

President's Perspective



*Jennifer Santucci, CPCU
Chapter President 2016*

Happy New Year and welcome to our returning and new members! I am so pleased to be serving as your incoming President for the 2016 year and am honored to be working with an exceptional and dynamic board. I can only hope to continue on the tradition of excellence shown by previous chapter Presidents.

There is so much to look forward to in 2016. The majority of our monthly meetings will continue to be held at Holiday Inn located in East Hartford. This venue has served the Chapter well with a convenient location and great service. We begin our 2016 activities in February with another joint meeting with Harford Association of Insurance Professionals (HAIP). Ethics month follows in March and we will once again be offering a CE course. Later in the year, we can look forward to a joint meeting with RIMS. We are hoping to bring back our August social event so stay tuned for more details

and don't forget about the Annual CPCU Golf Tournament in June!

We will continue to look for partnerships with other industry organizations including HAIP, IDMA, and RIMS while also looking to build new relationships that will be mutually beneficial.

If you have any suggestions of topics that you would like covered, events you would be interested in attending, or partnerships that you think would be valuable to pursue please do not hesitate to reach out to myself or any of the board members. We want to continue to create a robust chapter that is rewarding for all members. Any thoughts and feedback that you would like to share are always appreciated and welcome.

In 2016 we would like to focus more of our collective efforts and attention on a mentoring program for CPCU

new designees. More details to follow but this will be a great opportunity for CPCU's to engage, develop, and mentor our new designees.

The best way to stay informed of our current activities is to check out our website and keep an eye out for our emails. Follow us on Facebook, LinkedIn and Twitter for updates as well.

Our industry is rapidly changing and we hope to continue to engage our active membership as well as attract new talent to join our chapter activities whether it is new designees or CPCU candidates. Consider attending one of our monthly meetings or joining us for a social networking event. I personally am hoping to meet more of our membership in the upcoming year.

I am looking forward to an engaging and fulfilling 2016!

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CPCU Dues Renewal Reminder

This is the time of year that CPCUs need to renew their membership. Invoices have been mailed out by National and if you haven't received an invoice and would like one, you can email Chapter.Services@cpcusociety.org. However, the CPCU society has made paying dues more convenient and you can now

pay dues online. Simply log into the National CPCU site (www.cpcusociety.org) and log into your account. In the upper right hand corner of the screen there is a drop-down arrow, when you click the arrow, an option for PAY DUES shows up.....it's as simple as that!!!

The benefits of membership include networking with other CPCUs, many complimentary Webinars and publications, volunteer and leadership opportunities and interesting topics presented at the monthly Chapter meetings.

Upcoming Chapter Meetings

February

This is our annual joint meeting with HAIP (Hartford Association of Insurance Professionals) Stay tuned for additional details!

March

March is our Ethics month. We will be offering an Ethics classroom CE course. There will be a minimal charge of \$40 which will take care of

the CE course, filing fees in the state CT and lunch. Additional details will be forthcoming.

Location

Holiday Inn
100 East River Drive
East Hartford, CT 06108

Time

- 8:30 AM Registration

- 9:00 am to 12:00 PM CE presentation
- 12:00 PM Lunch

For questions on either of these meetings, please contact our Director of Education Christina Maher Christina.L.Maher@Marsh.com or 860.723.5653.

2015 Conferment, I-Day & Past Presidents Reception

October 29th, 2015 was a full day of celebration, recognition, and networking for our chapter. During the day, our President Nicone Gordon, Vice President Jennifer Santucci, and CPCU National Society President Elect Brian Savko made connections visits to RT Specialty and Travelers to promote CPCU and our chapter. Later that evening, we held our annual Conferment and Past President Reception at The Farmington Club. It was an entertaining and informative event. The following activities were featured:

- A Cocktail Reception to honor our New Designees & Past Presidents
- A Conferment Ceremony for our 19 New Designees
- The Company Excellence Award was presented to Lockton Companies in recognition of their support at our annual charity golf tournament
- The Joseph Long Excellence Award was presenting to two of our Past Presidents, Jon Gice and Noreen Kuziak, for their outstanding service and commitment to our chapter
- Cheryl Constantine proposed the addition of a Diversity Committee to start in 2015
- Our keynote speaker, Jerry Theodorou – VP of Research & Publications at Conning, addressed the crowd during dinner regarding the current and projected state of the insurance industry

We had a wonderful turnout and want to give special thanks to our sponsors, members, and special guests!

