

# 4 DAY Program

August 16-19, 2021

FACILITATED VIRTUAL  
LEARNING

## 2021 WSIA University

CHOOSE THE SESSIONS THAT WORK FOR YOU.





# WSIA University

**All** E&S industry professionals are invited to participate in WSIA University, where attendees choose from a variety of sessions and workshops to customize their learning experience. The selection of courses include: fundamentals of the specialty wholesale insurance industry, specific property and casualty topics, current issues and trends in the wholesale market, and leadership topics. This education program delivers value to any industry professional with any level of experience.

## REGISTRATION & COST

Tuition is based on courses selected during registration. Courses fees are:

- \$185 for any four-hour session
- \$105 for any two-hour session
- \$50 for any Professional Development session



## WHO should attend

This program provides sessions for professionals at all career levels in the E&S segment seeking to expand their expertise.

- Broker
- Managing General Agent
- Underwriter
- Any wholesale, specialty and surplus lines industry professional
- Program Admin/Manager

## WHAT to expect

- Attendees pick and choose which sessions to attend. Some courses are case study based, some are panel discussions, and others are presentations with class engagement.
- Introductory, intermediate and advanced courses are denoted by a 100, 200, and 300 and track description.
- Courses are offered in Technical Training, Emerging Issues and Professional Development tracks.



# 2021 Schedule-at-a-Glance (Times are listed in ET)

| MONDAY, AUGUST 16      | Technical Training - Intro                  | Technical Training - Interm/Adv                                 | Technical Training - Advanced                         | Emerging Issues   | Professional Dev.  |
|------------------------|---|---|---|---|--|
| 11:00 a.m. - 1:00 p.m. | Introduction to E&S (100)                   | Common Classes: Restaurants, Hotels/Motels, Entertainment (200) | Contracts as a Tool in Managing Risk (300)            | Transportation Innovations (100/200)                                | Unconscious Bias and Beyond                                |
| 1:00 - 2:00 p.m. BREAK |   |   |   |   |  |
| 2:00 - 4:00 p.m.       |   |   |   | The Impact of Climate Change (100/200)                              |  |
| TUESDAY, AUGUST 17     | Technical Training - Intro                  | Technical Training - Interm/Adv                                 | Technical Training - Advanced                         | Emerging Issues   | Professional Dev.  |
| 11:00 a.m. - 1:00 p.m. | Introduction to General Liability (100)     | Classifying Unusual Risks (200)                                 | Anatomy of an E&O Claim (300)                         |   | Developing Your Personal Brand                             |
| 1:00 - 2:00 p.m. BREAK |   |   |   |   |  |
| 2:00 - 4:00 p.m.       |   |   |   | Social Inflation (100/200)  | Identifying Professional Weaknesses                        |
| WEDNESDAY, AUGUST 18   | Technical Training - Intro                  | Technical Training - Interm/Adv                                 | Technical Training - Advanced                         | Emerging Issues   | Professional Dev./Tech Training                            |
| 11:00 a.m. - 1:00 p.m. | Introduction to Property (100)              | Manufacturers & Distributors (200)                              | Wraps Gaps and Contract Traps (300)                   | Market Conditions/State of the Market(100/200)                      | The Evolution of the Workforce - Managing Remote Employees |
| 1:00 - 2:00 p.m. BREAK |   |   |   |   |  |
| 2:00 - 4:00 p.m.       |   |   |   | How to Sell in a Hard Market (100/200)                              | Environmental Pollution (200)                              |
| THURSDAY, AUGUST 19    | Technical Training - Intro                  | Technical Training - Interm/Adv                                 | Tech Training/Emerg. Issues                           | Emerging Issues   |  |
| 11:00 a.m. - 1:00 p.m. | Introduction to Business Income (100)       | Common Sense Underwriting; What Isn't on the App? (200)         | Eight Cases You Might Want To Know by Name (200)      | Digital Transformation/ Insurtech Panel Discussion (100/200)        |  |
| 1:00 - 2:00 p.m. BREAK |   |   |   |   |  |
| 2:00 - 4:00 p.m.       | Builders Risk, Vacants and OCP Basics (100) |   | Post-COVID Impact on Professional Liability (100/200) | Data, Data, Data - Sources, Quality, Analysis and Science (100/200) |  |

## Monday, August 16 11:00 a.m. - 4:00 p.m. ET (with one-hour built-in break)

### INTRODUCTION TO E&S | Technical Training 100

Chris Behymer, CPCU, ASLI – Markel  
Marcela Connor – JenCap/Genesee

If you are not as knowledgeable about the excess and surplus lines industry as you would like to be, aren't familiar with industry terms, or simply want to learn more about how this segment of the industry works, don't miss Introduction to E&S. Hosted by industry experts, this course explores a brief history, why the market exists, discussion of the underwriting cycles, market dynamics and the ever-important role that relationships play in industry.

