



THE
FLORIDA
COUNCIL
OF



NEWSLETTER

OFFICERS AND LIAISONS OF THE 2009-2010 FLORIDA COUNCIL

Officers:

Council Director - Glenda Griffin, AIS, API, CPIW, DAE

Assistant to the Council Director - Deborah Werner, AIS, ARM, CIC, CPIW, CPCU

Public Relations Chairman - Roslyn Vargas, CISR, CPIW, CPIA

Membership Development Chairman - Pamela Voigt, PIAM, CPSR, CPIW

Treasurer Chairman - Penny Waldo, AIS, ACA, CPIW

Public Relations Liaisons:

Education Liaison – Frances Hitchcock, AAI, CPIW

Fundraising Liaison – Sharon Cirillo

Legislative Liaison – Jose Reyes, CPSR, PIAM, EHBA

Membership Liaisons:

Co-Webmaster - Linda Kay Wallace, CPSR

Co-Webmaster -

SAVE THE DATES

August 8, 2009

Southern 3 Combo Meeting
Hosted by Southeast Florida

September 11-12, 2009

2009 Florida Council Meeting
Naples, FL

November 13 – 14, 2009

Retreat
Leesburg, FL

FLORIDA ASSOCIATIONS AND PRESIDENTS

- 1. Insurance Professionals of the Emerald Coast**
Kathy Warson, CIC, CPIW, DAE (Co-President)
Paula Hudson (Co President)
- 2. Insurance Women of Jacksonville**
Janet Lynn Spencer
- 3. Insurance Professionals of Northeast Florida**
Connie Blair, AIS, CPIW
- 4. Insurance Professionals of North Central Florida**
Nancy E Weber, CPIW
- 5. Insurance Professionals of Marion County**
- 6. Insurance Professionals of Volusia/Flagler Counties**
Patricia Nicholas, CPIW
- 7. Insurance Professionals of Greater Orlando**
Betty Ribeiro, PIAM, ACSR, CPIW, DAE
- 8. Pasco/Hernando Insurance Professionals**
Josephine Persichilli-Mansur
- 9. Insurance Professionals of Pinellas**
Jean Richard, AAI, CPSR
- 10. Insurance Professionals of St. Petersburg**
Sharon Christensen, PIAM
- 11. Tampa Association of Insurance Professionals**
Nena West, CISR, CPIW, DAE
- 12. Insurance Professionals of Polk County**
Charlene Hypes, RCSR
- 13. Suncoast Insurance Professionals**
Sharon Cirillo
- 14. Insurance Professionals of Lee County**
Debra Fischer, ASI, CPIW, AIAM
- 15. Insurance Professionals of Collier County**
Belinda Zivich, AAI, AIAM, ACSR, AIS, CPIA, CPIW, DAE
- 16. Insurance Professionals of the Palm Beaches**
Lenore Varnadore
- 17. Insurance Professionals of South Florida**
- 18. Insurance Professionals of Miami/Dade**
Martha Valdes-Diaz
- 19. Capitol City Insurance Professionals**
Lisa Franson
- 20. Citrus County Insurance Professionals**
Elizabeth Snyder
- 21. Central Florida Insurance Professionals**
Jason Carter, CPSR, PIAM, CPIM

**GREETINGS FROM THE 2009-2010 FLORIDA COUNCIL
Florida Council Director Message**

Glenda Griffin, AIS, API, CPIW, DAE, PIAM



Greetings fellow members:

I would like to take this opportunity to introduce myself to you. My name is Glenda Griffin. I am a member of the Insurance Professionals of Polk County and have been employed by Herndon & Associates Insurance, LLC for twenty-three years.

My theme this year is “Get on Board with NAIW – Destination: SUCCESS”. For our associations to survive and flourish, we must all get on board: members, employers and corporate sponsors. Together we can grow as associations and individuals and prepare ourselves to be the best employees and leaders possible. Our planned activities are just an example of how we can come together to make this happen.

Our year is off to a fantastic start, beginning with our annual Florida Council Meeting, to be held in Naples Florida at the Naples Beach Hotel and Golf Club where we will “Look Beyond the Horizon”. The dates are September 11 & 12, 2009.

These are some of the activities that you can take advantage of this year:

- Complete a module of the PIAM designation, a module of the new CPII designation and/or seven hours of CE for either class.
- Take advantage of more continuing education opportunities and workshops that will help you in your professional and personal lives
- Enjoy our welcome party with our exhibitors and end the evening with our friends from American Integrity Insurance Company in their always fun hospitality suite
- Listen to amazing speeches from our CWC contestants.
- Be inspired by our keynote speaker, Roger Looyenga, past CEO of Auto-Owners Insurance Company.

In addition to these activities, be a part of our business sessions, Young Professionals Meeting and Meet the Candidates; and don't forget the networking, making new friends and catching up with old friends.