2015 Conferment, I-Day & Past Presidents Reception (continued)



October Chapter Meeting Recap

We were honored to welcome the Connecticut Fire Academy for our October meeting! There was a short video presentation that was created by some recruits in the Spring 2015 (Class #55) shown to the group. There were 40 recruits total and the video highlighted their experience in the 14 week program. As you may recall, the 2015 winter was not kind and this class endured their training in very cold weather, receiving the nickname "Frozen 55." The equipment that our Good Works Committee donated to the Academy was also specifically men-

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tioned to the audience which made us feel proud that our donation is making an impact!

It was fascinating to see this courageous group put their lives at risk during the training and how they prepare to continue to do so once in their permanent assignments. They live by commitment, integrity and teamwork and truly are an inspiration. We thank them for their service!



December Monthly Meeting Recap

Our December meeting was our annual membership meeting. Special thanks to Bill Patton, CPCU for securing our venue at the beautiful Golf Club of Avon and helping us organize the meeting!

Our 2015 Chapter President Nicone Gordon presented an overview of Chapter activities throughout 2015. We should be very impressed of all that we have been able to accomplish! Several items were reviewed and approved including the 2016 Budget and our incoming 2016 Board of Directors. Special thanks to our outgoing Board Members Paul Sweet, Treasurer and Joseph Zuffelato, Secretary for their contributions to the Chapter in 2015! It truly was an amazing year and would not have been possible without their efforts!



Good Works Committee Activities

CT Fire Academy

A check for \$1789 was presented by Alyce DeAngelo on November 25th. The CT Fire Academy provides state of the art training for fire departments throughout CT. Our donation will allow them to purchase a set of rescue ropes to simulate rescue conditions.



Bulkeley High School Athletic

Program

We have contributed \$1800 to purchase warm up suits for the girls' soccer team. The sports programs at Bulkeley keep potentially at-risk kids engaged throughout the year and expose them to the team experience. The coaches teach not only the rules of sports, but to help prepare them for productive lives. The team warm up suits will be used for years to come.

Salvation Army's Adopt an Angel

This is the third year that the CT Chapter has participated. We were able to fulfill the wish lists of thirty three children. This was possible due to the generosity of our chapter

members. Thank you to all who participated.



In-Kind Donations for Interval House

From February through May, we will be collecting in-kind donations for Interval House. They need personal care items, cleaning items, gift cards for local stores. Flip flops and

Good Works Committee Activities (continued)

CT Transit local bus passes are other needed items.

Interval House provides shelter for victims of domestic abuse. The victims often leave home with nothing, so they provide essential items for women and children.

SCHOLARSHIPS

The Good Works Committee will be administering two scholarships in the amount of \$3000 each. Recipient selection criteria include academic achievement, extra-curricular activities, community involvement, work activity, other scholarship awards and overall quality of the application submission. Both scholarships will be awarded at the May Membership Meeting.

The CT Chapter Scholarship

A copy of the application and contact details will be posted on the CT Chapter Website shortly. We will alert CT Chapter members by email when it is available.

The following eligibility requirements apply:

- The scholarship is available to immediate family members of CPCUs in good standing in the National Society and the CT Chapter CPCU. Eligible immediate family members include children, stepchildren, grandchildren, nieces, nephews, siblings and individuals for whom the member is a legal guardian.
- The scholarship is available to high school seniors who have been accepted to attend, or college students who will continue to attend, one of the following types of educational institutions: a college or university (undergraduate or graduate level); a school of nursing, art, or music; a trade school.
- Multiple family members of eligible CPCU's may apply in the same year.
- Award may not exceed the educational costs of the applicant, including tuition, fees, books and study materials.

Gertrude Sweeney Scholarship

This scholarship will be available for students at Central Connecticut State University (CCSU) and the University of Hartford who are enrolled in insurance or finance-related majors.

We are looking for a Few "Good" Men and Women

The Good Works Committee is a collaborative group; we welcome new ideas for worthy charities for donations and volunteer opportunities. If you have an interest in joining the committee, or want to attend a meeting to see what we are about, please contact Esther Zinolli at 860.547.8646 or esther.zinolli@thehartford.com.

The members of the 2014-2015 Committee are: Alyce DeAngelo, Lucy Albetski, Lee Hay, Claire Kornegay, Elizabeth Shepard, Kirsten Misner, Lori Gagnon, Esther Zinolli – Chair, and Deb Bartucca – Director.

Meet our 2016 Connecticut CPCU Society Chapter Inc. Board of Directors!

