



Insurance Collection Executives (ICE)

Fall 2008

Published by the ICE Education Committee

New Board Members

ICE Executive Board welcomes three new board members: Bill Haddock, Farmers; Michael Kronander, Travelers; and Peter Veiga, Selective.

Pictured at right is the 2008-2010 ICE Executive Board: (From left to right) Bill Haddock, Board Member Pat Archambault, Vice President Ken Godfrey, Executive Director Sharyn Milsky, Secretary Jim Mennen, Treasurer Tony Malta, Board Member Tom Yodzis, President Gary Woodring, Planning Chair

Not pictured: Michael Kronander, Bd. Member Peter Veiga, Bd. Member



Recap of 2008 Annual Conference

SAVE THE DATE 2009 ICE Conference

Mark your calendar to save the dates of October 19-23, 2009 for next year's ICE Conference to be held at the Millennium Maxwell House Hotel in Nashville, Tennessee. Work has already begun on the events and agenda. The kick off reception and dinner will be held at the world famous BB King Blues Club. Continue to check the ICE website for details as they become available.
<http://theicesite.com>

The 2008 ICE Conference in San Diego, CA was a tremendous success with 60 billing and collection professionals attending representing 31 member carriers.

Monday evening opened the conference with a kick off reception and dinner at the San Diego Zoo, where exotic zoo animals were displayed by their trainers during a private viewing.

On Tuesday morning ICE President Tom Yodzis welcomed the attendees and summarized the year's organizational highlights. Committee updates were provided by Tony Malta, Benchmarking Chair; Pat Archambault, Education Chair and Gary Woodring, Planning Chair. Greg Hicks, author of LeaderShock and Choosing Brilliant Health, gave the keynote address followed by a book signing session.

The afternoon featured a Six Sigma Process Innovation presentation by John Rodgers followed by staggered roundtable breakout sessions focusing on specific topics: personal lines, commercial lines and workers compensation. The evening culminated with a premiere reception and group dinner outside on the ballroom terrace at The Dana on Mission Bay.

Wednesday featured a Young Agent's panel discussion, a best practice segment of Six Sigma in Action presented by Gary Woodring and the ever popular general session roundtable led by Tony Malta. Conference highlights at <http://theicesite.com>.

ICE Certificates Issued

Since April 2008, ICE has issued an additional five certificates for the ICE Certification program. These certificates are a great way for individuals to demonstrate insurance knowledge and collection expertise!

Pictured at the right from Farmers are (l to r): **Bill Haddock** Controller and ICE Director presenting Certificates to **Sharon Ries**, **Debra Braddock**, and **Denise Maness**. Pictured below left from Farmers is their most recent certificate holder **Stacy Allen**.



Pictured at near right is the Utica National recipient of the ICE Certificate: **Nadine Fornino**



ICE Education Committee

The ICE Education Committee welcomes new members: Sharon Oshana, Zenith; Mark Silva, Arbella; Leslie Sumner, Farmers; and Deanne Walmer-Gough, American Family.

Pictured is the 2008 ICE Education Committee (left to right)

The committee is comprised of individuals from various insurance companies whose purpose is to develop and deliver industry relevant education and certification. If you have a question, or would like to join the Education Committee, please contact a member.

- Tanya Wilson** (CNA)
Tanya.Wilson@CNA.com
- Patrice Valansky** (One Beacon)
PValansky@OneBeacon.com
- Mary Ann Heenehan** (Chubb)
mheenehan@chubb.com
- Peter Veiga** (Selective)
peter.veiga@selective.com
- Pat Archambault**, Chair
(Beacon Mutual) parchambault@beaconmutual.com

- Not pictured:
- Lisa Fargusson** (Zurich)
Lisa.Fargusson@zurichna.com
- Ken Godfrey** (ICE Exec Director)
ken@theicesite.com;
- Barbara Riedinger** (Zurich)
Barbara.Riedinger@zurichna.com



View the ICE Professional Designations certification program and associate program at <http://theicesite.com>. Click on the Education button, Educational Programs.

Regional Training Seminars

The ICE Education Committee is partnering with Padgett-Thompson/National Seminars Group to sponsor regional training seminars.

Member carriers are volunteering to host an on-site National Seminar's course at their facility. Host companies will choose a topic from the ICE Receivable Management Professional Designation's Business Skills electives and schedule a date for an on site all day training session with National Seminar's representative, Adam Swisher.

Course selection consists of Collection Law; Communicating with Tact and Finesse; How to Handle Conflict and Confrontation; How To's of Win-Win Negotiation; Collecting Accounts Receivable and Business Writing and Grammar.

We have several member carriers currently in the process of organizing a training seminar; Selective in Branchville, New Jersey, Chubb & Son in Warren, New Jersey and CNA will be hosting seminars in Chicago, Illinois and Maitland, Florida.

We are also discussing opportunities with Farmers Insurance in southern CA and The Hartford in upstate NY; Markel Essex in Richmond, VA; and All Risks, Ltd. in Baltimore, MD.

These courses count towards an ICE certification credit. Contact an education committee member if you would like more information on participating in a seminar offering or if you would like more information on hosting a seminar.

Need Continuing Education Credits?

The ICE Conference, as well as other completed ICE educational courses, may be considered as points needed to fulfill the CPD requirements for the members who have received the CPCU designation.

When completing the documentation for CPD, members should go to the CPCU website, print the necessary form required and forward that with the documentation reflecting the courses completed and conferences attended.

Best Wishes for the upcoming Holidays