEBINARS

3 Keys to Getting the Named Insured Correct - 2 hrs. P&C

4 Key PL & CL Exposures Every Agent Must Understand - 2 hrs. P&C

5 Contractor Coverage Concepts Every Agent Must Understand - 2 hrs. P&C

9 Rules for Reading an Insurance Policy Based on the Law of Insurance Contracts - 2 hrs. P&C

Condominiums & How to Insurance Them - 1 hr. P&C

How to Understand Commercial Property Underwriting & COPE - 2 hrs. P&C

In the Aftermath: An Agent's Perspective on Disaster Readiness & Recovery - 2 hrs. P&C

Understanding the Importance of Ordinance or Law Coverage - 2 hrs. P&C

Properly Calculating & Insuring the Business Income Exposure - 2 hrs. P&C

Rules for Developing the Correct Premium - 2 hrs. P&C

Why Business Income is the MOST Important Property Coverage - 2 hrs. P&C

Why Certificates of Insurance...Just Why? - 2 hrs. P&C

Workers' Compensation: 5 Mistakes Every Agent Makes - 2 hrs. P&C

Questions? Contact Kyrsten Langford, Education Coordinator, at kyrsten@bigimd.com or 410-766-0600 x 102.

UPCOMING CE EVENT

BIG I MARYLAND CE DAYS 2021

EARN UP TO EIGHT CE CREDITS IN JUST ONE DAY!

Boost your insurance knowledge and earn up to eight P&C continuing education credits in just one day. These special CE Days are being offered by Big 'I' Maryland in partnership with the Big 'I' Virtual University (VU).

THURSDAY, DECEMBER 16TH, 2021

REGISTER AT HTTPS://BIT.LY/3RZ96OK

INSURPAC

BUILD.GROW.THRIVE

YOUR ADVOCATE

THE BIG I IS THE VOICE OF INDEPENDENT AGENTS - AND LEGISLATORS LISTEN.

InsurPac plays a key role in the Big I's legislative success. InsurPac raises money to contribute to candidates running for federal office, while increasing agent visibility on Capitol Hill and empowering members to participate in the political process.

2021 INSURPAC CONTRIBUTORS

Marc Bruno
Sandra Chaney
Eric Dana
Andrew Duff
Scot Duff
Traci Eagles
Glenn Goldburn
Ronald Jetmore
Tricia Kokosko Wolters
Kimberly Matney
Kari Myatt
Stacey Nicholson
Robert Nock
Angela Ripley
Judy Roberson
Michael Shaver
Philip Simmerer
Julie Williams
Vanessa Zynn

Consider contributing to InsurPac today!
Visit bigimd.com/pac to learn more.