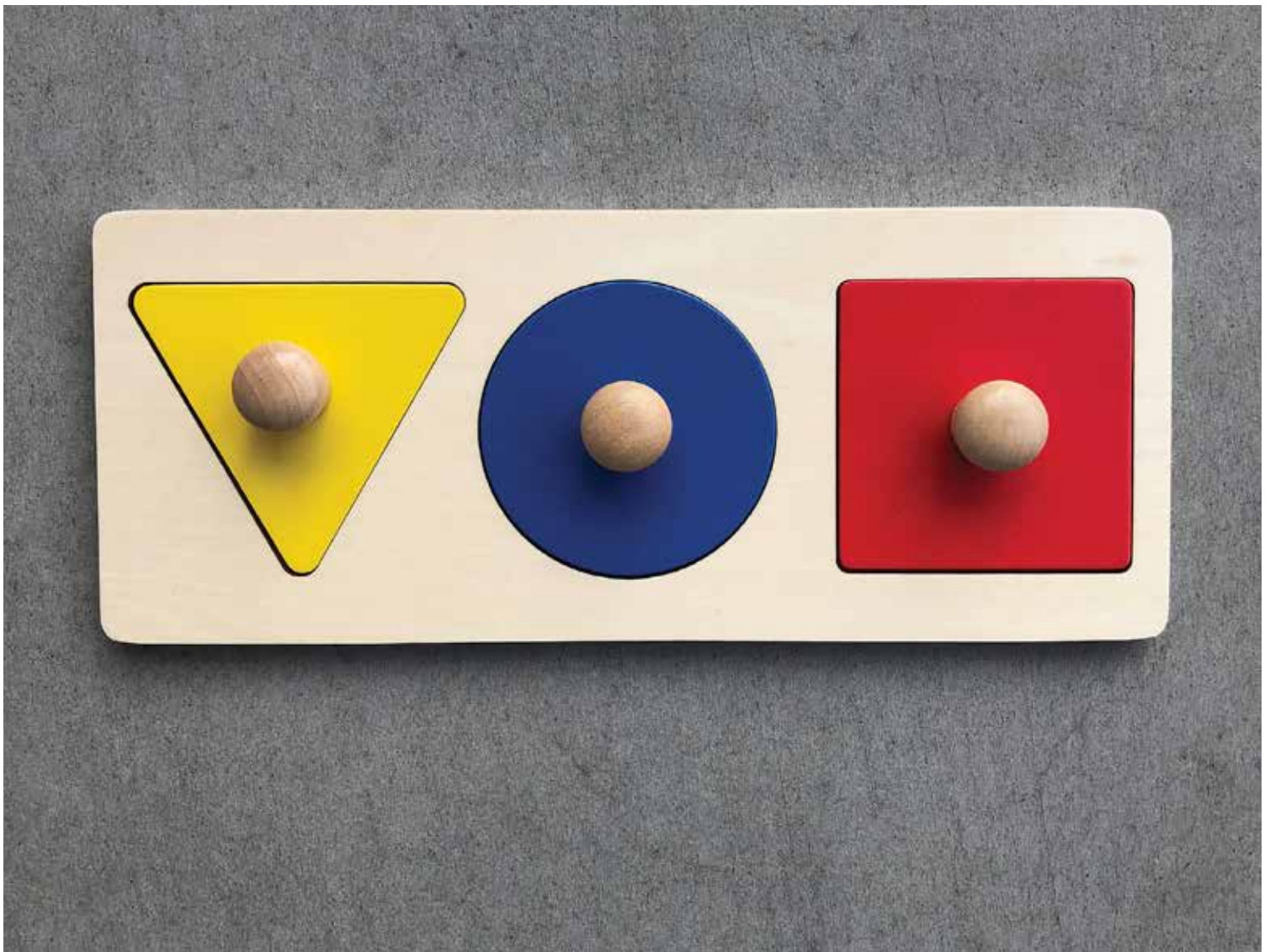


BIG **i**® | MINNESOTA

THE Minnesota News



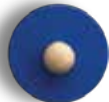
Winter 2023



The right fit for your clients.
The right fit for you.



Dedicated
injury
prevention



Specialized
claims
management



Exceptional
cost
containment

Delivering positive, long-term results for employers.

SFM[®]
The Work Comp Experts

sfmic.com

Winter 2023

The Minnesota News

CONTENTS

Big I MN BOARD OF DIRECTORS

Jay Nesbit
President
Nesbit Agencies, Inc., Minnetonka

Jake Olinger, CIC
President - Elect
Christensen Group, Inc., Monticello

Jean Sundlof, CIC, CPCU, ACI
Vice President
Kraus-Anderson Insurance, Burnsville

Shawn Flavin, CIC
Past President
Christensen Group, Inc., St. Cloud

Chad Bjugan
IIABA State National Director
Richfield State Insurance, Richfield

Matt Bauer, CISR
Northern Region Director
Dwight Swanstrom Company, Duluth

Bill Butler, CISR, CIC
At Large Director
Butler & Associates Ins. Agency, Inc., Apple Valley

Matt McKenny
West Metro Director
Advance Insurance Agency, Edina

Grant Wilson, CIC
Southern Region Director
Heartman Insurance, Faribault

Big I MN STAFF

April Goodin
Executive Vice President
763.235.6475 agoodin@bigimn.org

Michelle Herr
Chief Operations Officer
763.235.6476 mherr@bigimn.org

Cliff Aziz
Videographer

Lisa Flatten
Accounting & HR Director
763.235.6479 lflatten@bigimn.org

Keith Knapp
Communications Director & Database Manager
763.235.6478 kknapp@bigimn.org

Gloria Thompson, CIC, CPIW
Insurance Agent Advisor
612.296-9636 gthompson@bigimn.org

Amy Rau
Membership & Education Director
763.235.6471 arau@bigimn.org

Robyn Rowen, J.D.
Legislative/Regulatory Counsel and Lobbyist
legislative@bigimn.org

Alina Saleem
Education and Member Service Professional
763.235.6474 asaleem@bigimn.org

13 How a Hard Market Can Impact your Agency Profitability

19 Mind the Gap; What to Do When Customer Expectations and Reality Collide

25 Swiss Re: "Sorry" Seems to Be the Hardest Word

37 Practically Speaking... Cooperatives, Condos, Townhomes Insurance Considerations

Inside

- 5 President's Message
- 7 Executive V.P. Message
- 50 Power in Partners

On the Cover



BIG i[®] | MINNESOTA

601 Carlson Parkway, Suite 450
Minnetonka, MN 55305

763.235.6460 yourfriends@bigimn.org bigimn.org



Broken glass? We'll fix it fast

Spring means hailstorms and construction debris. When damage happens, file a claim for your policyholders in minutes. Since we can replace the windshield and recalibrate their advanced safety systems in one visit, you'll be sure they get back on the road safely.

[SafeliteForAgents.com](https://www.SafeliteForAgents.com)


Safelite[®]

The hard market continues to be a reality and the insurance market seems to be changing on a weekly basis, if not daily. Insurance carriers and agents are working as hard as ever to find good solutions for clients despite a difficult environment in the industry. Most carriers have been forced to make difficult decisions in order to ensure they will remain a reliable resource for insureds now and in the future. Communication with clients is more important than ever to help them understand the reasons behind the significant increases in their premiums and adjustments to coverages and deductibles on the policies for most lines of business.

Big I MN board members and I had the opportunity to meet with several of our carrier partners over the past few weeks and through those meetings I have been able to really see the value and importance of the relationships built between the Big I MN and the insurance carriers doing business with independent agents in Minnesota. These collaborative discussions allow the carriers to gain more insight into the issues facing independent agents in Minnesota and it allows the Big I MN to gain more insight into the issues facing the carriers in this tough market. It also helps the Big I MN better understand where we need to focus our efforts to support not only insurance agents but the insurance industry as a whole. We all realize that we are in a difficult time, but we also can see better days ahead when the difficult adjustments and decisions being made today begin to pay dividends in the future.

Outside of the hard market, another big topic of discussion is how the insurance industry is going to respond to legalized adult use cannabis in Minnesota. In addition, there is the increased complexity in Minnesota since establishments may serve both THC seltzers and alcoholic beverages on premises. There is still some time until licenses for legal retail sales will be issued to businesses, but insurance options will certainly be limited nonetheless since there are no plans at the moment for cannabis to be legalized on a national level. The Big I MN Emerging Leaders recently sponsored a continuing education class on this topic that was very informative and timely. Access to training and networking events like this offered by the Big I MN is a great benefit to independent agents.

Another key takeaway from our carrier meetings was the importance of supporting [InsurPac](#) and [MIIAPac](#) so we can better advocate for the insurance industry. If all members can make even a small contribution, collectively it can make a big difference. Without support from agents, it is difficult for our association and Robyn Rowen as our lobbyist to have the impact necessary to move important legislation forward and help prevent poor legislation from being enacted.

Despite all these struggles, I am thankful to be part of this great industry and having the opportunity to work with so many dedicated and hardworking individuals helping insurance professionals and insureds navigate through the current hard market. It is encouraging that so many companies and agents remain optimistic about the future as we realize that sometimes it takes a hard market to force some difficult, yet necessary, changes to be made that will make the industry stronger and agents more successful in the future.





We'll keep the kitchen rolling.

Running a successful food truck business is hard work, but finding the right insurance program for your client is easy with West Bend.

