

Pennsylvania Association of  
Mutual Insurance Companies



2008 - 2009  
Annual  
Report



# General Information

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## **PAMIC**

### **Pennsylvania Association of Mutual Insurance Companies**

The Pennsylvania Association of Mutual Insurance Companies (PAMIC) was founded in 1907. Today, one hundred years later, our membership includes 61 mutual property and casualty insurance companies. In addition, we have over 100 associate members, including law and accounting firms, adjusting and software companies, rating bureaus and other businesses providing services to property and casualty companies.

PAMIC members are served in two ways. First, we provide members with an unparalleled variety of educational opportunities. Throughout a typical year, members and other registrants can attend seminars and roundtables on the entire spectrum of insurance company functions, including claims, underwriting and loss control, financial management, human resources, marketing, information systems, and other current topics. Second, PAMIC communicates the views and concerns of our members to legislators and regulators and acts as the primary source of government affairs information for members.

#### **Our Mission:**

Our mission is to support our membership in successfully meeting the insurance needs of the public in a dynamic financial services environment. Our success will be measured by the financial stability and perpetuation of our membership.

#### **Our Vision:**

PAMIC will be the Mid-Atlantic Region's best source of education and networking for the insurance professionals, the mutual insurance industry's most loyal advocate before the Pennsylvania state government and the region's consumers, and the most reliable, timely source of information on regulatory/legislative issues affecting the industry.

#### **Our Values:**

- Maintaining the highest standards of honesty, integrity, and professionalism
- Commitment to open communication, innovation, and learning
- Financial responsibility
- Respect for others and their beliefs
- Belief in insurance as a valuable and essential economic tool

# Chairman's Report



Dear Fellow PAMIC Members:

It is hard to believe that my year as PAMIC Chairman is nearly over. I remember the words of my elders regarding time; as you get older time goes faster and time goes fast when you stay busy. These may or may not be true, however, they do seem that way. For certain, I am a year older and this has been a busy year for all of us.

I do want to thank all of those that have helped make this year a success at PAMIC. This includes board members, staff, committee members and the membership. As with any organization, the work can only be completed by a network of committed individuals. This is certainly true at PAMIC. We are blessed to have many committed individuals that give their time and energy to be certain the objectives of the association are completed. I want to thank each of you for your efforts this past year. As Chairman, I play a small role in the overall picture. It has been a true pleasure working with each of you and getting to know many of you at a deeper level this past year.

I am proud of our accomplishments this year. These include the successful Mutual Insurance Day in Harrisburg, the Congressional Contact program in Washington and the reinstatement of the Executive Seminar in June. I am also proud of the strategic plan the board has produced with input from the membership. I want to thank each of you for your efforts in developing the plan for the association. A special thank you goes to Vice Chairman John K. Smith, who served as Planning Committee Chairman. John's leadership was tremendous. However with any plan the real work is the execution. I trust the board and leadership of PAMIC will continue to execute the strategic plan as developed.

As my year ends it is time for Henry R. Gibbel's year to begin. I have worked with Henry over the past few years on the board and especially this past year as Chairman-Elect and I can assure you that the association will be in great hands under his leadership. I pledge my support to Henry in any way and encourage all of the membership to do the same.

In closing, I have considered it a privilege and an honor to have served as your chairman this past year. PAMIC is a great association made up of many fine individuals. My theme for this year was Building on our Past and Planning for our Future, I have simply attempted to build on the foundation laid by those who have gone before me and trust that our accomplishments of this year will enable us to have a prosperous future.

Very truly yours,

A handwritten signature in black ink, appearing to read 'K. Filler', written in a cursive style.

Kevin R. Filler, CPCU, CIC, AU  
PAMIC Chairman

# President's Report



This year our Chairman, Kevin Filler, selected “Building on Our Past and Planning for Our Future” as his theme. In a year of wrenching changes, no topic could have been timelier or more directly pertinent to the PAMIC family of companies. The financial meltdown of the past year continues to unfold as what is already the sharpest economic recession since the Great Depression. As some financial household names become tarnished or disappear altogether, it's important to remember that PAMIC and its member companies have never fallen prey to the latest financial fads. Instead, our commitment to mutuality guarantees that we remain focused on our policyholders, not on quarter by quarter stock analysts, and on serving the communities where we live, not abruptly moving in and out of markets. That commitment to mutuality, based on a proud past, will serve us well as we move into an uncertain financial future. And this year, your elected leadership has engaged in a detailed and lengthy strategic planning process that will help usher us into a future of continued service.