Jennifer Santucci, CPCU, RPLU+, AIS, API –President

Jennifer joined Chubb Group of Insurance Companies in 2002 as an Executive Protection Underwriter for the Long Island region. She was promoted to Senior Underwriter in 2004. In 2007 Jennifer assisted in creating and designing the Technical Specialist role she took on for the department. In 2013 Jennifer was promoted to Assistant Vice President and acts as Practice Lead for Executive Protection underwriting for

Healthcare and Labor Management Trusts. Jennifer has received both the RPLU+ and CPCU designations. She earned a M.S. in Insurance Management from Boston University and her BA in History from Saint Joseph College in West Hartford, CT.

Leona D. Hay, CPCU, AINS – Vice President

Lee joined Travelers in 2015 as a Manager of Data Management in Corporate Finance. She previ-

ously worked for Sedgwick Claims Management as Director of Client Services. For the 23 years prior to joining Sedgwick, Lee was employed by The Hartford Financial Services Group, where she held various positions in both Personal and Commercial Lines. Lee graduated Magna Cum Laude in 2007 from Albertus Magnus College, earning a B.S. in Business Management. She is a 2011 CPCU Designee, and was selected to be one of the 2 official Class Spokespersons for the Class of 2011 at the

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conferment ceremony in Las Vegas. Lee held previously CT Chapter Board positions of Director, Candidate Development and as a member of the Good Works Committee. Lee's proudest achievement in life has been raising her 6 children and her favorite words to live by are "You Will....Because You Can!"

Oanh Nguyen, CPCU, RPLU – Secretary

Oanh has been at Travelers in the Bond & Specialty Insurance division since 2006. She currently serves as an Underwriting Manager for Private and Non Profit entities with responsibility for the New England region. She has close to a decade of experience across Management Liability coverages including D&O, EPL, Fiduciary and Cyber Liability. She is a certified CE instructor in CT, ME, MA, NH, NJ, PA, RI and VT. She is also licensed in many states as a P&C Producer and Surplus Lines Broker. Oanh obtained the CPCU designation in 2012 and the RPLU (Registered Professional Liability Underwriter) designation in 2014. Prior to joining Travelers, Oanh worked at American Family Insurance as a Personal Lines Underwriter and at Wells Fargo in various banking roles. She graduated from the University of St. Thomas in St. Paul, MN with a bachelor's degree in Business Administration, majoring in Finance.

Jufeng (James) Peng, CPCU, Ph.D, ASA – Treasurer

James is currently employed as a Director & Data Scientist at The Hartford. His primary responsibility is supporting some analytics initiatives for The Hartford's Commercial

Markets. James has been working in insurance industry since January 2006. His prior experiences include work at Progressive and State Farm. James is a 2014 CPCU designee. He holds a Ph.D. in Mathematics and M.S. in Computer Science from Rensselaer Polytechnic Institute. He is also an Associate of Society of Actuary.

Deborah Bartucca, CPCU, AIC – Director, Good Works

Deb joined Travelers in 2013 as a Director in the Product and Underwriting unit for Select Accounts. She is responsible for General Liability, Umbrella and Professional coverages, and is the lead for Select's Employment Practices Liability product. Previously she worked at AXIS Insurance as a Senior Product Analyst, responsible for Professional Liability coverages. She also worked for The Hartford, where she held positions in Claims and Product. Deb holds a BA from the University of Connecticut. She earned received her Supervisory Management(SM) certificate in 1992, her AIC in 2007 and her CPCU designation in 2012. Deb has served on the Good Works committee since 2012.

Diane L. Corcoran, CPCU – Director, Visibility

Diane is enjoying a 28 year career in the Property & Casualty Insurance industry. Diane began her career at Cool Insuring Agency Inc., a large independent agency in Latham, NY. While at Cool, she held various positions from Commercial Account Representative to Assistant Marketing Manager. After 14 years, Diane transitioned to the insurance carrier side of the business becoming

an underwriter at Merchants Mutual Insurance Company. After obtaining her CPCU designation in 2002, Diane accepted an Underwriting Manager position at First Cardinal Corporation, a TPA for 23 self-insured Workers' Compensation groups. In 2009, Diane joined Farm Family Insurance Company as a Commercial Lines Underwriting Manager at their Home Office in Glenmont, NY. Diane is currently employed at Travelers as an Underwriting Director for Select Accounts. She recently relocated to Connecticut from upstate New York. Diane holds a BS in Marketing/Management from Siena College. Diane was a former member of the NENY Chapter of CPCU Society and previously held the position Director, New Designees.

Kathryn Carroll, CPCU, AIC – Director, Membership

Kathy has over 30 years of experience in the insurance industry and has been at Travelers since the mid-1990s. She currently works as a 2nd Vice President of Data Management in Corporate Finance and is a self-proclaimed "data geek". Kathy has a BS degree in Business Administration from University of Hartford with a major in Insurance. She earned her CPCU designation in 2010 and her AIC designation in 2012. Kathy lives in Manchester with her husband Wayne and volunteers for Sunshine Golden Retriever Rescue in her spare time.