Our business insurance program covers liabilities and expenses specifically for food truck professionals and their operations.

- Great pricing and exceptional coverage
- Experienced claim representatives
- Convenient options for reporting losses - available 24/7

Learn more about the variety of business line coverages available through West Bend by visiting thesilverlining.com.



The worst brings out our best.®

Here at the Big I MN, we want our members to know that we are listening and taking action in response to your current struggles with the hard market and the frustration that comes along with it. The Big I MN and its members are taking the position of educating regulators and public policy makers about the impact of the current market crisis on consumers.

- Creating a one-pager for legislators that explains the cost drivers and how consumers can protect themselves.
- We met with and interviewed the head of the DOC Insurance Division to communicate concerns from carriers about the rate filing approval times and DOC staffing issues in the P&C area.
- We met with and interviewed the IFM President & CEO, Aaron Cocking, to discuss the carriers view of the crisis and how we can work together in MN on solutions.
- Invited Deputy Commissioner Julia Dreier to speak with the Big I Board of Directors in December to discuss our concerns with the impact of the crisis on consumers as well as potential solutions.
- We've met with over 20 insurance carriers to hear their concerns and discuss solutions.

Moving Toward Solutions

- The recent change in statute [325E.80](#) adding contractors to the price gouging law has proven to be a step in the right direction! The Attorney Generals office is actively enforcing this new law and getting contractors to change their billing practices. This success has spurred interest from the Chair of the House & Senate Commerce Committees to further prevent storm chasers from taking advantage of consumers and driving up the cost of property insurance in MN.
- We are looking into reasonable and tailored measures that can keep plaintiff's attorneys from adding unnecessary costs to MN consumers premiums in response to lawsuit abuse.
- Big I MN supported the DOC's Strengthen MN Homes program to install roofs meeting the IBHS Fortified standards and the National Big I (IIABA) supports federal efforts to use financial incentives to mitigate climate risk.

Regulatory Solutions

- Big I MN has repeatedly heard from carriers that they cannot get timely approval of needed and risk-based increases from the DOC. We are partnering with the carriers to identify areas where legislation may help carriers respond to market conditions more quickly, keeping coverage available to consumers.
- In 2024, we will also partner with carriers and legislators to make sure consumers have access to any and all actuarially justified discounts such as affinity programs.
- At the federal level, the National Big I (IIABA) is exploring the idea of a narrow reinsurance backstop to supplement the unregulated reinsurance market. The idea would have to have a clear, well-structured mechanism



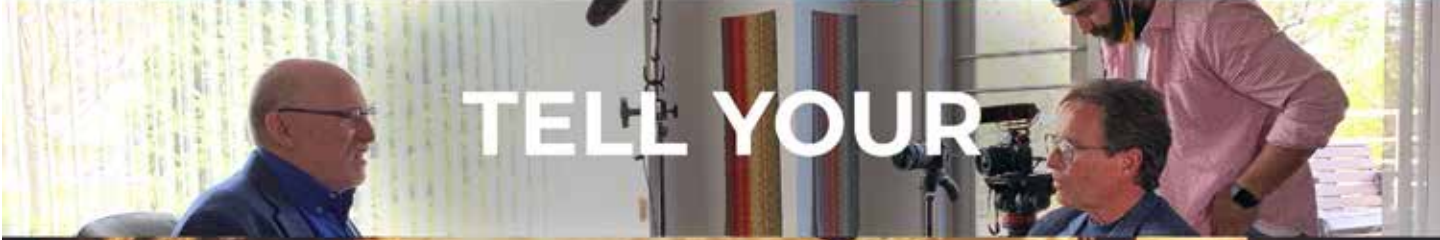
WE DO MEDIA SO YOU DONT HAVE TO

CONTENT CREATORS

azizefilms.com
clifford@azizefilms.com
917-709-5752



LET US



TELL YOUR



STORY

azizefilms.com

1123

sfb

Agency LOANS

Take your agency to the next level.

SFB has lenders who understand the nuances of the insurance industry and possess the experience to finance all of your business and personal needs including: acquisitions, perpetuation loans, producer loans, lines of credit, and real estate.

Bankers Who Believe in Your Agency



LEARN MORE

sfbank.com | 888.254.0615 |  Member FDIC | SECURITY FINANCIAL BANK

that encourages the private sector to handle as much of the risk as possible and only triggers federal involvement as a last resort upon private market failure. We strongly prefer market-driven solutions, but this may be necessary to encourage participation in high-risk markets where carriers are scaling back or even refusing to write.

If you are interested in becoming more involved in these initiatives, please reach out to join our legislative committee and contribute to our PAC's!



CIC | CERTIFIED INSURANCE COUNSELOR SCHEDULE



January 10th & 11th, 2024

Life & Health
(Webinar)

February 7th & 8th, 2024

Ruble Graduate Seminar
(Webinar)

March 12th & 13th, 2024

Commercial Multiline Institute
(Webinar)

April 17th & 18th, 2024

Commercial Property
(Classroom) - Minnetonka

May 22nd & 23th, 2024

Commercial Casualty
(Classroom) - Minnetonka

June 12th & 13th, 2024

Ruble Graduate Seminar
(Classroom) - Eagan

August 14th & 15th, 2024

Personal Lines Institute
(Webinar)

September 18th & 19th, 2024

Personal Lines Institute
(Classroom) - Minnetonka

October 7th & 8th, 2024

Ruble Graduate Seminar
(Classroom) - Edina

November 13th & 14th, 2024

Insurance Company Operations
(Webinar)



You & Integrity: Committed. Connected. Partners.

We're dedicated to your long-term success.
With Integrity, you gain the personal touch of a
small business with the tools of a national carrier.



Learn more:
integrityinsurance.com



A Grange Enterprise Company

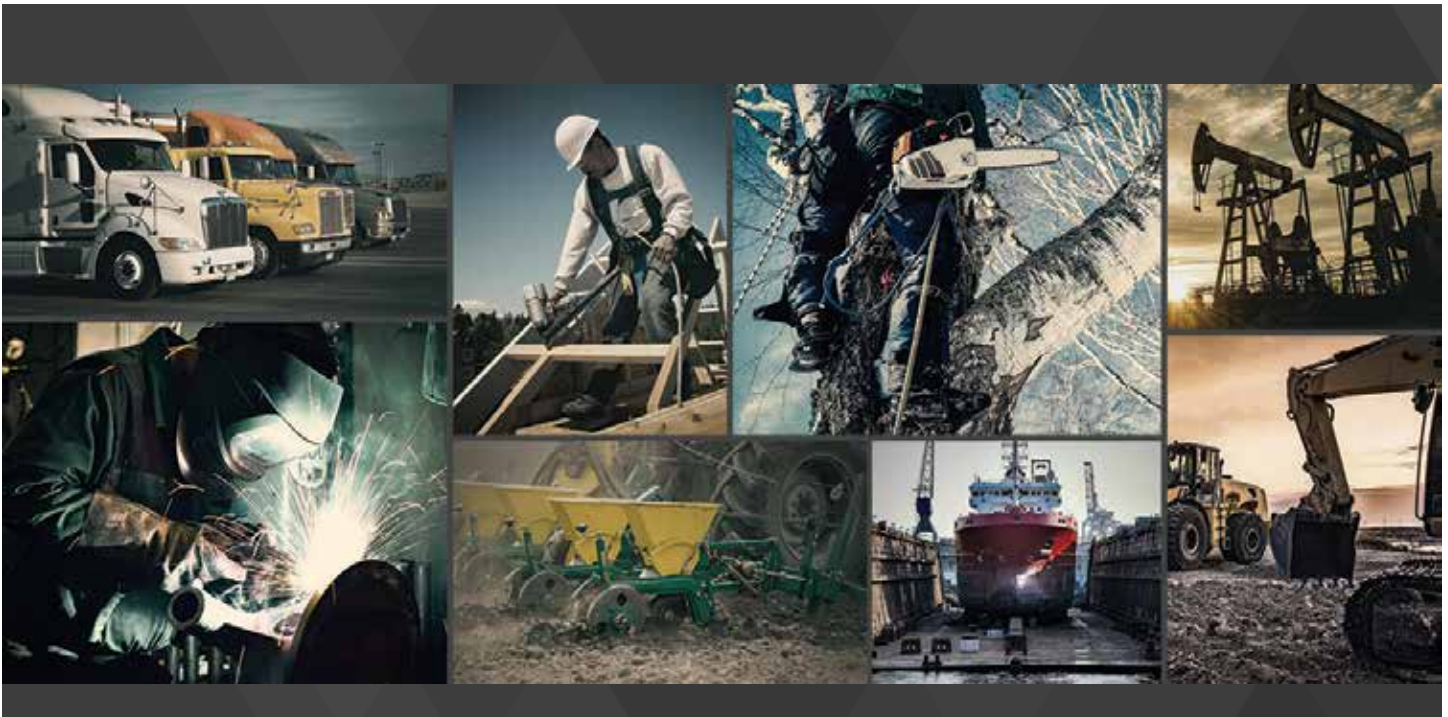


TRUST US TO FIT THEIR NEEDS

No matter the type or size of their business, your customers need insurance that fits. We offer coverage for property, liability, business interruptions, and specialty needs for businesses of all shapes and sizes. Trust in Tomorrow.® Contact us today.