PAMIC exists to help its membership to continue to make a difference in the lives of the policyholders and communities it serves. We do this by representing the mutual community in government affairs and by instilling sound fundamentals through our various educational programs, seminars, and workshops. In both cases, success is a function of membership interest, commitment, and participation. And in both cases, PAMIC members helped make this a banner association year.

In government affairs, after successfully fending off premium tax hikes last year, we turned to the civil justice area, fighting trial bar based “reforms” that could cripple our industry. Membership response this year to repeated action calls has been truly outstanding. Your association has not just been in a defensive mode this past year. The Government Affairs Committee has identified proactive legislative reforms as well and is now in the process of coalition building with industry colleagues to implement them. For the fifth year in a row, member attendance at Mutual Insurance Day, our legislative day in Harrisburg, exceeded the year before. Your PAMIC staff and elected leadership continues to meet with the Insurance Department on a regular basis, advocating the membership's interests.

PAMIC's educational offerings continue to attract growing numbers of attendees. This year, attendance at our Claims Seminar, traditionally our best attended meeting, was the largest in several years. And our other seminars and workshops covering such vital issues as underwriting, loss prevention, human resources, accounting and investment management kept pace, both in attendance and attendee satisfaction. As always, the success of PAMIC seminars is due to the unstinting volunteer efforts of members, regular and associate, in selecting topics important to the membership and finding first rate presenters for each. This year also saw the reintroduction of our Executive Roundtable after an absence of several years. Watch for further educational innovations in the coming year, both in regard to topics and to format.

I thank the entire membership of PAMIC for making another successful year possible. I also thank Chairman Filler and the Board as well as PAMIC's outstanding staff for all their support this past year.

*Steven J. Curran*

# Board of Directors



## EXECUTIVE COMMITTEE

Kevin R. Filler, Chairman  
Frederick Mutual Insurance Company

Henry R. Gibbel, Chairman Elect  
Lititz Mutual Insurance Company

John K. Smith, Vice Chairman  
Pennsylvania Lumbermens Mutual Insurance  
Co.

Joseph L. Sloan, Secretary/Treasurer  
Mutual Benefit Group

Kenneth R. Shutts, Immediate Past Chair  
Penn National Insurance

Steven C. Elliott, PAMIC President

## DIRECTORS

Daniel W. DeArment  
Friends Cove Mutual Insurance Company

Nancy Early  
Hannahstown Mutual Insurance Company

Douglas Gaudet  
Penn Millers Insurance Company

Cyril J. Greenya  
Donegal Mutual Insurance Company

Christina Jenkins  
Grange Mutual Fire Insurance Company

Justian Kelly  
Nazareth Mutual Insurance Company

Steven D. Linkous  
Harford Mutual Insurance Company

Matthew Schnader  
Reamstown Mutual Insurance Company

Howard C. Stevens  
Farmers Mutual Insurance Company

## NOMINATING COMMITTEE REPORT

### **Officers Slated for 2009 - 2010**

Chairman: *Henry R. Gibbel*,  
Lititz Mutual Insurance Company

Chairman-Elect: *John K. Smith*,  
Pennsylvania Lumbermens Mutual  
Insurance Company

Vice-Chairman: *Steven D. Linkous*  
Harford Mutual Insurance Company

Secretary/Treasurer: *Joseph L. Sloan*,  
Mutual Benefit Group

Immediate Past Chairman:  
*Kevin R. Filler*,  
Frederick Mutual Insurance Company

