



Insurance Collection Executives (ICE)

Spring 2008

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ICE Association Designation Issued



Sara Jo Wells, pictured at left, from Farmer's Insurance is the first person to be awarded the ICE Associate Designation. This is the highest level of education certification offered by ICE and represents a well rounded education program for people responsible for billing and collecting premium. Congratulations, Sara!

ICE Certificates Issued

Through January 2008, ICE has issued a total of 12 certificates for the ICE Certification program.

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*Pictured at right are Chubb recipients of the ICE Certificate:
(from left to right)
Sue Demchik
Jill Munzenmaier
Jennifer Vitale
Teresa Sisto
Kathleen Zielinski*



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*Pictured at right is Phil Moore (center) President of Prematic Service Corporation, a Division of Farmers Insurance presenting ICE Certificates to Farmers recipients (From left to right)
Sherry Chi
Sharon Post
Charline Buckley
John Larsen
Meredith Putman*



**Save the Date—May 1st
for our Second Webinar!**

Join us for the “World Class Service in a Changing World” webinar on Thursday, May 1, 2008 at 11 AM EST for an informative discussion regarding how to successfully deal with customers, agents and collection agencies to collect premium. The focus is on technique, technology and getting the dollars in the door!

The webinar is free to ICE member companies and available to non-member carriers, agents and collection agencies for a fee. Contact Ken Godfrey at ken@theicesite.com for additional details.

ICE Education Committee is excited to partner with Insurance Education Association (IEA) for the 2008 Education Webinars. IEA is a leader in educational services with over 13,000 students being enrolled in classes and seminars annually.

The webinar trainer is Randi Agenbroad. She is President and founder of Bryant Consulting Group, LLC a company specializing in nationwide customized training solutions. She earned a PhD in Curriculum and Instruction from the University of Virginia School of Education.

**Annual ICE Conference
Hold the Date**

Mark your calendar to hold the dates of **October 20–22, 2008** for this year’s Annual ICE Conference to be held in San Diego, California. The planning committee is hard at work on an outstanding agenda. There will be a unique kick-off event that you won’t want to miss! Check the ICE website <http://theicesite.com> for details as they become available.

**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 and print the necessary form required, and forward that with the documentation reflecting the courses completed and conferences attended.

**AMA Offers Free
Webcast and Podcast**

These are for members and non-members on a variety of topics. Take a look at the American Management Association website www.amanet.org, for additional information.

Upcoming free webcasts include:

4/30/08 *Optimizing Organizational Performance:
Harnessing the Power of Project Management*

5/07/08 *Proving the Value of Training to the C-Suite:
The Language of Bottom-Line Results*

Featured Podcast: "The Secret of Starbuck's Success,"
with Howard Behar, author of "It's Not About the Coffee."



Interested in a Free IPOD Shuffle? Refer a new carrier to ICE; if the carrier joins the ICE organization, you'll receive an iPod Shuffle. What can be easier? Simply send the name, email and phone number of the contact person to Ken@theicesite.com and he'll take care of the rest. Do it today and start planning which songs to load on your new iPod!

ICE Education Committee

The ICE Education Committee is comprised of several individuals from various insurance companies whose purpose is to provide industry relevant education and certification. The Education Committee is committed to providing webinars and newsletters to keep the membership informed of educational offerings. Feedback is requested after each offering to make sure the education being offered is relevant and adds value to our participants. If you have a question, or would like to join the Education Committee, please contact an Education Committee member.

ICE Education Committee

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