PERSONAL | BUSINESS | REINSURANCE

"Trust in Tomorrow." and the "Grinnell Mutual" are registered trademarks of Grinnell Mutual Reinsurance Company. © Grinnell Mutual Reinsurance Company, 2023.



POLICYHOLDER RETENTION RATE

OVER 90%

When you only do one thing, you better do it well and workers' comp is all we've ever done for over 30 years.

WORKERS' COMP IS ALL WE DO.

- AGRIBUSINESS
- CONSTRUCTION
- MANUFACTURING
- MARINE
- OIL & GAS
- ROOFING
- TRUCKING
- WOOD PRODUCTS

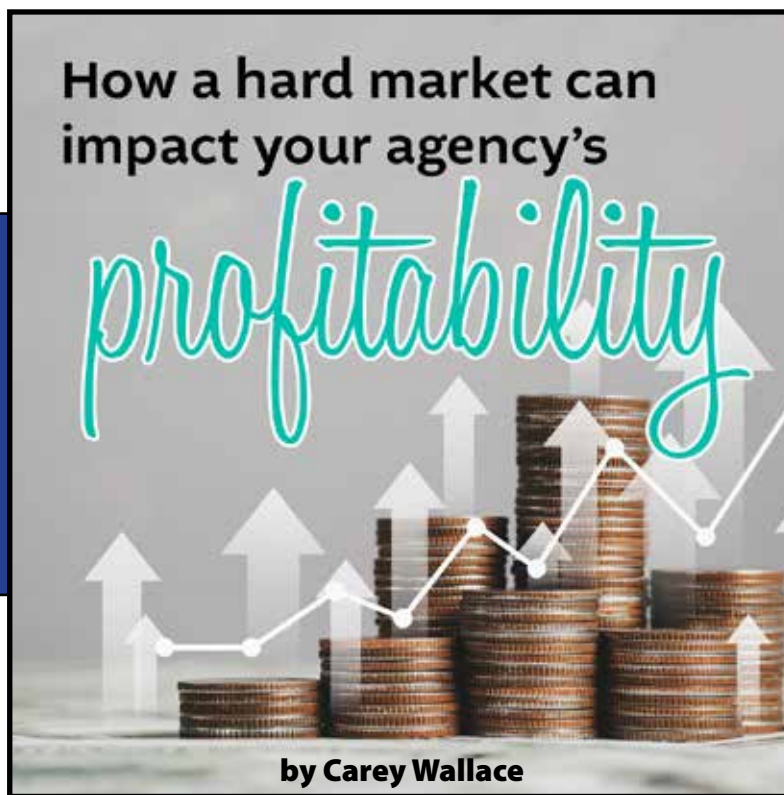


AMERISAFE®

Safe Above All®

amerisafe.com • 800.256.9052 • asksales@amerisafe.com

© 2023 AMERISAFE, Inc. AMERISAFE, the AMERISAFE Logo, and SAFE ABOVE ALL are registered trademarks of AMERISAFE, Inc. All rights reserved.



A hard market is a term used in the insurance industry to describe a period of time when insurance premiums are generally increasing, and underwriting standards are becoming more stringent. A hard market may be the result of a variety of factors, including increased claims and losses, rising costs for insurance companies, and increased regulation. In this environment, an independent insurance agency's profitability may be impacted in several ways. That impact can be positive for some agencies and negative for others based on how well an agency responds to their customer's needs.

During a hard market, insurance companies may experience increased commission and fee revenue provided that their customers can withstand the rate increases. This can also occur due to their customers incurring higher claims and losses, which can lead to higher premiums for policyholders. As a result of these increased premiums, independent insurance agencies may find it more difficult to sell policies to potential customers and retain their current customers as the higher premiums may be less affordable for some consumers. This can lead to lower sales and retention revenue for the agency.

Additionally, during a hard market, insurance companies may also be more selective about the risks they are willing to cover, which can result in a decrease in the number of policies that are available to sell. This can also lead to lower sales and revenue for the agency. Independent insurance agencies may also face increased competition from other agencies as they try to win business in a challenging market. This can lead to lower profit margins for the agency. There are several things that independent insurance agencies can do to minimize the impact of a hard market on their agency:

1. Focus on providing excellent customer service: Providing outstanding customer service can help to retain existing clients and attract new ones, even in a challenging market.



**insurance the right way.
the human way.**

simple human sense.

We are dedicated to the independent agency system and proudly stand behind the agents who represent us.

auto-owners.com

Auto-Owners
INSURANCE

LIFE • HOME • CAR • BUSINESS

**OVER
100
YEARS**

**FORTUNE
500
COMPANY**
★★★★★

OPERATES IN

★ STATES ★

A+
AM BEST

**AWARD
WINNING
SERVICE**
CLAIMS

2. **Build and execute a strong retention strategy:** Communicate clearly to your current customers about the market conditions and be proactive in your approach. This is a time when your advice and guidance are key to building a strong relationship with your customers.
3. **Diversify the types of insurance products offered:** Offering a variety of insurance products can help to mitigate the impact of a hard market in any one specific area. For example, if one type of insurance is experiencing higher premiums due to increased claims, the agency may be able to offset this impact by selling more policies in a different area where premiums are stable or even decreasing.
4. **Develop a strong digital presence:** In today's world, having a strong presence online is essential for businesses of all types, including insurance agencies. By improving your website, maintaining an active social media presence, and using digital marketing techniques, agencies can reach new customers and expand their reach.
5. **Look for opportunities to save money:** In a hard market, it may be necessary to look for ways to reduce expenses in order to maintain profitability. This could include negotiating lower rates with suppliers, finding more cost-effective ways to advertise, or streamlining operations to reduce inefficiencies. Investments in your agency's efficiency are key, and those agencies that have made these investments will be well-positioned to perform well in a hard market situation.
6. **Consider joining a network:** By joining a network an agency can expand the range of products and services offered and increase the number of customers they can serve.

By implementing these strategies, independent insurance agencies can minimize the potential negative impacts of a hard market and continue to operate successfully. Agencies that anticipate and prepare for the changing insurance environment are able to be better equipped to meet the needs of their customers.

By simply having the infrastructure, procedures, and foresight to be proactive they will be able to outperform agencies that continue to operate the way they always have. The ability to be nimble and adjust as the market conditions change will be appreciated by their customers and will serve agencies well in a hard market.



ABOUT THE AUTHOR:

Carey started her career in a technology startup and found her way into the insurance industry like many others have – by chance. She fell in love with the people, the entrepreneurial spirit, and the insurance industry. While working for the Ohio Insurance Agents Association, Carey created valuation and consulting services as well as built and led the first data-analytics company solely focused on independent insurance agencies. She is incredibly passionate about helping agency owners leverage data to grow and thrive in the changing insurance marketplace. Over the past 14 years, Carey has worked with hundreds of agencies helping them understand their agency's value and turn that knowledge into an actionable plan for their agency's future. Carey has a Finance degree from West Virginia University and provides a variety of consulting services through the company she founded, Agency Focus, LLC.



CONTRACTORS TRUST YOU BECAUSE YOU TRUST TBG.

You're a broker that thinks like a builder. That's why you work with The Builders Group, Minnesota's leading work comp fund for the construction industry. TBG was founded by contractors, for contractors. TBG is owned and run by its members, who are construction industry pros. By doing business with integrity, TBG provides a variety of safety training services that help keep your workers safe. When independent agents like you trust TBG for work comp — **clients trust you.**



Proactive Claims Management



Safety Training Services



NurseCare Hotline



Pay-As-You-Go Premiums



Member Retention Rate



WE MAKE WORKERS' COMP WORK

Members are jointly and severally liable for their proportionate share of obligations for the group and will be assessed on an individual and proportionate share basis for any deficit created by the group. Dividends are not guaranteed.

2919 Eagandale Blvd. • Suite 100 • Eagan, MN 55121-1214 • 651.389.1140 • www.tbgm.com

CISR

CERTIFIED INSURANCE SERVICE REPRESENTATIVE

SCHEDULE

01/17/2024

Commercial Casualty I
(Webinar)

01/25/2024

Insuring Personal Auto Exposures
(Webinar)

02/20/2024

Insuring Commercial Property
(Webinar)

02/27/2024

Life & Health Essentials
(Webinar)

03/06/2024

Commercial Casualty II
(Classroom) - Minnetonka

03/21/2024

Agency Operations
(Webinar)

04/23/2024

Insuring Personal Residential Property
(Classroom) - Edina

05/08/2024

Elements of Risk Management
(Webinar)

06/05/2024

Agency Operations
(Classroom) - Eagan

06/18/2024

Other Personal Lines Solutions
(Classroom) - St. Cloud

07/18/2024

Insuring Personal Residential Property
(Webinar)

07/24/2024

Commercial Casualty I
(Classroom) - Minnetonka

08/08/2024

Insuring Commercial Property
(Classroom) - Minnetonka

09/12/2024

Life & Health Essentials
(Webinar)

09/25/2024

Insuring Personal Auto Exposures
(Classroom) - Duluth

10/16/2024

Commercial Casualty II
(Classroom) - St. Cloud

10/30/2024

Elements of Risk Management
(Classroom) - Duluth

11/06/2024

Other Personal Lines Solutions
(Webinar)



REGISTER



CELEBRATING 20 YEARS IN BUSINESS

Residential & Commercial Exterior Services
To Protect Your Property

Our Services

RESIDENTIAL

Roofing, Gutters,
Drone Inspections

COMMERCIAL

Flat Roofing,
Gutters, Sheet Metal

STORM DAMAGE

Repair and
Replacement

Contact us today! 952-933-4510
www.stinsonservices.com



Mind the Gap; What to Do When Customer Expectations and Reality Collide

• **By Kate Zabriskie**

"I don't understand. This hotel has no restaurant, no concierge, and no valet. It's not at all what I expected. The place had no standards." - Guest at a Roadside Motel

"I showed her the picture of Jennifer Aniston and asked for the same haircut. She cut my hair, but I still don't look a think like Jennifer Aniston. I'm not going back there." -Client at a Salon

"We went to the National Park and didn't see a single buffalo. They really need to do a better job scheduling the animals. I'm very disappointed." - Guest at a National Park

Most of us know motels aren't hotels, a haircut isn't cosmetic surgery, and wild animals don't follow a viewing schedule. So, how does the minority conclude otherwise? The answers are endless: lack of information, misinformation, wishful thinking, etc. Regardless of the source of the confusion, service providers must address the misalignment. The easiest way to handle such issues is to avoid them. When that can't happen, we must address them with calm, empathy, and willingness to educate.