### **Directors Slated - Three Year Term**

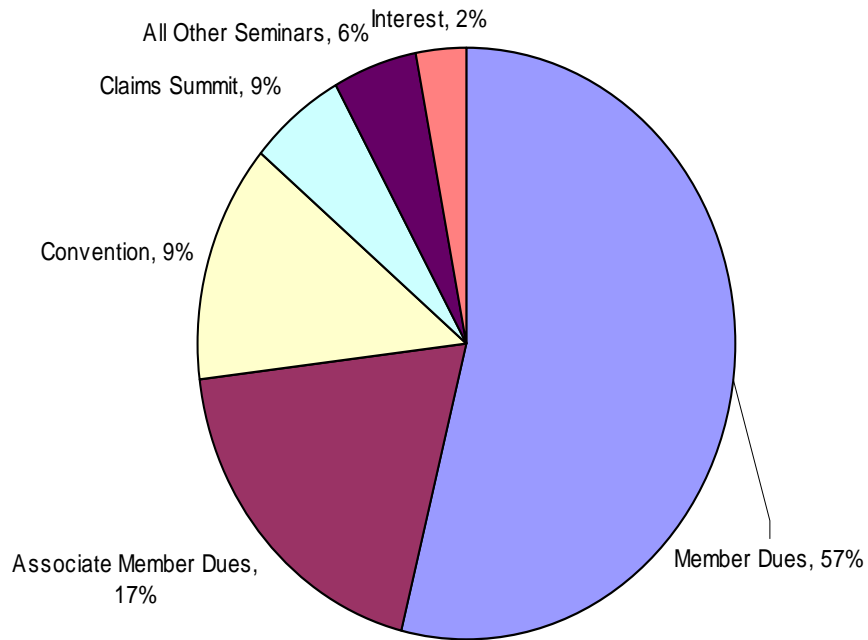
*Lisa Katterman*,  
Penn National Insurance

*John Keefe*,  
Harleysville Insurance

*E. Dennis McCormick*,  
Farmers & Mechanics Mutual of  
West Virginia

*Phillip Shirk*,  
Goodville Mutual Casualty Company

# Treasurer's Report



Preliminary results show revenue and expenses are in line to meet budgetary expectations; however, audited fiscal year-end results were not available at the time of publication. When completed, audited financials will be available to PAMIC members upon request.

# Budget Report



## 2009-2010 Budget

### REVENUE

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Dues	293,659
Programs	85,375
Interest	7,500
Other	0
<b>Total Revenue</b>	<b>\$386,534</b>

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### EXPENSE

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Salaries	215,903
Employee Benefits	56,332
Payroll Taxes	16,507
<b>Total Salaries/Benefits</b>	<b>\$288,742</b>

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Equipment	12,000
Rent	24,708
Telephone	5,000
Postage	2,500
Dues/Subscriptions	4,500
Office Supplies	4,800
Travel	7,500
Insurance	4,400
Legal/Audit	9,000
Committee Meetings	3,000
Equipment Maintenance	500
Depreciation	3,000
Officers' Expense	1,400
Legislative Visits	3,000
Accounting Outsourcing	3,300
Miscellaneous	6,000
<b>Expenses Other Than Salaries</b>	<b>\$94,108</b>

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<b>Total Expense</b>	<b>\$382,850</b>
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<b>Revenue in Excess of Expense</b>	<b>\$3,684</b>
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# Dues Structure



The 2009/2010 Dues Structure is as follows:

Regular members under \$100,000,000 Pennsylvania DWP: .083% of Pennsylvania DWP, subject to a maximum of \$7,800 and a minimum of \$1,200. Perpetual companies, defined as companies marketing policies with substantial deposit premiums, shall pay dues calculated on 10% of deposits to yield an equivalent conventional DWP.

Regular members over \$100,000,000 Pennsylvania DWP:	\$10,500
Associate member: Adjuster, Miscellaneous Services:	\$600
Associate member: Law Firm:	\$700
Associate member: Reinsurance Broker:	\$700
Associate member: Reinsurer under \$10B worldwide premium:	\$800
Associate member: Reinsurer \$10B and over worldwide premium:	\$1,000
Associate member: National Insurance Company Trade association:	
Initial membership:	\$3,500
annual renewal:	\$3,000

Dues of regular members joining during the Association year will be prorated.

New regular members will have dues phased in over a 3 year introductory period, one-third of regular dues payable the first year of membership, two-thirds the second year, and the full regular membership dues the third and subsequent years of membership.

**As Adopted by the PAMIC Board of Directors on June 18, 2009**

# Claims Committee

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***Purpose: Provide quality educational seminars; provide forums on claims questions. Research and disseminate relevant claims related information to the PAMIC membership.***

