



# Spring 2011 Newsletter



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**ICE President,  
Tom Yodzis**

## Letter from the President

*Dear ICE Members,*

It's always good for an organization to reflect back on the road traveled prior to continuing the journey forward. Doing so helps you appreciate where you came from, and also helps you level set your expectations going forward. We have come a long way over the past six years and our future continues to shine as brightly as ever. This past year we accomplished so much that I can only list some of the highlights:

- Grew our membership to 45 companies**
- Increased service on committees to 31 people**
- Hosted an excellent conference in October at Seattle**
- Published five benchmarking surveys**
- Published two outstanding newsletters**
- Conducted two webinars**
- Initiated three working groups currently in progress**  
(**account current/Acord initiative, credit card initiative, and the premium finance initiative**)

Our organization is stronger than ever with our membership becoming more involved than any other time in our history. If you were fortunate enough to attend one of our conferences, you could feel the buzz and excitement surrounding the event as attendees went from session to session or attended one of our networking events. ICE offers the insurance billing and collection professional many different tools, information, and networking opportunities. What I am most proud of though, is the camaraderie and friendships I have witnessed during my time with the organization. What has truly helped me in my career is to not only have people to reach out to and bounce ideas off of, but to establish friendships I will cherish for years to come.

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## Letter from the President (Continued)

**This upcoming year we continue to stretch ourselves and have set some challenging goals. A few of them are:**

- Grow our membership to 51+ companies
- Have a record attendance at October's conference in Boston
- Increase our newsletter publication to three editions
- Continue our benchmarking surveys and question of the month program
- Re-design the ICE website with improved functionality and a better user experience
- And of course, to put on yet another outstanding conference in Boston

We are well on our way to achieving these goals, but they can only be done with your involvement. Stay involved and committed! If you are not sure how to get involved, don't hesitate to ask. If you have suggestions for improving your ICE experience, I would like to hear them. My email address is [tom.yodzis@cna.com](mailto:tom.yodzis@cna.com) and I would love to hear from you. Remember, this is your organization and while you can get a lot out of it, so much more can be accomplished with your involvement and dedication.

Wishing you a happy and successful 2011.... see you in Boston.

*Tom*

Tom Yodzis  
President, ICE



*Happy  
Spring!*

### **Annual Membership Fees**

Invoices for annual membership fees have been distributed. Corrections to information on the invoice or requests for a copy of the invoice, can be emailed to Pat Archambault at [Parchambault@beaconmutual.com](mailto:Parchambault@beaconmutual.com). Questions regarding membership fees, can be directed to Jim Mennen at [James\\_Mennen@secura.net](mailto:James_Mennen@secura.net) or 800.558.3405 x4475.



## ICE Education Committee Announces Certification Program Update

### Link to W-9

Need a W-9 to issue payment for your annual membership fees?

Click on the following link:  
<http://theicesite.com/W-9.pdf>



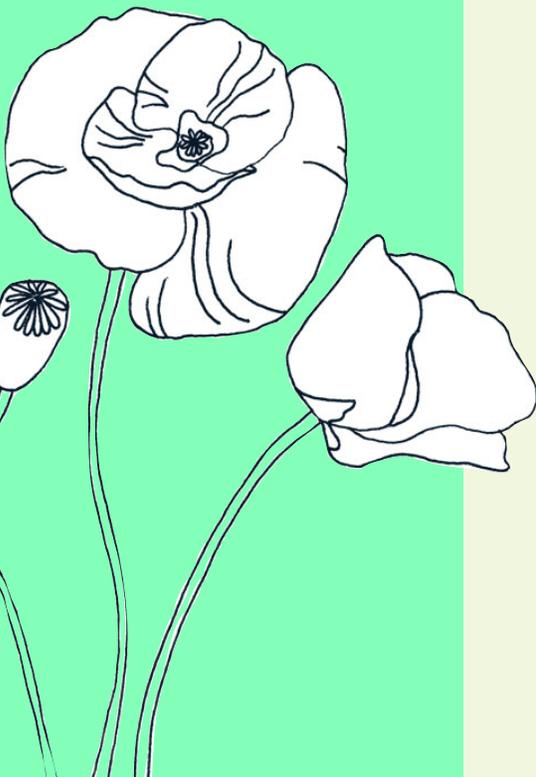
### Retraction

The publishers of the Cube would like to apologize for incorrectly listing Allianz as a new member in our December 2010 newsletter.

The ICE Education Committee continually evaluates the content of our ICE Receivable Management Professional Designations. Recently, we identified an online ethics course, which we believe is a good addition to the Insurance section of the ICE Certification Program. As insurance professionals, we need to ensure that all of our actions reflect and promote behavior that is honest and fair.

We realize that our members may be working towards completion of the ICE Certification program this year, which means we will not change the completion criteria for this year. We will be adding the ethics requirement beginning January 1, 2012. The course that we will add is offered online from the American Institute for CPCU (AICPCU), and it is offered free of charge. It is called Ethical Guidelines For Insurance Professionals (AICPCU course 311), and we will require the completion of all online modules and a test.

We welcome your suggestions on our program, and we remind you that there are seven of the original eight 2011 Training Incentive Awards available. ICE members are eligible for one \$250 incentive award for completion of either the ICE Certification Program or the ICE Associate Program. Current program details are found on the ICE website (<http://www.theicesite.com>) in the Education tab.



ICE Members network at the Annual Conference in Seattle 2010



## New Members



Builders Insurance Group was founded to create better insurance for Georgia homebuilders. From its simple beginnings as a provider of a single product in a single state, Builders Insurance Group has grown into a provider of diverse insurance products to the construction and non-construction industry throughout the Southeast through its acquisition of two additional insuring entities, Association Insurance Company (AIC) and Vinings Insurance Company (VIC). Today, Builders provides more than 12,000 policyholders with their Workers' Compensation, General Liability and Builders Risk insurance.



Merchants Insurance Group is headquartered in Buffalo, New York, and is comprised of Merchants Mutual Insurance Company and Merchants Preferred Insurance Company. The companies provide a variety of property and casualty insurance products for commercial and personal lines. Merchants provides insurance for home owners, automobile owners, and businesses, such as contractors and business owners. Merchants operates in Massachusetts, Michigan, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island and Vermont.



As part of New Mexico's workers' compensation reform in 1991, the State Legislature created New Mexico Mutual under the Employers' Mutual Company Act. New Mexico Mutual's focus was to stabilize the workers' compensation insurance market in the state by offering New Mexico employers affordable and competitive workers' compensation coverage. Over sixteen years later, New Mexico Mutual is the largest provider of workers' compensation insurance in the state, insuring close to 30% of the market in New Mexico.



SPARTA is an acronym for Specialty Programs and Risk Transfer Alternatives and was formed in March 2007 as a property casualty underwriting company dedicated to providing custom made products and services for the unbundled ART and Specialty program market in the United States. SPARTA has a broad array of coverages and product capabilities across all standard commercial lines of business and offers program level risk sharing structures through sliding scale and captive reinsurance for programs that typically average between \$10 million and \$15 million in annual gross written premium.



State Farm® is a mutual company owned by their policyholders. Their 68,000 employees and nearly 18,000 Agents service 81 million policies and accounts throughout the U.S. and Canada. State Farm is headquartered in Bloomington, Illinois. State Farm's lines of business include Property and Casualty insurance and Life and Health insurance.