Step One: Be Clear About What You Have

First-rate service providers are clear about what they have and don't. For instance, you have opulence if you work in a well-maintained historic hotel with old-world charm and a beautiful lobby. What you likely don't have, however, is large bathrooms, soundproof walls, and other modern amenities. Pretending you're something you're not is the first step toward disaster.

continued on page 21



INSURANCE
Be Worry Free



TIMES LIKE THESE CALL
FOR **WORRY FREE**
PARTNERSHIP

Partnering with the right people can make all the difference in giving policyholders the peace of mind they are looking for.

Learn how you can represent IMT Insurance by visiting imtins.com/contact

PERSONAL | BUSINESS

The information presented here is intended for informational purposes only and does not supersede any provisions in your insurance policy and related documents. See applicable terms and conditions or your policy provisions for details.

Questions to Consider

- Does this product or service last forever, or does it need to be replaced at some point?
- Do we provide a premium, mid-grade, or budget offering?
- Are our prices aligned with the experience?

Step Two: Provide Clear Product and Service Descriptions

Accuracy and transparency are the cornerstones of trustworthiness. As a service provider, strive to give clear, concise, and accurate descriptions to ensure customers' expectations align with what you offer.

Detailed Listings: Provide specific details about the product or service. For a hotel, this might include room sizes, available amenities, the age of the building, and any unique features.

Use High-Quality Visuals: Images and videos can provide a genuine sense of the product or service. Ensure that visuals accurately represent what customers will receive.

Highlight Unique Features: Emphasize what sets your offering apart. If it's that old-world charm in a historic hotel, showcase it. Make it clear why it's a selling point.

Address Potential Shortcomings: Be upfront about any limitations. For instance, if the hotel rooms have smaller bathrooms due to the building's historic nature, mention it. Transparency can prevent future dissatisfaction.

Customer Reviews: Allow space for customers to leave reviews. Prospective customers often find real-world experiences valuable, and it adds an additional layer of transparency.

Frequently Asked Questions (FAQs): Include an FAQ section addressing common queries and concerns. The extra information can help clarify any ambiguities about the product or service.

Questions to Consider:

- Have we described the product or service using straightforward and jargon-free language?
- Do the visuals we've used align with the actual experience or product?
- Are there any features or limitations we've overlooked in our description?

If any of those suggestions scare you, go back to step one and get real about what you have.

Step Three: Leverage Calm and Empathy

When a customer, client, or guest reaches an inaccurate conclusion, responding with

Catalyit Live

Meet Live Experts for Insights on Today's Hot Topics and Latest Tech



Open Q&A

Need a specific question answered? Want to hear what others are struggling with and how to tackle it? Ready to learn a new tech tip?

Help is here! Jump into our monthly Open Q&A.

Big I MN membership has many benefits. We're proud to announce we've joined forces with Catalyit to help you harness tech for Big I MN.

www.catalyit.com



Hot Topic

Join us for a deeper dive into a specific hot topic each month. We'll share what you need to know, and answer any questions.



Demo Lounge

Ever want to see a demo without the pressure to buy? Feel like you don't always know the right questions to ask? The demo lounge is perfect for you.

We'll demo a product together. You can ask questions, listen to others, and decide whether you want to learn more.

patience and understanding can make all the difference.

Listen Actively: Before jumping to solutions or defenses, take a moment to listen to the concerns. “You haven’t seen a single buffalo in three days? That is a surprise.” This simple act can often diffuse heightened emotions.

Empathize with Their Perspective: Put yourself in the other person’s shoes. Even if expectations seem misplaced, understand that the feelings are valid from that person’s viewpoint. “It’s never fun to think something is going to happen, and then it doesn’t.”

Clarify Without Condescension: Offer clear explanations without talking down to the individual. “I wish every guest would have the opportunity to see these beautiful creatures. If they weren’t wild animals, they might be more accommodating.”

Offer Solutions When Possible: If there’s a way to address the concern, even if it’s not exactly what the customer hoped for, it can still go a long way. “Our museum does have an extensive exhibit about buffalo. You can visit today or see it online. Also, they have an IMAX film that features buffalo. Although not the same as seeing them live, some angels in the film are magnificent.

Revisit Your Written Promises As a Last Resort: If there is no solution or a limited solution, refer customers to the written statements you crafted in step two. We know the walls are thin, and that’s the nature of a historic property. That’s why we asked you to acknowledge possible noise when booking your room. What I do have is earplugs. Most guests have told me they greatly reduce the noise. Would you like to have a pair or two?

Questions to Consider:

- Are there common themes in customer misunderstandings that we can address proactively?
- What resources can we provide our team to equip them with the right information and approach?

Navigating customer expectations is a nuanced dance. While you can’t control every perception, you can influence it through clarity, empathy, and education. Embrace every positive and negative interaction as a learning experience and a chance to enhance your service. The journey of aligning expectations and reality is ongoing, but with dedication and understanding, it benefits service providers and their clientele.



ABOUT THE AUTHOR:

Kate Zabriskie is the president of Business Training Works, Inc., a Maryland-based talent development firm. She and her team help businesses establish customer service strategies and train their people to live up to what’s promised. For more information, visit www.businesstrainingworks.com.

TOP FIVE REASONS AGENTS LOVE WORKING WITH US!



Acuity has a 20-year track record of beating the industry by more than double the growth and a full eight points on the combined ratio.

- 1** Unparalleled Financial Strength
- 2** World-Class Claims Service
- 3** Responsive and Relationship-Based Underwriting
- 4** Stable and Consistent Market
- 5** Impeccable Culture



Consistently recognized as one of the best places to work in the nation.

glassdoor



SELL ACUITY!





“Sorry” Seems to Be the Hardest Word

By Shirley Zelenski, Senior Underwriter & Vice President at Swiss Re Corporate Solutions

I admire a person who can admit it when they're wrong. In fact, it's an important part of a healthy relationship. However, there's a unique relationship that requires a delicate balance between a full mea culpa and outright denial. This is the insurance agent-customer dynamic in the face of an Errors & Omissions claim.

Unlike a spouse or best friend, customers don't pledge their loyalty to you and they also hold the power of being able to walk away when things get rough. We understand that for these reasons, and others, it's tempting to quickly admit to an error in the face of an uncovered loss. You may think, "That's what my E&O insurance is for, right? To come to my defense when I have made an error or been accused of one." Yes of course it is; however, read on and learn from our veteran Claims attorneys the many ways not admitting liability can help in defending you against an E&O claim:

First, let's get the big question out of the way. What should I say when I may have made an error? We suggest the following responses:

"Out of an abundance of caution, I reported this matter to my Errors and Omissions carrier. I don't want to appear to be evasive, but I've been warned by my carrier that I could put my coverage in jeopardy if I get involved beyond this point. I'm happy to refer you to the claims professional at Westport Insurance Corporation."

If you can't remember the details about the coverage in question, simply say, "I don't believe I made an error but if you think I have, I do carry Errors & Omissions insurance and will submit your thoughts on the matter for them to investigate."

These sentiments can come off as formal and stiff when answering to a long-time client or someone





AGENTS OF

Infinite Possibilities

All the products you need to protect your customers

As an agent, the more you have to offer, the more opportunities you have to customize coverage for your customers. That's why we equip you with a full suite of products—including auto, home, motorcycle, boat, RV, and more—so you can give your customers peace of mind knowing that whatever they need, you've got it covered.

Plus, as a Progressive agent, you have access to our industry-leading commercial coverage to round out your offerings and meet all your customers' needs.

TO LEARN MORE

Search for us online at Agents of Progressive, Progressive Connect, or Progressive Appointment.



PROGRESSIVE

21A00108.IP12 (02.23)

you know well. It's best to keep it simple and with all the empathy you can muster, say, "I'm sorry this happened to you. I'll do everything I can to work with my E&O carrier to get this resolved." At the same time, you may acknowledge the facts with your customer simply because they will be revealed in the discovery process and/or a court of law. No sense in pretending you don't know what the coverages are and what's been alleged in the claim.



