

InsureTech NOW

FROM YOUR CPCU SOCIETY IT INTEREST GROUP

Winter 2018-2019

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San Diego Annual Meeting
Features Many InsureTech topics

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CIRCLE OF EXCELLENCE – How
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Many opportunities available -
some with minimal time
commitment

RAJESH NAYAYAN SELECTED FOR IG GOVERNOR

Congratulations and Thank
You to Rajesh Narayan! He
has been selected to serve as
an Interest Group Governor
beginning in January. In
addition to his role as
Governor, he will continue
with the ITIG committee.

We look forward to his next
Insights article featuring
timely, insightful InsureTech
topics.

CHAIRMAN'S MESSAGE

Thank you for clicking the link to our newly reformatted ITIG
Newsletter. This is one of the ways that we can bring the latest
InsureTech hot topics, CPCU Society and ITIG news and events and
more.

With all the information available, we know that you have a lot of
sources of information. We want to bring relevant content to you via
the newsletter, our social media channels, and in the webinars,
seminars, and articles we sponsor. Please send your feedback and let
us know what you would like from your IT Interest Group.

“Many hands make light work” is most relevant to our Interest Group
volunteers. We would love to have you become engaged, whether
participating in monthly conference calls, annual meetings or
Leadership Summits; working with a targeted article, webinar, or
seminar on a topic of interest; or, becoming a committee member.
We were excited to have three new designees drop in and join us in
San Diego.

Please reach out to me or any of the ITIG Committee members for
more information.

Jeff Hester, CPCU, CLU, ChFC

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(770) 418-8384

ITIG COMMITTEE

Jeffrey L. Hester, CPCU, CLU, CHFC – Chairman

Dawayne Eason, CPCU – Vice Chairman

Cory L. Heim, CPCU, CLU, ChFC, CPA – Past Chairman

Dale Bowring, CPCU

Siva K. Cheruvu, CPCU

Martha M. Ducharme, MBA, CPCU, ARM, AIM, AIC, AIS, AIT

Richard Lee Fritz, CPCU, CLU, ChFC, CPA

Rajesh Narayan, CPCU, LSSBB

Scott Pond, CPCU, ARM, ARM-P, ARM-E

Sandra S. Sharp, MBA, CPCU, CLU, ChFC

Laurie Sirois, CPCU

Sharon B. Taylor, CPCU, CQJC, FLMI, API

Amanda M. White, CPCU

Matthew J. Wolff, CPCU, ARM, ARe

WEBINAR AVAILABLE ON DEMAND – “USING TECHNOLOGY TO CREATE A CUSTOMER EXPERIENCE”

In November, the IT IG in partnership with the Agency Broker IG presented a webinar on Using Technology to Create a Customer Experience. It was well-attended, and focused on strong, productive client relationships as one of the primary value offerings for agents and brokers. We discussed the benefit of deploying technology solutions in ways that actually increase opportunities for contact and enhancing customer relationships. We covered best practices for communication, operational automation and the difference between customer service and customer experience. If you couldn't join us, the archive is available [here](#) (log on to the CPCU Society website for access).

FOLLOWING THE ITIG ON TWITTER? – YOUR CONNECTION FOR INSURETECH HOT TOPICS, NEWS, EVENTS, AND MORE

Need a Twitter account? Here are the steps to getting your Twitter account –

From the Twitter.com home page, the ‘Sign Up’ button is on the home page.

Choose a profile name. This is the name you'll be known as on Twitter (also known as your @name). ...

Want extra credit,

Add a photo of you, not your logo. ...

Complete your bio. ...

Add your website address. ...

All set up and ready to engage?

Follow some people. Search for @IT_IG_CPCUs and hit the follow-us button. Looking for other industry feeds, you can look at the ITIG list of folks we are following and add them to your list

Get tweeting. ... some ways to get started

Like an ITIG post

 1.1K

Retweet an ITIG post – retweet button below each post. You can add comments if you'd like.

 294

Comment on a post and add to the discussion

 85

Tag the ITIG interest group in one of your tweets by adding @IT_IG_CPCUs

The Interest Group Social Media Tribe will be featuring topics in the upcoming months.

∂ Links to articles and references on the topic

∂ Your opportunity to share your experience and information on the topic (please tag @IT_IG_CPCUs in your tweets)

December – Identity Theft Awareness

January – National Mentoring Month

March – Ethics Awareness

CIRCLE OF EXCELLENCE – HOW HAVE YOU CONTRIBUTED TO THE INSURANCE INDUSTRY?

No matter the size, your time and willingness to contribute to the industry and within the IT IG is truly appreciated. The IT IG is always looking to recognize the time and effort that you make. Please submit any activities you've completed (or planned) throughout 2018 and into 2019 to Martha Ducharme, at mducharme@symbilitysolutions.com

If you have activities approaching, or planned into 2019, please share those in advance. If you have an insurance industry activity, especially one that combines an IT impact, we would love to show our support through social media posts.

Let's share our knowledge! We are looking for current, concise content to use in article format on the IT IG website. If you are interested please send an outline or article draft for the IT IG Committee review.

GETTING INVOLVED

The Information Technology Interest Group is looking to fill these leadership and other roles. For more information on any of the following, contact Jeff Hester, Committee Chair, or any ITIG Committee member.

ITIG Monthly Conference Call

ALL Interest Group members are invited to join the IT Interest Group monthly conference call. 2nd Tuesday of every month at 11:00am EST (except month of Annual Mtg/Leadership Summit)
Dial-in Number: 1-855-633-0176, Access: 68471038
Via web browser: <https://sfmeet.statefarm.com/jeff.hester.gcq5/8SQJJZWJ?sl=1>

Ad Hoc Roles

Ad Hoc roles can include short-term and long-term projects; offering suggestions for seminar/webinar/article topics; and requesting assistance with your IT initiative. We are currently seeking the following:

- Social Media Champions – regular contributor to topics, or introducing new topics, on our Twitter or LinkedIn sites. May expand to Facebook or other platforms, if volunteers are available
- Coordinate, participate, contribute content, or review/edit articles or webinar content – level of participation can vary based upon your interest and availability.

Become a Committee Member

Join the Information Technology IG Committee to steer the activities of the group. [Click here](#) or contact Jeff Hester, ITIG Chair, for more information

CPCU Society Members, [check out](#) our recent meeting minutes (monthly meetings, Annual Meeting, Leadership Summit). Note: Must be logged on to cpcusociety.org to access link.

ARE YOU A CPCU SOCIETY MEMBER AND THIS WAS FORWARDED TO YOU?

Update your profile to list your interest in the ITIG in your CPCU Society Profile.

Log on to the CPCU Society website

Select "Interest Groups" on the drop-down under your name on the top right corner

Update your information to include the IT Interest Group as your primary or secondary (can list multiple secondary Interest Groups)