November 13 & 14 the Florida Council will be conducting a leadership retreat in Leesburg, Florida. We will be getting back to basics and discussing Horizon Plans, protocol, parliamentary procedure, the substance of NAIW and how it comes together with all of its' levels, from National down to local associations and much, much more. We want to know what we can do to help you guide your association and make it stronger. A save-the-date notice will go out soon with the registration info to follow. Put the dates on your calendar. You will miss a productive weekend and a lot of fun and fellowship.

I am ecstatic to report that the Council website is now up and running. If you have anything you wish to have posted there, please contact Linda Kay Wallace, our Webmaster and she will be happy to help you. Use the website to your greatest advantage as we will be working hard to give you the information you need and desire.

We welcomed a new local association last year, the Citrus County Insurance Professionals and this year we welcome yet another new local association, the Central Florida Insurance Professionals. I ask that you support our newest associations and help them in any way that you can so that they too will continue to grow and prosper.

I am looking forward to a dynamic year or as our Region III Vice-President, Claire Sizemore says, an Energized year!!

In fellowship,

Glenda Griffin, AIS, API, CPIW, DAE, PIAM
Florida Council Director
glenda@herndonnet.com or ggriffin19@tampabay.rr.com
Phone: 863-688-5495
Fax: 863-688-4344

Public Relations Chairman Message
Roslyn Vargas, CISR, CPIW, CPIA



I have over 30 years experience in management, many of those years being in the field of Human Resource Management, with an extensive background in training and development with 7 of those years in the Insurance industry. My specializations include *Human Resource Management, Performance Management and Leadership Development.*

I have been a presenter at numerous AAMGA Conferences, 2008 Florida Council meeting in Orlando, FL, and the HR Florida, SHRM State Conference at Fort Lauderdale, FL, October, 2004. My publications include: “Tips for Recruiting and Interviewing Prospective Employees”, American Agent & Broker, November 2005 and “Performance Management: Helping an Organization Make a Change.” 2006 Pfeiffer HRM Annual.

I currently hold a 4-40 license in the state of Florida and have CISR, CPIW and CPIA designations.

I have served in many capacities at both the local and state level. I am an active member of the Society for Human Resource Management, Academy of Management, National Association of Insurance Women, International and Insurance Professionals of Miami-Dade.

I look forward to a productive year and keeping you informed with the new and current information within our local, state and national association as well as in the insurance industry. I plan to accomplish this with the assistance of Fran Hitchcock, Education Liaison and Jose Reyes, Legislative Liaison. If there is something you would like to see in the newsletter, please be sure to contact me at jrvargas@bellsouth.net.

My goal this coming year is to **stay connected!!**

Membership Development Chairman Message

Pamela Voigt, PIAM, CPSR, CPIW, DAE



I am a Premier Accounts Manager with BB&T- Burkey Risk Services/BB&T – Hotel Insurance Programs of America. We are a part of BB&T Insurance Services – Corporate Headquarters in North Carolina. My specialty for the last five years has been in the Hospitality Industry.

I have three children: David, Kerstin and Kara (Kerstin is currently in the Army making her way through Basic Training). I have two Grandchildren: Trevor and Alexa. Not to mention also my cat Latte, my daughter's dog Toby and her snake – Tupok while she is in the Army.

I am the Immediate Past-President of the Insurance Professionals of Greater Orlando and the current Parliamentarian of the Central Florida Insurance Professionals (Newly Chartered #21!).

This year I would like to work with the Associations in Florida to assist them any way possible to maintain their current membership and to grow their Association. We are in a very tough economy and I know everyone is/has been re-evaluating how they are spending their hard earned dollars. We have to make our Associations as appealing as possible. Each Association may need to evaluate how they plan their monthly business meetings. Do you have a full sit down meal, light finger foods or a soup and salad bar? Cost is going to mean everything to all members this year.

Not only are our personal purse strings going to be pulled tight, but so will our employers and corporate sponsors. We will need to make sure our meetings are appealing and are what our employers will want to pay their employees to attend. We need to be very vocal and announce all of our achievements, each member's achievements, classes we are offering, free CE, and most importantly let the employers know what types of Community Activities/Services your Associations are involved in. They will want to see how you 'give back' your time and efforts as well.

I am here for all Associations to utilize – I would like to hear from all of you this year about what steps you will be taking in order to keep the members you have and how you

plan to recruit new members. What do you provide to your new members that you feel will encourage them to stay and be an active member? What special programs do you have in place?

I am looking forward to working with you all this year and I hope to see you at the 2009 Florida Council Meeting in Naples!

Florida Council Treasurer Message

Penny Waldo, AIS, ACA, CPIW



I have been in the insured industry for over 30 years and with my current employer Citizens for over 16 years. I have been a member of NAIW and Insurance Women of Jacksonville since 1993.

As a member of IWOJ I chaired the following committees Safety, Legislative, Nominating and Employment. I have served as Treasurer, Vice President/President Elect and President of IWOJ. I have attended over 10 Florida State/Council Meetings where I have enjoyed serving as a time keeper for CWC and membership Liaison. I was Co-Chair for 2007- 2008 Florida Council Meeting leadership luncheon. I have also attended 2 Regional 3 meetings.