## COMMITTEE CHAIR

**Frank Kellner, CPCU**  
Harford Mutual Insurance Company

## COMMITTEE MEMBERS

**Richard F. Andracki, Esq.**  
Andracki Law Offices, P.C.

**Donald L. Best, Jr., Esq.**  
DiBella, Geer, McAllister & Best P.C.

**Scott Billett**  
Millers Mutual Group

**William Hamrick, Jr. RPA, AIC**  
Penn National Insurance

**Charles Kidhardt**  
Goodville Mutual Casualty Company

**Ronald M. Ochalek**  
Farmers Mutual Fire Insurance  
Company/Marble

**Glenn A. Ricketti, Esq.**  
Margolis Edelstein

**Mark Russell**  
Mutual Benefit Group

**Michael S. Saltzman, Esq.**  
Fineman Krekstein & Harris, P.C.

**Francis R. Santoro**  
Pennsylvania Lumbermens Mutual  
Insurance Company

**Peter J. Speaker, Esq.**  
Thomas, Thomas & Hafer, LLP

**Julie Thomas**  
Farmers & Mechanics Mutual  
Insurance Company

After months of planning, the 2009 Claims Summit was held on April 1 and 2 at the Eden Resort in Lancaster. Attendance over the two day session was 236, and provided a diverse array of experience levels from the carrier's rookie adjuster to the seasoned trial attorney. Over the course of the event, attendees were presented with a variety of topics centering on handling practices and legal issues involved in property and casualty claims. Presentations were made in general or break-out sessions, and included panel discussions and attempts to create an interactive experience. Among the general speakers were Commonwealth of Pennsylvania Supreme Court Justice, J. Michael Eakin, and last term's Pennsylvania Bar Association President, Andrew F. Susko, Esq.

The 2009 Claims Summit included sessions on the following topics: Dealing with Difficult People; Litigation Update; Duty to Defend and/or Indemnify; Who is an Insured?; Early Evaluation of Claims and Expense Control; How the Court Systems Work; Plaintiff Attorneys Panel; Medicare Liens; Ordinance or Law; Code Coverage; Contractors Exposures; Homeowners' Liability; Mediation of a Complex, Multi-party Case; Business Income; and Keeping the Lines of Communication Open.

The educational presentations permit us to achieve the goal of providing a high level learning experience for member companies and associate members. However, the reception and exhibit show is becoming an increasingly popular opportunity to meet and socialize with others in the industry. This is apparent through the participation of 21 sponsors (14 gold and 7 silver level) and 13 exhibitors. The sponsors and exhibitors were generally pleased with their ability to connect with their target audience, and felt they received good value for their investment.

It has been my privilege to chair the 2008-2009 PAMIC Claims Committee. I would like to express my sincere thanks for the commitment, professionalism, and dedication shown by the PAMIC staff and committee members for making the 2009 Claims Summit possible. A special thank you goes to MaryEllen Parmer for her assistance and tireless efforts to assure our event was a success.

Respectfully submitted,

Frank P. Kellner, CPCU, AIC  
Claims Committee Chair

# Convention Committee

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## COMMITTEE CHAIR

**Henry R. Gibbel**  
Lititz Mutual Insurance Company

## COMMITTEE MEMBERS

**Susan Cho**  
Pennsylvania Lumbermens Mutual  
Insurance Company

**Jean Eshleman**  
Mutual Boiler Re, Member of the  
FM Global Group

**Dale K. Forsythe, Esq.**  
Wayman, Irvin & McAuley, LLC

**Robert A. Gage**  
Briar Creek Mutual Insurance  
Company

**Thomas J. Greenfield**  
BF Re Underwriters, LLC

**William Hamrick, Jr.**  
Penn National Insurance

**Don Laughery**  
Frederick Mutual Insurance  
Company

**Craig K. MacCormac**  
The Hartford Steam Boiler  
Inspection & Insurance Company

**Christopher Moresco**  
Towers Perrin Reinsurance

**Mary Ivy Noone**  
Guy Carpenter & Company, Inc.

**Matthew A. Schnader**  
Reamstown Mutual Insurance  
Company

**John W. Stone**  
General Reinsurance

**Joyce Thomas**  
Harford Mutual Insurance Company

**James W. Townley**  
MSO, Inc.

**Jeffrey Wingard**  
Conemaugh Valley Mutual  
Insurance Company

***Purpose: Assist PAMIC Director of Educational in planning the annual convention including session topic and speaker selection, location selection and participation by other state trade associations.***

The Pennsylvania Association of Mutual Insurance Companies' 2009 Annual Convention will be held on August 2-4 at the Bedford Springs Resort in Bedford, PA. Our 102nd Annual Convention will provide an excellent opportunity to network with our mutual friends and discuss the critical issues facing the insurance industry.