NOT ADMITTING LIABILITY: LESSON ONE

Your error may not be the true cause of an uncovered loss. Maybe your client's policy canceled for non-pay before the loss, which led to the carrier's coverage denial (not your error). Sometimes our defense for you might be that the carrier's own underwriting guidelines conflict with the coverage position they're taking during mediation. Clients with entangled contractual relationships such as contractors/sub-contractors and lessors/lessees present difficult cases with cloudy waters of liability. Don't make it easy for their attorneys to make you the focus of fault. An unfortunate example of Lesson One: Customer John Doe calls your office and asks you to add a car to his auto policy. You take down the information he gives you and tell him to consider his new auto covered. When you get off the phone, urgent emails catch your attention and you find a walk-in customer waiting for you. At 5 o'clock you see John's file again and realize you never sent the new car information to the auto carrier. You leave John's file on your chair so that you remember to handle his request first thing in the morning.

Upon your arrival to the office the following morning, you boot up your computer with the intention of adding John's new auto. However, due to the crush of business, you forget to take care of it. Three weeks later you have a voicemail from John saying that his daughter was involved in a fatality motor vehicle accident in the new car. You immediately send an email to John's auto carrier, admitting that John had asked you to add the vehicle three weeks earlier, but that you didn't submit his change request before learning of the accident. You ask for coverage to be backdated and add that "John made no mistake, the mistake was my own." You cc the underwriter and John to be sure everyone knows this is on you.

The underwriter replies with a refusal to backdate coverage and advises you to instead report your mistake to your E&O carrier. In the investigation of the claim, it is determined that the motor vehicle accident had occurred prior to John's request to add the vehicle. In fact, John had owned the car for a month prior to the accident. These new facts would have made good defenses to John's claims of negligence against your agency. But now, John's skilled attorney uses the only evidence he has against you; the email that you sent, admitting your mistake.

A man and a woman are sitting at a table, smiling and fist-bumping. The woman has long blonde hair and is wearing a dark blue long-sleeved shirt. The man has dark hair, glasses, and a beard, wearing a green jacket over a dark t-shirt. They are in a bright, modern setting with large windows in the background.

nice
makes you smile.

At Western National Insurance, nice is what's guided us for over 100 years. **And we're just getting started.**

Western National Insurance. **The power of nice.**



The relationship company

www.wnins.com

NOT ADMITTING LIABILITY: LESSON TWO

When discussing a claim or potential claim, if the person you are speaking with is not YOUR attorney, they are not YOUR friend. You and your client may consider each other to be friends, or friendly, but, a plaintiff's attorney will capitalize upon a candid comment between you and your customer as an admission of liability. Always speak with your customer as if they're recording you because in some states, it's legal and they are. You may innocently admit to your customer that you forgot that their California work comp policy doesn't cover full time employees in Nevada, but the plaintiff's lawyer will pounce on this like a velociraptor. And it's a done deal when you've been recorded as saying as much. Additionally, offering to pay for or settle a claim from your agency's own dollars is red meat for a trial attorney. Admit you made an error or offer to pay and, Chomp! Gotcha.

Coverage is subject to the terms, conditions, and exclusions of the actual policy, which forms the contract between the insured and the insurance company. Available coverages, credits, and options may vary by state. Insurance products underwritten by Westport Insurance Corporation, Overland Park, Kansas, a member of Swiss Re Corporate Solutions.

NOT ADMITTING LIABILITY: LESSON THREE

An admission of liability puts the focus on the agency when perhaps the focus should be on the acts of the broker or policyholder. Your alleged or real actions may not rise to the level of legal liability. Let us work through the claim allegations and make the plaintiff's lawyers prove that you breached your standard of care as set forth by the laws in your state. When the broker sent you the proposal, it included all the coverages you had requested, but when the broker sent you the policy, it may not have included all the coverages you requested, and they failed to tell you. You may not have caught the error when the policy went out to your client but in many states, the policy holder has a duty to read the policy. The broker will have to answer to his or her liability in the matter as well.

NOT ADMITTING LIABILITY: LESSON FOUR

Be cautious when communicating with your carriers about potential claims. Unlike days gone by, we have witnessed a trend in which carriers pursue the errors of their agents to absolve themselves of contributing to a settlement. An admission of wrongdoing to the carrier, or a confession to an ignorance of laws, underwriting standards, or binding agreements will be fodder for their defense, not yours. Written coverage interpretation discussions between you and the underwriter have also been used to highlight an agency's lack of insurance acumen, fanning the flames of the claim allegations. Be

When customers turn to you for insurance needs

THINK UFG

UFG Insurance is a regional carrier with a 77-year legacy of outstanding service.

- **Commercial P&C.**
 - Middle market.
 - Small business.
- **Excess and surplus.**
- **Reinsurance.**
- **Surety.**



Visit ufginsurance.com to learn about our products, the industries we serve and how to partner with us.

© 2023 United Fire & Casualty Company. All rights reserved.

sure your staff knows how and when to communicate with carriers in the event of an accusation or claim. Never hand over files or testify without first notifying your E&O carrier.

You put your trust in us each time you renew your E&O policy with Westport Insurance Corporation. Should a subpoena, potential claim, or claim arise, allow our Claims adjusters to demonstrate how we've earned our reputation for superior coverage and protection of independent insurance agents for over 30 years. Contact your Big "I" state program manager to learn more.

Shirley Zelenski is a Senior Underwriter and Vice President at Swiss Re Corporate Solutions and has over 20 years of experience with the US Agents Team. Contributors to this article were James Redeker, Claims Team Leader, and Brian Butcher, Swiss Re Claims Expert. Shirley's philosophy is one taken from Maya Angelou who said, "Do the best you can until you know better. Then when you know better, do better."

For decades the Big "I" Professional Liability Program underwritten by Westport Insurance Corporation, a member of Swiss Re Corporate Solutions (rated A+ Superior by A.M. Best), has been the premiere choice of IIABA member agents for insurance agents and brokers E&O insurance. VISIT WWW.IIABA.NET/EO. This article is intended to be used for general informational purposes only and is not to be relied upon or used for any particular purpose. Swiss Re shall not be held responsible in any way for, and specifically disclaims any liability arising out of or in any way connected to, reliance on or use of any of the information contained or referenced in this article. The information contained or referenced in this article is not intended to constitute and should not be considered legal, accounting or professional advice, nor shall it serve as a substitute for the recipient obtaining such advice. The views expressed in this article do not necessarily represent the views of the Swiss Re Group ("Swiss Re") and/or its subsidiaries and/or management and/or shareholders. Copyright 2021 Swiss Re and IIABA. All rights reserved.

WHY WALK WHEN YOU CAN SOAR?



Swiss Re Corporate Solutions policyholders: Don't miss out on the invaluable risk management resources available exclusively to you. Log in to www.iiaba.net/EOHappens to access claims statistics, prevention tools, insightful articles and more.

THE BIG "I" PROFESSIONAL LIABILITY PROGRAM

Prevent.

Our exclusive risk management resources help your agency avoid making common preventable mistakes.

Protect.

Our superior coverage through Swiss Re Corporate Solutions and our experienced claims teams are in your corner in the event of a claim.

Prosper.

When you know you have the best agency E&O Protection, you can focus on growing your most important asset—your business.

The Big "I" and Swiss Re Corporate Solutions are committed to providing IIABA members with leading edge agency E&O products and services. IIABA and its federation of 51 state associations endorse the comprehensive professional liability program offered by Swiss Re Corporate Solutions.



Big "I"
**PROFESSIONAL
LIABILITY**



**Visit www.iiaba.net/EOContact
to connect with your state association today.**

E&O Hotline: 800-550-9891
miaa@arlingtonroe.com

Corporate Solutions

Insurance products underwritten by Westport Insurance Corporation, Overland Park, Kansas.
Westport is a member of Swiss Re Corporate Solutions and is licensed in all 50 states and the District of Columbia.

MEMBER BENEFITS



MINNESOTA

*Your Big I MN staff is always willing to help
in any way we can.*

Call us at 763-235-6460 or email yourfriends@bigimn.org

RISK MANAGEMENT

The Errors & Omissions program through SwissRe is the gold standard across the country and has been written through the state associations throughout the country for over three decades. When you insure your agency with the Big I MN, you don't just get a policy, you get a team taking care of your largest asset, your agency.

Cyber Liability through the Big I MN with Beazley means you get access to the cyber protection policy written just for insurance agencies. The importance of this coverage has grown exponentially for the insurance industry in the past few years and if you have a breach, you could lose your agency.

CyberFin – Your agency can access protection from cyber breaches by enlisting the professionals at CyberFin. Utilizing their service will help steer the cyber attackers away from your agency.

TRAINING

Our professional designation programs are among the most respected in the country. By training your agency force, you protect your agency and your customers. Having the knowledge to be your customers trusted source for insurance protection is invaluable. The Big I MN is the provider of this training including highly respected speakers and relevant topics.

- Designation Programs – CIC, CISR, CRM
- Live Webinars – NO TEST!
- Ethics – FREE for members
- Flood
- E&O Loss Prevention
- Virtual University – access to thousands of articles on insurance topics and “Ask An Expert”

ADVOCACY

One of the most valuable assets of Big I MN membership is having a dedicated lobbyist in the state and multiple lobbyists on the national level. The Big I MN advocates for your independent agency survival. Our contracted lobbyist, Robyn Rowen, has built relationships with legislators and the Department of Commerce over the past 15 years so that we have an inside track to prevent bad legislation and help modernize systems.

EVENTS & NETWORKING

Annual EXPO – The Big I MN's largest gathering of insurance industry professionals from agencies, carriers and vendors alike. Get together for education, awards, food, drink, and NETWORKING!