A goal I what would like to achieve this year is to enhance NAIW visibility within the industry and challenge members to become involved in their local associations as well as with the Florida Council. There is so much to learn and just as much information to share with other NAIW members.

LIAISONS

Education



Fran Hitchcock, AAI, PIAM, CPIW

Grandmother of 5 + 3; my hobbies include, scrapbooking, card making, animals, grandkids, IPOGO and life.

I have been in the insurance business since 1983. I just started my CPCU courses and plan on finishing within the next 5 years. I believe that in order to succeed you must think outside the box, which has been a goal of mine over the past year.

This next year I want to see our associations grow through the education courses that NAIW offers. Many of you are ready to achieve your CPIW / M or DAE; the courses below are here for you. NAIW and your Florida Council want you to accept the challenge and become a CPIW/M or DAE during 2009-2010 terms.

NAIW offers so many classes and opportunities to name a few:

Earn: CPIW/M or DAE – I Can Series: What’s Up DOC “Drive other Car Coverage”; Wheels of Misconception “Providing Adequate Coverage”; Tax-Free Income “Roth IRA\$”; E & O Hotspots “Don’t Get Burned” Business as *un*-Usual “Insuring the Home based Business”; Personal Umbrella Rain or Shine “Providing Adequate Coverage” and Ethics “Shades of Black & White:.” (*Available through Fl Council Lending Library*)

OR –

Earn: AAI, CPCU, ARM, AIS - Did you know that NAIW members receive a 10% discount on books from AICPCU? If your association plans a class there additional discounts are available! *Some of these classes can be offered through your association.*

OR-

Florida Council Lending Library has the following CE Classes Available: Errors & Omissions -1 hour: Wind Mitigation 1 hour. The Council charges \$5 per person, per hour of CE; the Association keeps the rest. These classes are excellent fund raising tools, especially since these subject CE are required by the State of Florida.

Contact me at: FranHitchcock@cfl.rr.com I answer my emails within 24 hours.

Fundraising:



Sharon Cirillo

Sharon has been in the Insurance Industry for over 20 years and is currently the Vice-President of Operations for Alliance Insurance. Sharon is a member and the current President of the Suncoast Insurance Professionals.

Legislation



Jose Reyes, CPSR, PIAM, EHBA

I started in the insurance industry in 2007 as a customer service representative for Long-Term Care Group, Inc. I believe that if it wasn't for that job, I would not be where I am today. Shortly after I started in this industry, I joined NAIW in 2008 and became very active in many aspects. Today, I am the Treasurer of the newest association in Florida, the Central Florida Insurance Professionals. I currently hold a 2-15 Life & Health Agent License and a 4-40 P&C Customer Representative License as well as 3 nationally recognized designations: CPSR, EHBA, PIAM. I am currently employed at Frontline Homeowners Insurance as an Underwriting Assistant.

My goal as the Florida Council Legislative Liaison is to keep you informed of any changes that may occur within the State of Florida. I believe this will help everyone continue on the right track and stay out trouble in the future. If you believe there is an important change in the Florida Legislature and would like to inform all of our members of such, please contact me with the information at joreyes19@gmail.com.

Webmaster



Linda Kay Wallace, CPSR

Linda is employed by Citizens Property Insurance Corp and is currently the President of the Insurance Women of Jacksonville. She has her Associates Degree in Business and her Bachelors Degree in Finance.

Membership Liaisons: These positions are open and available.

Stay Connected

Social networking has become a phenomenon in the world of networking. There is MySpace, Face Book, Twitter, LinkedIn, Classmates, just to name a few of the more popular sites. Okay, I confess, I am on the following:

Face Book: to stay connected with my family. It's a great way to share pics of the family without having to send out numerous e-mails;

Twitter: you can send me a tweet or follow me on Twitter, but I don't say much. Just there to see what's going on. I only follow news stuff.

LinkedIn: that's the business side of me looking for new endeavors.

What's my point? Well, how many of you know that NAIW now has a way to **stay connected?** I have been busy adding connections to my network of NAIW members. What a great tool!!! I guess by now you are wondering how this works. Heck, some of you may have stopped reading to check this out. For those of you who would like instructions, here you go.

Log onto www.naiw.org and sign in.

This will take you to the Member Login page; follow instructions if you do not have a user name and/or password.

Once you log in, you will be at your Personal Page. You can now add your information and even upload your photo.

To the right of the page you will see "My Profile" and underneath you will find links to edit your profile, add photos, look at your membership information and make updates, etc.

To begin your connections, type in a member's name in the box at the top right under "Community Search", then click on the black "Search" button. Once the member is found, you click on the member's name and that will take you to that particular member's page. Click on the "Add Connections" icon at the top of the page. This will then take you to the "Messaging Center", where you can send an e-mail. The name and subject line will already be populated for you and all you need to add is your note.

You can use this to send e-mails to individuals, set up a blog, add posts to your groups' page, etc.

I hope you take advantage of this easy to use tool. Let's see if you can increase your connections before the Council meeting in Naples.

Good luck and stay connected!!!