MAIA AGENTS ATTEND BIG “I” LEGISLATIVE CONFERENCE

More than 20 MAIA members joined 1,000 of their colleagues from the Independent Insurance Agents and Brokers of America (IIABA) on Capitol Hill to address issues facing independent agents last week.

MAIA’s delegation, which included senior leadership, members of the Young Agents Committee and President and CEO Nick Fyntrilakis, took the opportunity to brief members of the Massachusetts Congressional delegation and their staffs about the legislative priorities of our members. Their talking points included NFIP (Flood) reauthorization, tax reform and regulatory reform.

Of particular interest for the Young Agents in attendance, was having Representative Joseph Kennedy III speak during the Young Agents and InsurPac State Chairpersons Legislative Luncheon on Wednesday. In a recap of the luncheon, IA Magazine describes how Rep. Kennedy applauded the agents who participated in the conference and took on the role of informing and educating their lawmakers:

“When you come by and talk to us, what drives that conversation is learning how some of these big issues that get polarized actually manifest for a family that’s trying to make ends meet, for a business that’s kind of struggling, for a company that’s trying to start up.”

Joseph Gatchell of Braley & Wellington Insurance Agency in Worcester, met with Representative Jim McGovern on Thursday. Joe was a recipient of an IIABA scholarship awarded to first year young agent attendees of the Legislative Conference. Joe is a recent addition to MAIA’s Young Agent Committee and was eager to join his fellow agents as an industry advocate.
MASSACHUSETTS PROPERTY INSURANCE UNDERWRITING AUTHORITY (MPIUA) ANNOUNCES INSPECTION ENHANCEMENTS

The Massachusetts Property Insurance Underwriting Association (MPIUA) has recently made updates to its inspection program. The enhancements provide producers with a more enhanced inspection report, along with the ability to respond to inspection results through the producer portal.

Highlights of the new inspection report and upload feature include:

- An easy to follow report breaking out interior and exterior sections of the inspection
- Greater overall detail and itemization of questions and responses
- More inspection photos
- Ability to upload photos of corrected conditions to potentially avoid re-inspection
- Upload extension requests

If cited substandard conditions have been corrected, producers can submit documentation (photos, receipts, etc.) as proof of repair to potentially avoid a re-inspection. Additionally, extension requests can be uploaded should additional time be needed in order to correct cited substandard conditions. The upload feature is located in the Inspection Results tab of the Policy Details screen and works on all inspections ordered, 12/7/2016 and later. Acceptable file formats are PDF, JPEG & Word Doc.

THE WORKERS COMPENSATION INSPECTION BUREAU OF MA (WCRIB)

- **Updated Information on Residual Market Share - sb05-17** - Latest residual market share estimate. Data as of 4/17/17.

- **Residual Market Loss Ratio and Burden Estimate - sb06-17** - The Pool Reserving Committee estimate (as of 12/31/16) of the Massachusetts loss ratio for policy year 2016 is 73% with a resulting residual market burden of 2.57%.

- **Important Filing Requirements For Workers’ Compensation Rate Deviation Filings that are Currently in Effect - cl2313** - The Division of Insurance has provided instructions that outline the filing requirements for extending or altering company rate deviation filings that are currently in effect.

- Full library of WCRIB Bulletins can be found here.

AUTOMOBILE INSURERS BUREAU (AIB)

- AIB has published an updated List of Massachusetts Registered Repair and Glass Shops by County: Reference the full list at aib.org.

COMMONWEALTH AUTO REINSURERS (CAR)

- On April 14, 2017, CAR filed a rate proposal for the Massachusetts private passenger residual market with the Division of Insurance. The filing has a proposed effective date of October 1, 2017, with a proposed overall rate level increase of 9.9%.

- Read the full bulletin at commauto.com.

Register Today:  
What Agents Need to Know about NFIP Changes & Re-Authorization  
1-hour Live Stream - 5/16/17
E&O News

**Risk Management Tip: In Deep Water**

FEMA has been working diligently to amend the notices for major disaster declarations in preparation for the reauthorization of the National Flood Insurance Program (NFIP) which is set to expire September 30, 2017. During this period, the authority of FEMA to issue new flood insurance policies, issue increased coverage on existing policies, and issue renewal policies expires. If the NFIP lapses, take steps to inform your client and document the potential lack of flood coverage during this lapse. Here are a few guidance tips to remember:

- Flood losses will not be covered by the NFIP if they occur during the lapse.
- If a completed application, with payment, is received before a lapse begins, the covered property will be protected in the event of a flood.