Christina Maher, CPCU, ARM, AU – Director, Education

Christina is a Vice President and Associate Client Executive the Global Risk Management Practice

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in Marsh's Hartford, Connecticut office. She works closely with client executives and the brokerage teams to deliver the services and custom solutions that clients deserve. Christina began her career in 2001 in Marsh's Risk Management Casualty Practice in Cleveland, Ohio. She later took a position with Marsh in San Diego and worked there, and for another insurance broker, for 9 years before moving to Connecticut. She has a Management Degree from John Carroll University. She received her CPCU in 2007 and served on the San Diego Chapter CPCU Board for 2 years.

Kathleen McCarthy, CPCU – Director, Candidate Development

Kathleen joined the retail brokerage firm TriPoint Insurance, Inc. in the fall of 2014 and is an Assistant Account Manager in the Commercial Lines department. Previously she worked at the surplus lines carrier, IFG Companies. Kathleen was recruited by IFG in 2011 after graduating from UConn with a BA in English. She completed the IFG University rotational training program and was assigned to the General Liability Brokerage Underwriting department. While in training, she joined Toastmasters and was accepted to the 2012 NAPSLO Excess & Surplus lines School. She was awarded the CPCU Presidential Scholarship in the fall of 2012 and completed her CPCU designation in February of 2014.

Daphne Tong, CPCU, ARM, ASLI, AU – Director, New Designees

Daphne is a Director in the Business Insurance Operating Model Policy Fulfillment at Travelers. Her

role involves working as a co product owner in an Agile environment and responsible for successful delivery of a core capability. Prior to joining Travelers, Daphne was an Excess & Surplus underwriter at Guilford Special Group (now IFG) until 2012. She began her insurance carrier as a claim adjuster at Safeco in their New Britain office.

Nicone J. Gordon, ESQ, CPCU, AIS – Immediate Past President

Nicone is currently employed by Travelers as a Director in the WC Major Case Unit. Previously she worked with The Hartford/Specialty Risk Services as a Carrier Relations Manager and Functional Consultant. She also practiced law and served as staff counsel for Liberty Mutual Insurance from 1998 – 2004. She holds a BA from Trinity College in Hartford and a JD from the University of CT, School of Law. She is a 2006 CPCU designee and has held the position of Chapter

Treasurer since 2008. She was the Membership Director from 2007 – 2008.



Nicone Gordon, Christina Maher, Kathleen McCarthy, Daphne Tong, Kathryn Carroll, Deborah Bartucca, James Peng, Diane Corcoran, Oanh Nguyen, Leona Hay and Jennifer Santucci

A message from Governor Melissa Jadin, CPCU



Happy New Year!

As always it is a time to start fresh. The 2015 “slate” has been wiped clean so to speak. Those things that we were not especially fond of in 2015 can be left behind.

So what’s new on the CPCU front this year? Well, for starters...ME! I have taken on the challenge of being your Governor for the next three years. It will be very difficult to fill Jill’s shoes but I am confident that you will all help me to “learn the ropes” quickly. I am looking forward to getting to know you all better and to begin building new relationships with your chapters.

All the chapters are starting with a new slate of officers. Congratulations to all the new Presidents and officers who are dedicating their time and talent to benefit their chapters. Remember that the Society’s website has loads of resources for chapter leaders. Take some time to peruse it. You will be glad you did!

By now, you should have already submitted your 2016 Chapter Operating Plan and Chapter Leaders contact list to me and the Society. Remember that your 2015 Chapter Operating Plan is due to your 2015 Governor by January 31, 2016. This is important because it will determine whether you qualify for Circle of Excellence and what award level your chapter will receive. I look forward to finding out the results at the upcoming Leadership Summit in April. Don’t wait to register if you haven’t already. As we all know too well, time flies and the Summit will be here before we know it.

We are currently working to organize a Regional Planning meeting for New England to be held in mid-May. More will come on that shortly. At the moment we are discussing a possible White Plains venue but will be sure to update you once more solid plans have been established. It is a great opportunity to meet our neighboring chapters, share best practices and pick up some useful suggestions and resources to take back home to your chapters.

The New Year brings new opportunities to make changes in our lives. So what new changes will you make this year? Will you try to take control of that often elusive resolution? Perhaps the New Year will bring you a new job, new friends or new habits. Whatever you set out to do this year, I wish you the very best for success and a very happy and healthy New Year!

Warm regards,

Melissa Jadin, CPCU, AIM, API,
AIC, AIC-M