Beginning with the networking and fun of the Sunday Welcome Reception, Convention attendees will hear from NAMIC Chairman Bruce Thomas, keynote and motivational speakers and participate in break-out sessions touching on the Model Audit Rule, D&O Insurance, Emerging Issues and the threat of terrorism. A new component of the Convention will be a networking breakfast allowing like-size companies to share on topics of their choice. A special Directors' presentation will provide a "mini boot camp."

Several activities for spouses and family have been planned, along with the traditional golf tournament. The Bedford Springs boasts one of the first golf courses in America, originally designed by Spencer Oldham (and then later redesigns by A. W. Tillinghast and Donald Ross).

The Bedford Springs Resort is truly an American original. In 1905 the Resort opened one of the Nation's first indoor pools, which were fed by the property's spring waters. It gained the reputation as a luxury destination and was proclaimed the most popular resort in the United States. In 2004 the Resort embarked on an unprecedented restoration and expansion effort returning the Bedford Springs Resort to its original splendor.

I extend my thanks to all the members of the Convention Committee with a special thanks to MaryEllen Parmer, who quickly and most capably assumed the responsibilities to complete the planning process. MaryEllen's attention to detail and guidance is gratefully appreciated.

I trust all will enjoy a fun-filled educational experience at the Bedford Springs Resort fellowshiping with old and new found friends during our Annual Convention.

Respectfully submitted,

Henry R. Gibbel  
Convention Committee Chair  
Lititz Mutual Insurance Company

# Education Committee

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***Purpose: Maintain and enhance quality and profitability of PAMIC educational activities. Promote visibility of and attendance at all PAMIC educational activities. Coordinate all PAMIC educational activity to assure full coverage of all relevant topics and to reduce any unneeded duplication of topics.***

## COMMITTEE CHAIR

**Byron K. Long**  
MMG Insurance

## COMMITTEE MEMBERS

**Stephen L. Banko, Jr. Esq.**  
Margolis Edelstein

**Michael R. Barlas, CIC**  
Lititz Mutual Insurance Company

**Christian Drusano**  
Harford Mutual Insurance  
Company

**Chris Ehresman**  
The Hartford Steam Boiler  
Inspection & Insurance Company

**Robert A. Fitzsimmons**  
Farmers Mutual Fire Insurance  
Company/Marble

**John Keefe**  
Harleysville Insurance Company

**Dan McCarty**  
Briar Creek Mutual Insurance  
Company

**Ronald R. McKinney**  
Farmers Mutual Fire Insurance  
Company/McCandless Twp.

**Kelli D. Owen**  
bmc (Beard Miller Company LLP)

**Christopher Poverman, Esq.**  
Funk & Bolton, P.A.

**Sue C. Quimby, CPCU**  
MSO, Inc.

The PAMIC Education Committee planned two events this year and also evaluated other educational opportunities.

The Annual spring conference was held at the Nittany Lion Inn in State College, PA. Attendance was strong with 75 registrants. Topics presented and speakers were: Change Management, Dr. John Parks, Professor at Penn State University; The Financial Crisis and the Impact on the Insurance Industry, Mark Cummins, CIO and Treasurer Harleysville Group, Inc.; New Medicare/Medicare Reporting Requirements, Christopher Poverman, Attorney for Funk & Bolton, PA.; Technology Best Practices Panel, Panelists were Larry Fortin CIO, Millers Mutual Group, Stephen Fabian, Director of IT, Harford Mutual, Stacy Shaw, Vice President IS, MMG Insurance Company, and Tom Trezise, President Convergent Insurance Services. All topics were well presented and the day was termed a successful event.

Chairman Filler requested the committee evaluate the return of an Executive Roundtable for a May/June time line. The committee considered proposals from Dr Saar, MIT Professor, Stop At Nothing Inc and the Prime Game from Gen Re. The Gen Re Prime game received the nod and this event was held on Thursday, June 11th, in Hershey. The day was well received by the 20 participants who attended.

The committee reviewed Webinar options and termed this a viable value added member benefit if this could be coordinated and implemented successfully. Harford Steam Boiler is offering a joint venture to PAMIC with their existing venue of educational webinars. The committee recommended the webinars be promoted at the annual convention with perhaps a "cyber café" as an option to generate interest among the membership.

I would like to offer my personal thanks to the dedicated committee members for service to the PAMIC membership. This group brings a lot of expertise to the table with the ability to get things done very efficiently.