**Additional Risk Management Resources for Agents’ E&O Policy Holders**

**Resources for Swiss Re Corporate Solutions Policy Holders:**
The E&O Happens Website revamp is complete. The E&O Happens website provides members with more than 700 pages of exclusive risk management information, accessible with a simple swipe on a smartphone or tablet.

This wide selection of risk management information is available exclusively to Big “I” members and Swiss Re Corporate Solutions policyholders and has been redesigned and relaunched based on member input. Visitors will now find more clearly organized risk management content and dropdown menus, a new, broader search function, and improved accessibility for mobile users—all for the sake of an improved user experience.

Other website features include:
- Claims examples
- Risk management articles
- Big “I” Claims Advisor e-newsletter archives
- Sample disclaimers
- Sample customer letters
- Webinars and podcast archives

All insurance agency staff can use this valuable information to reduce their risk of errors & omissions claims. Access the website with your Big “I” username and password. For password assistance, visit the Big “I” password recovery page.

**Utica National Insurance Group E&O Risk Management Website:**
Utica policy holders are encouraged to access the Utica E&O Risk Management Website for access to protocols and advice that can help minimize the chance of an E&O incident. New informative articles and resources are added on a quarterly basis. The E&O Risk Management Site has the following resources available to policy holders:

- Agency Self-Assessment
- Loss Control Articles
- Lessons Learned (gleaned from real claims examples)
- Training & Education (presentations and tutorials)
- Cybersurance training
- Online courses and streaming videos

Visit Utica National’s Customer Care site to access this valuable information: uticanational.com/customercare.

**Call On Our Team to Assist You**

As always, your E&O Team here at the Number One Insurance Agency can assist you with questions, contact information and resources. For additional information about risk management resources or loss control discounts please contact our Program Managers, Ellen Stoppel or Donna Goncalves at 800-742-6363.
LAPORTE, SHEA, & BORYS INSURANCE AGENCY CELEBRATES 100 YEARS IN BUSINESS

In July of 2017, the Laporte, Shea & Borys Insurance Agency will celebrate 100 years in business, a milestone that few companies are able to reach. The origin of the company dates back to 1917 when Charles W. Bray, longtime county commissioner, purchased a small fire insurance business. Mr. Bray operated the business from 71 Main St, Chicopee Falls which was the site of his father’s old general store until his death in 1963. In 1964 the agency was purchased by G. Rita Laporte who, along with her husband Lawrence, formed the Bray-Laporte Insurance Agency.

Attorney Walter M. Shea, a former city solicitor and one of the founders of the Chicopee Falls Board of Trade, established the Walter M. Shea Insurance Agency in 1920. Along with his law practice, he operated the business located at 99 Main St, Chicopee Falls until his death in 1948. Mrs. Josephine D. Shea took over operations following her husband’s death and was joined by her son, Francis J. Shea in 1960.

In 1972, the Bray-Laporte Insurance Agency Inc. and the Walter M. Shea Insurance Agency merged at the 99 Main St, Chicopee Falls location. Several years later, in 1974, Francis J. Borys merged his agency. The business was then renamed the Laporte, Shea, & Borys Agency, the name under which it operates today. In 1979 the business relocated to its current location at 71 Church St, Chicopee. Paul J. Shea, son of Francis J. Shea, joined the agency in 1983 and is the sole owner and operator today.

Of interest is the fact that two of the predecessor agencies were owned by women, which was unusual at the time. G. Rita Laporte was the sole owner of the Bray-Laporte Insurance Agency from 1964 until 1972, while Josephine D. Shea was the sole owner and operator of the Walter M. Shea Insurance Agency from 1948 until 1960. Also of note is the fact that the founders of the agency were active in the local community, two of whom having served as general campaign managers of the Chicopee United Fund and its successor the United Way. Francis J. Shea was one of the founding directors of the Chicopee Chamber of Commerce and served for many years. The agency’s commitment to community involvement continues today most recently through its donations to the Chicopee Library, the Chicopee Boys & Girls Club, the Chicopee Senior Center, and through donations and service to Lorraine’s Soup Kitchen.

Presently, the agency is an all-lines independent insurance agency representing a number of carriers and specializing in homeowners and auto insurance offering both personal and commercial lines. The agency solicits and serves Western Massachusetts with the goal of providing excellent customer service in a professional and friendly manner. The Laporte, Shea & Borys Insurance Agency wishes to thank the local businesses and families from Chicopee and surrounding communities who have provided the agency with the opportunity to meet their insurance needs for 100 years.

Thanks Company Partners

MAIA would like to acknowledge our 2016 Agent Awareness Campaign Diamond and Platinum company partners. Please support those companies that support the Independent Insurance Agent.