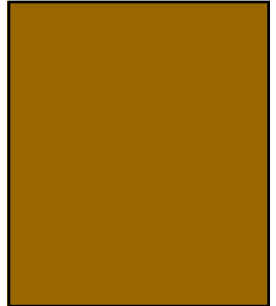


Pennsylvania Association of Mutual Insurance Companies

PAMIC Information Systems Roundtable

Thursday, December 10, 2009
Penn National Insurance Company
Harrisburg, PA



PAMIC

Agenda

8:45 AM - 9:30 AM

Registration/Continental Breakfast

9:30 AM

Greetings/Introduction

9:40 AM – 10:30 AM

Panel: Disaster Recovery Options for Smaller Carriers

Moderator: Steve Fabian, *Assistant Vice President – Information Technology*, Harford Mutual Insurance Company

Panelists:

Jerry Tabeling, *Business Continuity Specialist*, CAS Severn

Jim Grogan, *Vice President - Consulting & Software Product Marketing*, SunGard

Today, many small and mid-sized carriers still have ineffective or nonexistent disaster recovery / business continuity plans in place. When a crisis hits, it is too late to begin an initial recovery thought process. In the past, the design and implementation of a comprehensive plan was costly and time-consuming. In this session, we'll discuss how to analyze business impacts in developing "Recovery Time Objectives" vs. "Recovery Point Objectives" for recovery planning. Disaster recovery technologies have changed considerably in recent years, and solutions that were once only common in large enterprises, such as replication, vaulting, and virtualization, are becoming more accessible to smaller businesses. This session will explore the various solutions available for consideration.

10:30 AM – 10:45 AM - Refreshment Break

10:45 AM - 11:30 AM

Trends in Claim Systems and Web Services

Tom Trezise, *President*, Convergent Insurance Services, LLC

Claim technology has often in the past been a back-burner issue for insurers contemplating technology investments. Emerging and available claim systems and web-services, however, now offer the potential to transform claim department processes and deliver more effective and efficient claim service to customers. This session will provide an overview of some of the more interesting and helpful trends in claim systems and web services. It also offers an opportunity for a discussion among participants of the problems facing smaller insurers and some solutions that are being deployed at member companies.

11:30 AM – 12:15 PM

Open Forum Roundtable Discussion - Facilitator: Larry Fortin, *CIO of Millers Mutual Group*

12:15 PM – 1:00 PM

Networking Lunch

Registration Form

Information Systems Seminar • Thursday, December 10, 2009

Penn National Insurance • Harrisburg, PA

Directions will be sent with your registration confirmation.

To register:

Please complete this form & return it by December 4, 2009

PAMIC • 1017 Mumma Road, 103 • Wormleysburg, PA 17043

Or **Fax to 717-303-1501** • Or **Register Online** at www.pamic.org

Please type or print clearly.

NAME _____

NICKNAME (for badge) _____

TITLE _____

COMPANY _____

ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

PHONE (_____) _____ EMAIL _____

Do you have Dietary or Accessibility needs? ___ Yes ___ No

If so, please describe _____

Cost \$25 per person

Please select from the following options

Check Enclosed Send Invoice

Cancellation Policy

A full refund for this seminar will be given if a cancellation notice is received on or before December 4, 2009. Cancellations received after this date will not be eligible for a refund.

List any topics that you would like to have discussed during the roundtable portion of this event:



PAMIC

Pennsylvania Association of
Mutual Insurance Companies
1017 Mumma Road, Suite 103
Wormleysburg, PA 17043

PAMIC Information Systems Roundtable December 10, 2009

Parking suggestions:

Walnut Street Garage - Near the Harrisburg Hilton, 215
Walnut Street, Harrisburg, PA

Market Square Garage - 2nd & Chestnut Streets,
Harrisburg, PA

River Street Garage - 218 N. 2nd Street, Harrisburg, PA