Respectfully submitted,

Byron K. Long  
Education Committee Chair  
MMG Insurance Company

# Financial Management Committee

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***Purpose: Plan and produce a quality educational seminar and provide roundtables and other forums as needed on financial management, accounting, financial reporting, tax, and investment functions of company operations. Serve as a resource for financial management questions and alert association to emerging issues in financial management.***

## COMMITTEE CHAIR

**Brian Bolinger, CPA**  
Tuscorora Wayne Group of  
Companies

## COMMITTEE MEMBERS

**David Blain**  
McKonly & Asbury, LLP

**Scott Burgess**  
Willis Re, Inc.

**Scott Esworthy, CPA**  
Brown Schultz Sheridan & Fritz

**Jennifer Hefkin**  
Mutual Benefit Group

**Jennifer Jones**  
Tuscarora Wayne Group of  
Companies

**Eric J. Kelly**  
bmc (Beard Miller Co. LLC)

**Anthony A. Latini, CFA**  
Curtis Financial Group, LLC

**John F. Marazzo**  
Pennsylvania Lumbermens  
Mutual Insurance Company

**Karen Mashinski**  
Millers Mutual Group

**Timothy D. Rutledge**  
Harford Mutual Insurance  
Company

**Glenn H. Shelly, CPA**  
Lititz Mutual Insurance Company

**Phillip Shirk, CFO**  
Goodville Mutual Casualty  
Company

The 2008 PAMIC Financial Management Conference held September 18<sup>th</sup> was well attended. The topics of the conference included operational benchmarking, an identity theft overview, annual statement changes and a strategic planning panel discussion. Deputy Commissioner, Stephen Johnson updated attendees on regulatory changes and current events surrounding AIG and insurance regulators. The Committee is reviewing survey feedback from the seminar and is considering the topics and speakers for the 2009 Financial Management Conference to be hosted on September 30<sup>th</sup>.

A special thanks to MaryEllen Parmer, Director of Education Programming/Conventions, Committee members and Steve for their assistance and input in the planning for the upcoming fall seminar.

Respectfully Submitted,

Brian K. Bolinger  
Financial Management Committee Chair  
Tuscarora Wayne Group of Companies

# Government Affairs Committee

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## COMMITTEE CHAIR

**James L. Bookhamer, III**  
Mutual Benefit Group

## COMMITTEE MEMBERS

**Erin Collins**  
NAMIC

**Michael Colodney**  
Cumberland Mutual Insurance Company

**Michael F. Consedine, Esq.**  
Saul Ewing LLP

**Daniel W. DeArment**  
Friends Cove Mutual Insurance  
Company

**Rob Dodds, Esq.**  
Lititz Mutual Insurance Company

**Jane Golden**  
Insurance Services Office, Inc.

**Harold Jamison**  
Pennsylvania Lumbermens Mutual  
Insurance Company

**Lisa Katterman, Esq.**  
Penn National Insurance

**Cheryl Keeney**  
Tuscarora Wayne Group of  
Companies

**Jan A. Kozlowski**  
MSO, Inc.

**Edward Lynch Jr., CPIA**  
RLD Associates, Inc.

**Fred Santiago**  
Funk & Bolton, P.A.

**Robert G. Shenk**  
Donegal Insurance Group

**Howard C. Stevens**  
Farmers Mutual Insurance Company

**Daniel Taylor, Esq.**  
Swartz, Campbell LLC

**Jeffrey Wingard**  
Conemaugh Valley Mutual  
Insurance Company

**Michael A. Yeager**  
Lehigh Mutual Insurance Company

***Purpose: Closely monitor insurance legislative, regulatory and judicial developments and assess their impact on PAMIC membership. Assist in development and maintenance of government affairs communications program with membership and foster and promote direct member communication with legislators and regulators.***

The words “outstanding participation and involvement” would sum up the 2008-2009 Government Affairs year. From the committee members who regularly attend and were engaged in our meetings, activities, and monthly calls to the PAMIC members who participated in the events; this was an outstanding year.

The committee continued our task of staying on top of the numerous legislative, regulatory, and judicial issues from both the state and federal government. These were considered as we developed the “issues papers”, which were used to acclimate the PAMIC attendees and to educate the legislators and staff for our February Legislative Days. The educational session we held was outstanding with excellent topics and speakers, the PAC reception had great attendance, and we had the most ever appointments with legislators. The PAMIC membership responded to the request for their grassroots involvement with record attendance.