Regional Golf Outings – Several golf outings are held throughout the summer in the state. Enjoy the short MN summer with your industry partners and make those connections that are so important to your agency success.

Emerging Leaders – The gathering of young insurance professionals for networking, sharing their successes and challenges and growing in their professions throughout the year.

Specialty Programs: MyNetwork Groups focused on cohorts with like positions such as owners, producers, women in leadership roles, etc. Executive Retreat programs are in the works for 2023.

The Big I MN and our Power in Partner members support local colleges and universities in their Risk Management and Sales programs. By involving our agency and carrier members, we can communicate and build awareness of the independent agency system and the unlimited possibilities for future entrepreneurs and leaders. Get involved by volunteering your time to connect with these groups.

ADDITIONAL RESOURCES

Catalyt – A technology resource to answer all your biggest technology questions in one place, simplifying technology for insurance agencies.

Company Contract Reviews – The National Big I has reviewed many company contracts and can analyze the specific benefits and or points to consider for your individual agency benefit. All members have access to this information.

ACORD License Fees - For agencies that use an agency management system to access ACORD, and discounted to agencies without an agency management system. This benefit is available to agencies with P&C revenue of less than \$50 million.

Trusted Choice – Access to customized advertisements for your agency, content to share on your website and/or social media sites, and branding reimbursement.

CareerPlug – List your employment opening with multiple recruiting sites including Indeed & Zip Recruiter. Utilize your agency dashboard to be able to track the progress of your applicants through the hiring process.

Big I Hires – Utilize these tools to create your job listing, access onboarding resources, and skills assessments.

Agency Valuation & Perpetuation Services and Consultation – Working with Agency Focus and Carey Wallace, we have tools to help you look at the value of your agency, not only for preparation to perpetuate or sell, but to improve your processes and increase efficiencies.

Lawyer Consultations – As a member of the Big I MN, you have access to 15 minutes of FREE consultation with our lawyers to help determine the need for legal advice involving you and your agency business.

ePayPolicy – Provides a simple, cost-effective way to process online payments, while you pass the transaction fees to your insureds.

Big I Markets – Unique and hard to place insurance products available for your clients for both personal and commercial.

Docusign – Member discounted access to this time-saving electronic tool.



**For your
taking care of
what matters
side, there's
Nationwide.**

AUTO | HOME | BUSINESS | LIFE | FARM | RETIREMENT

**For more information,
please visit www.nationwide.com.**

Products underwritten by Nationwide Mutual Insurance Company and affiliated companies. Columbus, OH. Nationwide and the Nationwide N and Eagle are service marks of Nationwide Mutual Insurance Company. © 2018 Nationwide 7143411

BIG | MINNESOTA

We Work For You!

Big I MN Staff



April Goodin
Executive Vice President
agoodin@bigimn.org



Michelle Herr
Chief Operations Officer
mherr@bigimn.org



Lisa Flatten
Accountant & HR Director
lflatten@bigimn.org



Keith Knapp
Communications Director &
Database Manager
kknapp@bigimn.org



Amy Rau
Membership & Education
Director
arau@bigimn.org



Robyn Rowan, J.D.
Legislative/Regulatory
Counsel and Lobbyists



Alina Saleem
Education & Member Service
Professional
asaleem@bigimn.org



**Gloria Thompson,
CIC, CIPW**
Insurance Agency Advisor
gthompson@bigimn.org



763.235.6460
800.864.3846



yourfriends@bigimn.org



bigimn.org



601 Carlson Parkway, Suite 450
Minnetonka, MN 55305

We're the kind of insurance company you can take home to mom.

- ☑ Trustworthy
- ☑ Financially strong
- ☑ Local roots
- ☑ Values long-term relationships
- ☑ Always brings a side dish

At EMC, we show our full value in countless ways. But perhaps most importantly, we serve as a partner to our local independent agents. Let's work together to ensure your clients have the coverage they need when they need it.

emcins.com



EMC Insurance Companies | Des Moines, IA | 800-447-2295

©Copyright Employers Mutual Casualty Company 2023. All rights reserved.

Cooperatives, Condos, Townhomes Insurance Considerations

I spoke to a property manager for a large condominium complex who told me that she thought unit-owners and prospective unit-owners should attend a full day class to learn about homeowner associations (HOA) and the responsibilities and liabilities associated with this otherwise worry-free living. At closing, new unit-owners are overwhelmed by a massive amount of paperwork. There are covenants, conditions, and restrictions, not to mention the bylaws and declarations included in the closing packet. It isn't that buyers are not given the required and necessary information, there is just too much to digest. When it comes to buying insurance for their unit, many do not know what property they own or must insure. Hopefully they are working with an experienced insurance agent.

It is important to understand the difference between various types of associations and characteristics of each. Generally speaking, although I won't say without exception, the following is true.

Association Type Interest in Real Property

Cooperative

- The cooperative owns the physical property and individuals are members;
- They may be either equity or non-equity owners.

Condominium

- Commonly owned real estate, with individually owned units within.
- Unit-owners may own or be responsible for insuring interior walls, floors, cabinetry, plumbing, electrical fixtures or other affixed building components.

Townhouse

- An owner has ownership interest in the structure, which is usually thought of as a single-family dwelling unit, constructed in a group of two or more attached units, in which each unit extends from the foundation to the roof and having some space on at least two sides.
- Some properties may appear as townhomes, with the association organized as a condominium and unit-owners having limited real property ownership.

Single Family Home

- Single Family homes within an HOA with individuals owning the structure.
- Amenities such as swimming pool, pool house, playground, walking path or other amenities may be commonly owned property.





You understand
your clients.

**Liberty Mutual Insurance and
Safeco Insurance understands how
to support them.**

We know your clients' needs are unique.
That's why we work with you to customize
coverage exclusively for them.

Talk to your territory manager or visit
LibertyMutualGroup.com/Business or Safeco.com
to learn more.



Early in my career most condominiums were written with “all in” coverage meaning both the common and individually owned portions of the building were insured by the association regardless of ownership. The premiums were included as part of the monthly association fee. “All In” coverage in today’s hard commercial insurance market is extremely rare, which means that unit-owners must specifically establish limits of insurance adequate to cover the real and personal property they own or are responsible for insuring. This could include structures separate from their unit, such as a private garage. Always request the real estate and HOA’s legal documents to determine what part of the building the unit-owner owns and what building parts are commonly owned by all members of the association.

Ownership vs. Responsibility to Insure

Agents and unit-owners often confuse property ownership with the responsibility to insure. For example, a townhome owner may own the structure, however, the association is taking responsibility to insure the exterior components of the building. Minnesota statute 515B allows and encourages the board of directors to purchase building coverage when there are common rooflines and exterior walls. For the ease of repairing the property and aesthetic beauty after a loss, this seems to make sense. Unfortunately, associations have been forced to take very large property insurance deductibles. These large deductibles later present themselves as loss assessments. Not all loss assessments are covered by loss assessment coverage, and so it may be advisable for individuals to insure their own real property.

Assessments for Commonly Owned Property

Although an assessment can be levied for maintenance, repairs and other budget shortfalls, a loss assessment claim covered by a homeowner insurance policy must be for damages or liability occurrences that would otherwise be covered by the unit-owner’s policy. The assessment must be for events that occur to or on commonly owned property. There are three types of loss assessment coverage that may be provided in a homeowner policy.

Loss Assessment Property

- Assessments for losses to commonly owned property not covered by the Master Policy
- Must be caused by a covered cause of loss under the individual’s homeowner policy

Loss Assessment Property Deductible

- Assessment to Unit-owners for a deductible stemming from a loss under the Master Policy
- Must be to common property for a peril covered by the individual’s homeowner policy

Loss Assessment Liability

- Assessment to Unit-owners for liability claims related to commonly owned property
- The loss must be a covered liability claim under the individual’s homeowner policy

Unfortunately, insurance policies sold by retail agents to unit-owners may not fully cover the insured’s exposure to financial loss stemming from an assessment. This includes insured assessments. Here are some common problems.

- The Loss Assessment Deductible Coverage is limited. As little as \$1,000 may be included. Large wind and hail deductibles on the master policy, some in the millions of dollars, can create very large assessments.
- Sometimes how the deductible will be distributed between unit-owners after a covered claim is uncertain. Minnesota statutes suggests the following:

continued on page 41

Steady.

Reliable.

Strong.



www.northstarmutual.com
Cottonwood, Minnesota

An Independent Agency Company
Rated A+ (Superior) by AM Best

- ***The association may, in the case of a claim for damage to a unit or units, (i) pay the deductible amount as a common expense, (ii) assess the deductible amount against one or more of the units affected in any reasonable manner, or (iii) require the unit owners of one or more of the units affected to pay the deductible amount directly.***
- There is often a belief that if the association has accepted the responsibility to insure a structure that is legally owned by the unit-owner, assessments stemming from loss to real property will be paid under the loss assessment. Not true. If the insured owns real property, it must be insured as real property.
- The date that triggers coverage for loss assessment can vary between policy forms. Some policies will use the date of assessment, other policies will use the date the event occurred. Some policies are changing from the date of assessment to the date of occurrence. Changing an insured from a loss assessment date to an occurrence date trigger could create a gap in coverage or vice versa depending on the situation.
- When a loss is assessed against a unit-owner payment is typically due within 30-60 days. An assessment is considered a lien and if it remains unpaid the association has the right to begin collection proceedings, charge late fees and even foreclose. Many associations have insufficient reserve funds to absorb the deductible purchased, which escalates the timeline loss assessments must be paid by unit-owners.

