The May 13, 2014 General Meeting for the Central Missouri CPCU Society Chapter was called to order at 11:57 a.m. with Chapter President Jon Erickson presiding.

President Erickson told everyone to have a great summer since we won’t be together until our regularly scheduled Chapter meeting in the fall.

Education Committee Co-Chair Andrea Stockman presented our 2014 Scholarship in the amount of $750 to Amanda Baker, daughter of CPCU Russ Baker. Amanda, a Rock Bridge High School senior, is attending William Jewell College in the fall. Andrea shared that the scholarship was open to 25 local area high schools and some excellent submissions were received. Amanda read her entry to those in attendance.

**Company Spotlight** – Jon Erickson thanked Shelter for its contributions to our local chapter and commitment to employee participation in CPCU and on the Board. Shawn Knauts introduced Shelter CEO, Rick Means. Rick, a native of Central Missouri, attended Fulton High School and the University of Missouri. He started as a claims adjuster in May 1977 at Shelter. He returned to Columbia in 1989, became the Vice President of Claims in 1996, Executive Vice President in 2007, then President and CEO in 2012. Rick serves on numerous Boards in Central Missouri and is active as a coach in local leagues. Rick shared that Shelter as a separate entity has been in existence for 37 years. It originally started in 1946 as part of the MFA organization and has been at their present location since 1956. The decision was made in the late 1970s to separate as there was no real connection between the entities and a name change to Shelter resulted. Shelter currently operates in 17 states soon to be 18. The American Shield entity will operate in Arizona, California and Oregon. Shelter currently has $1.5 billion in Property & Casualty premium, $130 million in Life premium with a surplus of $1.6 billion. Assets under management total over $5 million. Rick shared they now qualify as a “super-regional” which is a new designation and they continue to grow. The 1,850 employees and 1,900 agents are what make Shelter great. He is very proud of the volunteerism of Shelter employees such as at the Central Missouri Food Bank where a room is named after Shelter. Shelter is also involved with Big Brothers/Big Sisters and with a Shelter Foundation donation to Special Olympics. Rick also spoke of agency involvement with an Arkansas agent hosting a Fishing Derby for underprivileged children where many employees also volunteer. In conclusion Rick outlined Shelter’s four-legged vision … 1) sales, 2) customer service – second to none, 3) being a good corporate citizen with $800,000 scholarships distributed through the Shelter Foundation, and 4) doing the right thing.

**Program** – Jon Erickson introduced our speaker, Dennis Junge , Zurich Insurance Commercial Auto Consultant. Dennis has been with Zurich since 2001. He’s married with two children in college. He’s active in many civic organizations, has his MBA, CIC, ARM, and has been an active CPCU since 1984. Dennis presented information regarding emerging Commercial Auto issues. He highlighted past significant insurance events from as far back as 2100 B.C. when the first basic insurance policy was written up to when the first insurance company was formed in 1688 as Lloyds of London, through to when the first auto policy was issued by Travelers in 1898. He also featured past technological advances from the first computer mouse in 1964 to 2004 when Google shares were first offered to the public. He shared that present NAIC data shows total commercial premium at $25.1 billion with personal lines at $75 billion. Dennis discussed information about the future of insurance from Federal Regulations (systemic risk – examination by Fed Reserve as to their impact on the economy should they fail), to technology where crash avoidance systems could mitigate up to 85% of vehicle crashes. He asked if there a point where the cost is greater to close the gap. A new issue would be who will be at fault- manufacturer, programmer, cities etc. He asked will telematics actually change driver behavior. Snapshot from Progressive has 1.4 million users in past 15 years and the Google driverless car continues to be improved. He shared that it took 12 years for dual airbags to impact claims severity. Many believe that smartphones are the real game changer with GPS technology that could measure safety and mileage. Dennis spoke of F35 aircraft technology that will be utilized in vehicles. Another item is distracted driving – one of the biggest issues in Auto insurance. Forty- eight percent of kids 12-17 have been in car while the driver is texting and fifteen percent of young drivers have seen their parents text while driving. In 2010, according to the US Transportation secretary, over 2,000 were killed and 400,000 injured due to distracted driving. Global Mobile Alert is technology designed to interrupt the driver’s distraction by an audible warning signal. Another impact is climate change with catastrophe losses doubling every year, rising sea levels (by end of century rise by 1-3 feet), forest fires, and an increase in flooding over last century. Marijuana legalization also has an impact on insurance. Currently only 3 states have specific limits for THC levels, 7 states have zero tolerance policies. All remaining states make it illegal but utilize officer observation in lieu of drug test. They are currently working on roadside breathalizers and a saliva THC test. Secondhand smoke becomes an issue too. THC stays in your system longer than alcohol. The final emerging issue Dennis reviewed is 3D printing though a software program. This will create a 3D item , such as a gasket, using a variety of potential materials. If a consumer makes a part for their car that fails, who would be at fault? This has huge implications for parts dealers.

President Erickson thanked Mr. Junge for his interesting presentation and announced that an honorarium will be presented to the Veterans of Foreign Wars in Mr. Junge’s name.

**Committee Reports**

CPCU 540 – Matt Schwartz shared that thirteen candidates have expressed interest in a class with Clint Smith as the facilitator.

I-Day Committee – Lori emphasized “Save the Date” cards that were provided for each attendee for our August 26, 2014 I-Day, co-presented by our Chapter and the Insurance Association of Insurance Professionals. Topics/presenters to be included: Ethics, CPCU National President, NICB, GenRe, Director John Huff and a meteorologist.

Website Committee – Matt Bronson, Luke Hooton and Kirk Arnold discussed the Scavenger Hunt . Our chapter website was in the top 10 visited chapters and moved up to number 3 of chapter sites visited as a result of members participating in the Hunt. Dennis Junge drew names for three prizes – 2 CPCU bags and 1 CPCU shirt. Louesa Runge Fine, Tammy Wulff and Joe Jackson were the winners.

Spread the Word – Diane thanked Jim Kaster and Marjorie Tveitnes for the help this year. If anyone ordered a shirt, see Diane. If there is an interest in a shirt, an order could be placed in the future.

The attendance prizes were awarded to Steve Crosswhite and Jeff Walker. The meeting adjourned at 12:58 p.m.