The following month we had our annual meeting with Commissioner Ario and his staff. The 2 hour discussion was judged as one of the best by our attendees. Communication was very open as they solicited our opinions and concerns. The discussion topics included market conduct annual statement, insurer climate risk disclosure, fraud legislation, and department reorganization. The commissioner reinforced his interest in making the actions of the department more transparent to carriers. (e.g. market conduct reviews will now include the reason for review).

In April we had a record group of members participate in the NAMIC CCP visit to Washington, D.C. Since the legislators were not in session, we mostly met with staffers. However, we did get the chance to have our industry’s position put forward. This was particularly important due to the current pressure on federal regulation issues.

During the year the committee reviewed a number of potential long-term issues to pursue. We settled on two issues, which are: “Independent Contractors Determination” and “Towing and Storage Rights of Customers”. We agreed to support the Insurance Department Model Audit Rule amendment as presented to the IRRC, which was passed. We also laid the groundwork to develop a close, working relationship with the IA&B staff.

With 2009 being the beginning of the 2 year Pennsylvania legislative session, we expect activity to increase on the legislative agenda and will be prepared to respond as appropriate. I would like to extend my personal thanks to the committee members for their outstanding participation this year.

Respectfully Submitted,

James L. Bookhamer III, CPCU  
Government Affairs Committee Chair  
Mutual Benefit Group

# Human Resources Committee

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***Purpose: Educate members on human resource issues, problems and solutions through seminars, roundtables, and forums designed to enhance professional knowledge.***

## COMMITTEE CHAIR

**Katherine Swigart, SPHR**  
Mutual Benefit Group

## COMMITTEE MEMBERS

**Joy Casapullo**  
MSO, Inc.

**Kelly Gorman, SPHR**  
Penn National Insurance

**Steven M. Horner, CPCU, SPHR**  
Horner & Associates, LLC

**Joan M. Maxey**  
Goodville Mutual Casualty  
Company

**Ellen Truant, CEBS, PHR**  
Harford Mutual Insurance  
Company

Winter weather interfered with the PAMIC Human Resources Committee's interest in sponsoring multiple roundtables in 2009. Our one meeting occurred March 24 at the West Shore Country Club, with attendance reaching 18 and including several new faces.

Steve Horner of Horner & Associates moderated the roundtable and generated discussion on a variety of Human Resources topics after attendees finished soliciting ideas and remedies from their colleagues on pre-submitted issues. Roundtables continue to provide a comfortable setting in which to share human resource challenges and successes.

The Human Resources Committee decided this spring to alter the long-standing format at roundtables by adding a speaker at upcoming meetings. Future speaker topics include:

The what and why to social and professional networking tools  
Generational differences, and supervisory know-how  
Questions to consider with IT security  
Emotional intelligence  
"Best Places to Work" application process  
Understanding insurance industry financial statements

It has been my pleasure to serve as chair of this committee since 2007. I appreciate the committee members' and PAMIC's support during the past year.

Respectfully submitted,

Katherine W. Swigart, SPHR  
Human Resources Committee Chair  
Mutual Benefit Group

# Information Systems Committee



***Purpose: To provide educational support and to foster exchange of information, ideas, and emerging issues relating to information systems technology and methodology as applicable to the insurance industry.***

## COMMITTEE CHAIR

**Britta Schatz**

Penn National Insurance

## COMMITTEE MEMBERS

**Stephen Fabian**

Harford Mutual Insurance Company

**Chuck Ferraro**

Donegal Mutual Insurance Company

**Mark Fischer**

Weidenhammer Systems Corporation

**Larry Fortin**

Millers Mutual Group

**Stephen Konopelski**

Mutual Boiler Re, Member of FM Global Group

**Rick A. Laabs**

Mutual Benefit Group

**Joseph M. McGurrin, Jr.**

Pennsylvania Lumbermens Mutual Insurance Company

**John S. Snyder, Jr.**

Bretheren Mutual Insurance Company

**Thomas M. Trezise, Esq.**

Convergent Insurance Services LLC

The spring IS Committee event was held on April 27, 2009 at Penn National Mutual Insurance Company. Approximately 40 people were registered for the event which included sessions on:

- Real Time Agency Automation – a presentation by Jeff Yates and Lisa Parry-Becker
- Data Protection – a presentation by Chris McGinley
- Change Control and Project Prioritization System Demonstration – by Melissa Farber and Dave Deegan
- Two separate Roundtable Discussions – covering general IT topics and outsourcing strategies

The IS Committee met at Penn National immediately following the event. Several items were discussed:

- The IS Committee has prepared an IS Survey form which will be sent to PAMIC member company IS contacts in May. The results will be compiled into an IS Profile booklet that will be available to survey participants.
- PAMIC would like to include a “Technology Corner” article in future issues of the PAMIC Pulse. Committee members agreed to help craft answers for the publication.