Agents and customers need to review association and real estate documents, choose the right policy, the right coverage, and the right limits. Know that some of these documents change from time to time and coverage reviews are necessary. Because loss assessment coverage applies only to commonly owned property, encourage customers to buy coverage for real property they own. First party coverage is best. Report all loss assessment claims immediately. There is an inherent amount of financial risk involved in association living, some of which can be covered by insurance. Once you understand the risk you realize that this type of worry-free living is not completely worry-free.

Reference Materials

[MN Attorney General - Associations](#)

[Insurance Information Institute - Condos & Cooperatives](#)

[MN Common Interest Ownership Act](#)

wahve[®]
Work At Home Vintage Experts

Putting experience to work

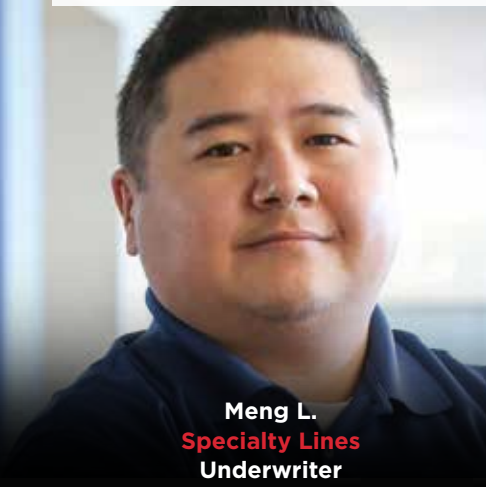
WAHVE is a unique contract staffing talent solution serving the entire insurance industry that brings companies and retiring professionals together. Companies get the right matched talent and vintage experts get to extend their careers working from home.

- Insurance Carriers
- Retail Agents and Brokers
- Wholesale Brokers & MGA/MGUs

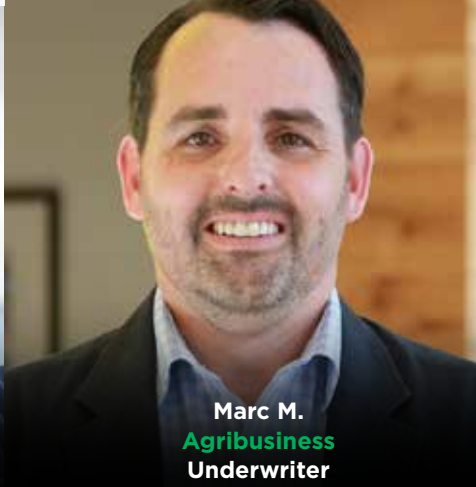




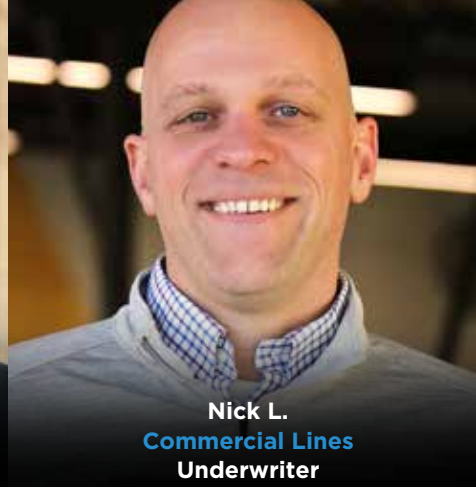
Commercial | Farm | Agribusiness | Specialty



Meng L.
Specialty Lines
Underwriter



Marc M.
Agribusiness
Underwriter



Nick L.
Commercial Lines
Underwriter

Honest relationships

Scan the QR code or visit secura.net/MN-agents to learn how your SECURA team can help.




Get insights into our specialized expertise for the **Education Industry.**



RASCompanies.com
@RASWorkComp



WHAT'S POSSIBLE IN MINNESOTA? ANYTHING.

When you partner with Risk Placement Services—the leading partner for independent insurance agents and brokers—anything is possible. At RPS, we're focused on the human side of your retail business. Communication, attention to detail and commitment. Building relationships that thrive for decades. We know that's what retailers in the great state of Minnesota are all about.

And we're here to help you come through for your customers.

LET'S GET IN TOUCH.
Brandon Goodin
952.646.6750
Brandon_Goodin@RPSins.com

Risk Placement Services, Inc. (RPS), one of the nation's largest specialty products distributors, offers valuable solutions in wholesale brokerage, binding authority, programs, nonstandard auto and standard lines.



RPS43965 0222 rpsins.com



We're sure other networks are great.



But do they come with all the extras?

Aggregation? Check. National carrier contracts? Check. Basic networks can do a lot for an agency.

Keystone does all that and more.

Learn more about how Keystone can beef up your agency offerings



<https://lp.keystoneinsgrp.com/sa-learn-more>

©2023 Keystone Insurers Group ®. All rights reserved. This does not constitute an offer to sell a franchise in any state in which the Keystone Insurers Group franchise is not registered.



Thank You! Agents

We appreciate your continued support and wish you all the very best for the new year.



WWW.GUARD.COM

Experience you can trust.

Service you can rely on.



Specialty teams to piece each risk puzzle together for you.

Our knowledgeable underwriters and brokers coordinate among specialty teams to meet the needs of multi-faceted risk opportunities. Our specialties extend beyond commercial lines into personal lines, farm and ranch, bonds, cannabis and more. We have a dedicated medical malpractice team and one of the strongest aviation teams in the Midwest.

Our goal is to provide one-stop solutions for our independent producers' local and nationwide insurance coverage needs.



Managing General Agents | Wholesale Insurance Brokers

800.878.9891

ArlingtonRoe.com

Let us help you find the right solutions.

Aviation | Bonds | Cannabis | Casualty | Commercial Agribusiness | Farm
Healthcare & Human Services | Personal Lines | Professional Liability | Property | Transportation | Workers' Compensation

Midwest Family Mutual

Insuring Midwest Values
Since 1891

Represented by the Best Independent Agents in the Industry

"We serve our Agents first to serve Policyholders best!"

www.midwestfamily.com

PROTECTING RESTAURANTS & BARS IS WHAT WE DO BEST

Call us at 1-888-5-SOCIETY
or visit societyinsurance.com.



Small details. Big difference.™



Get 10 interested buyers for your insurance practice in 90 Days. Guaranteed.

It's like getting Selling-Your-Business Insurance.

Contact: Keith Payne

Insurance Industry Business Broker

Call: (612) 730-1030

Email: kpayne@sunbeltmidwest.com

Visit: www.sunbeltmidwest.com



We finance.
Insureds benefit.
You profit.



Lorie Estelle,
AU, CSR, CPFA
Vice President &
Regional Manager

913.579.7727

lestelle@capitalpremium.net

15060 South Red Bird Street Olathe, KS 66061

www.capitalpremium.net | mainquotes@capitalpremium.net



Insuring your crops. Ensuring your success.®

Your crop insurance partner since 1981.



A QBE Insurance Company

www.naucountry.com

- ★ Thousands of commercial bonds available electronically
- ★ Fastbonds: Contract bonds up to \$750k credit-based, \$751k-\$1.5M written with a simple financial statement
- ★ Contract bonds: large, middle market & small contractors

651-304-0414 / 800-247-2312



tknutson@orsurety.com

www.orsurety.com



Non-P&C Insurance Made Simple

- Group/Individual Health
- Medicare
- Life
- Disability
- Long Term Care
- Annuities

Randy Somercik | 763.354.8154 | ociservices.com



Serving MN agents
under the same name for
70 YEARS
AND COUNTING...



Northern States Agency
A Berkshire Hathaway Company

www.nsa-mga.com



EMPLOYERS®

WORKERS' COMP THAT'S WORTH SWITCHING FOR

employers.com/insurance-agent

© 2023 EMPLOYERS

BUILD YOUR BOOK

While protecting it from predatory PEO's




SCAN THE CODE TO SCHEDULE A MEETING WITH MITCH.

PRO RESOURCES
PROResourcesHR.com

Mitch Wall | Business Consultant

BX BONDEXCHANGE

We Make Surety Work for You

Learn more at www.bondexchange.com

The Hanover Insurance Group®



AGENTS FIRST, AGENTS ONLY. ALWAYS.

SINCE 1923

msainurance.com



It's better under the umbrella®

TRAVELERS
travelers.com

© 2016 The Travelers Indemnity Company. All rights reserved. Travelers and the Travelers Umbrella logo are registered trademarks of The Travelers Indemnity Company in the U.S. and other countries. M-17604 Rev. 1-16



Commercial Lines AVAILABLE IN MINNESOTA

APPLY TO BECOME AN AGENT: WWW.GUARD.COM/APPLY/

Out-Think.
Out-Work.
Out-Execute.

RT RYAN TURNER SPECIALTY

rtspecialty.com



Spring Holcomb
Minnesota Underwriter

Office: 405-283-4389
Email: Spring.Holcomb@greatnorthwest.com
www.greatnorthwest.com

SMALL BUSINESS IS OUR BUSINESS IN MINNESOTA



AmTrust FINANCIAL

www.amtrustfinancial.com



YOUR TRUSTED SOURCE OF INFORMATION ABOUT WORKERS' COMPENSATION

SINCE 1921

MWCIA.ORG



GRAND EXTERIORS

YOUR CLIENTS DESERVE A GRAND EXPERIENCE!