The next IS Committee planning meeting will be held on July 22.

In summary, during the past year, the IS Committee:

- Held three committee meetings.
- Called all member companies to update IS contacts and invite them to attend PAMIC events.
- Hosted two IS Roundtable Events (a half-day event in December attended by 36 people and a full-day event in April attended by 41 people).
- Is compiling an IS Profile booklet with information on member companies.

Respectfully Submitted,

Britta Schatz  
PAMIC IS Committee Chair  
Penn National Insurance

# Underwriting & Loss Prevention Committee



## COMMITTEE CHAIR

**Eric Schmader**  
Farmers Mutual Fire Insurance  
Company/Marble

## COMMITTEE MEMBERS

**Robert Allen**  
Mutual Inspection Bureau, Inc.

**Suzanne Chrisemer**  
Penn National Insurance

**Kathleen Dalton**  
Pennsylvania Lumbermens Mutual  
Insurance Company

**Robert Eargle**  
Juniata Mutual Insurance  
Company

**Brett Eater**  
Millers Mutual Group

**Michael Evans**  
Frederick Mutual Insurance Group

**Paul A. Giacobbe**  
Transatlantic Reinsurance Company

**Dino Guanciale**  
State Auto Mutual Insurance Co.

**Jane A. Kozlowski**  
MSO, Inc.

**Mary-Frances Litwinas**  
ISO/A-Plus

**Charles (Mike) Michael, Jr.**  
Lititz Mutual Insurance  
Company

**Meg Moore**  
Arch Re Facultative Underwriters  
Inc.

**William Turner**  
BF Re Underwriters, LLC

**Paul Walker, Esq.**  
Thomas, Thomas & Hafer, LLP

**Aaron Welles**  
Tuscorora Wayne Group of  
Companies

**Bill Wynne**  
Harford Mutual Insurance Company

**Andrew Zastrow**  
Gen Re Corporation

***Purpose: Provide quality educational seminars, roundtables, and forums designed to enhance professional skills in underwriting, loss control and related fields. Research and disseminate emerging underwriting and loss control techniques, issues, and problems.***

The Underwriting and Loss Prevention Committee has scheduled the annual educational seminar for November 4, 2009 at the Hershey Country Club. Our goal is to provide a seminar that will be of interest to all who attend. From my own experience, I have found that the networking opportunities at this seminar are just as valuable as the education sessions provided.

At the spring committee meeting an agenda was prepared for the upcoming seminar. The popular Executive Panel will be returning and sessions on fraud, loss prevention, emerging issues, and a presentation from the Pennsylvania Fire Commissioner's office will be provided. A question and answer wrap up session will end the day.

We are grateful for the support of the presenters that have accepted to participate and speak at the seminar. While there is additional preparation and planning needed, we are looking forward to providing an informative seminar in the fall.

I want to sincerely thank the committee members who volunteered their time and assistance in planning this seminar. I appreciate your attendance at the meeting, valuable input and cooperation in contacting and scheduling presenters. Thank you to MaryEllen Parmer, Director of PAMIC Educational Programs/Conventions, for keeping us informed and coordinating and scheduling the committee meeting and seminar.

Respectfully Submitted,

Eric P. Schmader  
U&LP Committee Chair  
Farmers Mutual Fire Insurance Company/Marble

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# Necrology

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*We honor those we have lost~*



*Yvonne Esworthy*

*Beloved wife of Scott Esworthy*

*Oden D (Bud) Gearhart*

*Clearfield County Grange Mutual*

*Fire Insurance Company*

*Director & Secretary/Treasurer*

*Jack B. Horner*

*Elizabethtown Insurance Company*

*Director with company 28 years*

*Wade M. Winey*

*Juniata Mutual Insurance Company*

*Board Member for 50 years*

*Ken Wyten*

*Castle Claims Service*

*Adjuster*

*Franklin B. Zink*

*Farmers Mutual (Now Elizabethtown)*

*Director with company 40 years*



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