763.432.0826
GRANDEXTERIORSINC.COM

ROOFING | SIDING | GUTTERS | WINDOWS



BH HC Berkshire Hathaway
HOMESTATE COMPANIES 800.488.2930 | bhhc.com

We are prospecting in MN!

To get started, visit
bhhc.com/agents-brokers/become-an-agent or
email Hello@bhhc.com to schedule a call to discuss
our expansive commercial auto & property appetite!



STATE AUTO
Insurance Companies

STATEAUTO.COM



Tomsche, Sonnesyn & Tomsche, PA



Jessica C. Richardson
612-522-2040
jrichardson@tstlaw.com

- Representing insurance agents and brokers in Minnesota and Wisconsin
- Swiss Re approved agency auditor
- Rule 114 qualified neutral (mediator)



CYBERFIN

Receive a cyber liability non-renewal notice?
CyberFin can change that.

(612) 888-0032 | protectme@cyberfin.net | cyberfin.net



ERICKSON - LARSEN, INC.
E&L
ERICKSON/SENTINEL - E&L

SINCE 1980

SHARING EXPERTISE. ELEVATING
RELATIONSHIPS

CASUALTY | EXCESS | POLLUTION | PROPERTY
PROFESSIONAL | TRANSPORTATION | AND MORE

www.ericksonlarsenincc.com




Because you **believe** you are meant to do something more.

We **believe** in you.

westfieldinsurance.com WESTFIELD

©2021 Westfield. All rights reserved.



ePayPolicy

Insurance payments made easy.

Get 2 months FREE with code mlabmember

WHAT HAS YOUR IMO DONE FOR YOU LATELY?


Generate new revenue streams from your current book of business.

Medicare & Senior Products
Annuities, Life, DI & LTC
Individual Health Products
Group Health Products



1-800-598-5560
ifcnationalmarketing.com

f in t



BUILDERS & CONTRACTORS
WORKERS' COMPENSATION FUND

Workers' Compensation for Contractors

Proudly Supporting Local Agents Since 1996

10% New Business Commission Paid to Agents

8% Renewal Business Commission Paid to Agents

STACEY GOHL
REGIONAL SALES EXECUTIVE
(320) 249-4791
SGOHL@MACKADMIN.COM

<https://bandcfund.com/>

Rated The Best Disaster Restoration Service

ServiceMASTER #4045
Restore

1-800-245-4622

servicemasterps.com



Proudly sponsoring the Minnesota Big I.



With Foremost SignatureSM Auto & Home and Foremost Choice[®] Property & Casualty, we have quality coverage for almost every customer.

Learn more at ForemostAgent.com

Not all products, coverages and discounts are available in all areas.

No agent ever said, "I love wasting time."

There's a better way to quote online.



ufginsurance.com/online

Insight
Restoration.com

Commercial Disaster Restoration and Recovery Specialists
WATER ■ FIRE ■ STORM ■ MOLD ■ DOCUMENTS

24 Hour Emergency Hotline - 877-569-4945



MORE THAN *a trusted brand* AAA IS THE PERFECT LEAD – AND CLOSE.

Every sale has a beginning and an end. AAA can help your independent agency with both. Add AAA to your product mix and you could grow your bottom line by selling insurance through AAA and providing the extensive benefits of AAA Membership – an unbeatable combination of security and savings. If you're ready to grow, we're here to help with the products and support that could help you earn more.

- Competitive insurance rates
- Field leadership support
- Competitive commission on insurance and membership
- Powerful brand recognition
- Product training
- Extensive marketing co-op program

CONTACT US TODAY!

Donna Kimmes

Director, Field Director MN/ND

651-238-7111

donna.kimmes@acg.aaa.com

600 W. Travelers Trail, Burnsville, MN 55337



EXPECT *something* MORE[™]

Insurance underwritten by one of the following companies: Auto Club Insurance Association, MemberSelect Insurance Company, Auto Club Group Insurance Company, Auto Club Property-Casualty Insurance Company, Auto Club South Insurance Company, or Auto Club Insurance Company of Florida. ©2023 The Auto Club Group. All rights reserved. 23-IN-1013 LC 2/23

We Understand the Insurance Agency Business

sfb

SECURITY FINANCIAL BANK

sfbank.com | 888.254.0615 |

Sentry[®]

507-390-2145

sentry.com

We're here to help protect your middle-market clients.

Interested in a conversation?

Contact Territory Underwriting Specialist Angie Kubicek

SIMPLE SOLUTIONS AND COMPLETE PROTECTION

Our one-stop-shop approach allows you to service all your clients' needs in our innovative agent portal, Encova Edge, so you can ensure your clients have complete, straightforward protection.

BUSINESS • AUTO • HOME • LIFE



encova **encova.com**
INSURANCE

LIKE YOU WE WANT TO DO WHAT'S BEST FOR YOUR CLIENTS.

Contact Kurt for a Premium Finance Program Review.
kurt.dykstra@firstinsurancefunding.com



FIRST INSURANCE FUNDING
A WINTRUST COMPANY

www.firstinsurancefunding.com

icwGROUP
Insurance Companies

GROW YOUR MINNESOTA BUSINESS!

Get appointed with a Top 20, full-service work comp carrier.

www.icwgroup.com/join | 952.258.9683

Historic Company.

Startup Mentality.



Visit our website today to learn more about our customized packages of protection for your personal and commercial clients.

badgermutual.com |   

Workers' Compensation Insurance



 **AccidentFund**
Insurance Company of America
Part of the AF Group

AccidentFund.com

Burns & Wilcox

Wholesale Specialty Insurance

burnsandwilcox.com

AXON

— MIDDLE MARKET PACKAGE —

Broad protection solutions on admitted A+ rated paper for Commercial Real Estate, Hospitality (High end restaurants & hotels), Retail, Wholesale/Distribution, Manufacturing.

Innovative. Responsive. Rock Stars.

For more information visit Axonu.com or contact:
Michelle Krupa mkrupa@axonu.com 716.863.1798

WORKERS' COMP FOR WORKING PEOPLE

AGRIBUSINESS
CONSTRUCTION
MANUFACTURING
MARINE
OIL & GAS
ROOFING
TRUCKING
WOOD PRODUCTS

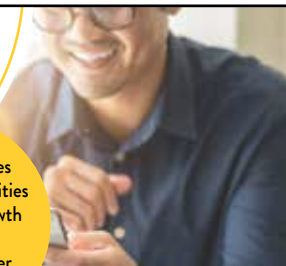


AMERISAFE
Safe Above All

amerisafe.com - 800.256.9052

© 2023 AMERISAFE, Inc. AMERISAFE is a registered trademark of AMERISAFE, Inc. SAFE ABOVE ALL and the AMERISAFE LOGO are trademarks of AMERISAFE, Inc. All rights reserved.

SELECTIVE — YOUR INSURANCE CARRIER OF CHOICE



Selective provides you with opportunities for profitable growth by delivering a superior customer experience.

SELECTIVE
BE UNIQUELY INSURED®

© 2022 Selective Ins. Group, Inc., Branchville, NJ. Products vary by jurisdiction, terms, and conditions and are provided by Selective Ins. Co. of America and its insured affiliates. Details at selective.com/about/affiliated-insurers.aspx. SI-22-109

 **Legacy Education Organization**

Insurance Licensing, Continuing Education, Sales, and Marketing Training

Email: Info@legacy-leo.com Telephone: 612-434-0856

Website: www.legacy-leo.com

Thank You **BIG i**® | MINNESOTA

to our 2023 Big I MN Partner Members



Auto-Owners
INSURANCE

PROGRESSIVE®

WESTERN NATIONAL
INSURANCE
The relationship company

DIAMOND



PLATINUM



NETWORK



GOLD

AAA Insurance
Nationwide

Risk Administration Services
RPS

SECURA Insurance
Travelers Companies, Inc.

SILVER

Accident Fund
AMERISAFE
AmTrust Financial Services, Inc.
Axon Underwriting Services-MMP
Badger Mutual Insurance
Berkshire Hathaway GUARD Insurance
Companies
Berkshire Hathaway Homestate Companies
BondExchange
Burns & Wilcox of Minneapolis
Capital Premium Financing
Cincinnati Insurance Companies
CyberFin LLC

Employers
ENCOVA
ePayPolicy
Erickson-Larsen, Inc.
Finances Made Simple, LLC
FIRST Insurance Funding
Foremost Insurance Group
Grand Exteriors
Great Northwest Insurance Company
ICW Group Insurance Companies
IFC National Marketing, Inc.
Insight Restoration
Insurance Federation of Minnesota

Legacy Education Organization
Mackinaw Administrators
Main Street America Insurance
Midwest Family Mutual Insurance Co
MN Workers Comp Insurers Association
National General, an Allstate Company
NAU Country Insurance
Northern States Agency
OCI Insurance & Financial Services, Inc.
Old Republic Surety Company
PRO Resources
R-T Specialty, LLC.
Savvital

Security Financial Bank
Selective Insurance Company of America
Sentry Insurance
ServiceMaster Professional Services
Society Insurance
State Auto Companies
Sunbelt Business Advisors
The Hanover Insurance Group
Tomsche, Sonnesyn, & Tomsche, PA
United Fire Group
Westfield Insurance