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### COMMON CLASSES: RESTAURANTS, HOTELS/MOTELS AND ENTERTAINMENT | Technical Training 200

Rachel Pagliarulo – GenStar  
Barbara Winsky, CPCU, ASLI – Russell Bond & Co., Inc.

Join us for a deep dive and highly interactive discussion of underwriting issues with common classes. The discussion will focus on restaurants, hotels/motels/Airbnb, and entertainment, including the immediate and long-term impact the COVID-19 pandemic has had on these businesses. During the course you will review case studies and discuss underwriting solutions among the participants.

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### CONTRACTS AS A TOOL IN MANAGING RISK | Technical Training 300

Robert Marshburn, CRM, CIC, ARM, CRIS, CISC, CCIP – Certified Risk Managers

This course offers practical examples of how to use contracts to reduce, allocate, and transfer risk to others; clarity on recent legislation and court case law decisions involving current issues; resulting insurance company policy language and coverage changes; dangers in "restricted coverage" insurance policies; as well as practical information on how to effectively manage organizational risk using contracts. Includes examination and application of the critical new anti-indemnity contract provisions and ISO endorsements. Among the matters covered are:

- The purpose and essential elements of contracts
  - How do contracts fit into risk management?
  - How can I negotiate contracts for more favorable terms?
  - How do contractual issues affect liability?
  - How can I transfer various kinds of liability to others using contracts?
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## Monday, August 16 11:00 a.m. - 1:00 p.m. ET

### TRANSPORTATION INNOVATIONS | Emerging Issues 100/200

Tim Fletcher – GenRe  
 Jim Jones – Indiana State University  
 Hal Weston – Georgia State University

Self-driving vehicle innovations bring new challenges and perspectives to the insurance market, raising many questions regarding coverage and liability. This session will focus on ethical choices and liability implications associated with the manufacture, distribution and use of self-driving vehicles.

- Who will be liable?
- Who decides the risk-reward equation?
- What is the value of a human life and what is the value of reducing accidents for pedestrians, passengers and car owners?
- Does the programming have to be perfect before it can be used?
- If ethics fills in gaps in the law, and the law embodies ethical standards, where do we start and where do we end on the use and programming of self-driving vehicles?

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### UNCONSCIOUS BIAS AND BEYOND | Professional Development

Michael Blackshear – Ryan Specialty Group  
 Corinne Jones – Amwins

Trevor Gandy – Markel  
 Carlton Maner – Axis

Jeff Henry – Amwins  
 Michelle Rochester – Burns & Wilcox

Increase your knowledge and awareness of what these terms mean in the workplace. This introductory session will examine the terminology and concepts of unconscious bias, inclusivity, allyship, and cultural mindset, all essential in building an inclusive workplace and fostering an environment of belonging and increased productivity. The course will include a panel discussion focused on how firms are developing and encouraging greater diversity, equity and inclusion.

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## Monday, August 16 2:00 - 4:00 p.m. ET

### THE IMPACT OF CLIMATE CHANGE | Emerging Issues 100/200

Dr. Peter Sousounis – AIR Worldwide  
 Robin Wilkinson – AIR Worldwide

Panelists: Renee Eldridge – Markel  
 Justin Lehtonen – Amwins

Danielle Thorsteinson – Price Forbes & Partners  
 Raghuvveer Vinukollu – MunichRe

Insurance may top the list of industries at greatest risk from climate change. An increase in the number and severity of climate-related events is likely to put a growing strain on the industry, driving up premiums and payouts. Losses from the 2021 Texas winter freeze are estimated to be \$130 billion, of which only \$20 billion may have been insured. Wildfires in California are estimated to have cost \$130-\$150 billion in 2020, of which only \$13 billion may be covered by insurance. Unquestionably, climate change is impacting consumers and insurance companies. This session will focus on the science, potential impacts, adaptation and protection measures required to change the course of impact.

**Tuesday, August 17** 11:00 a.m. - 4:00 p.m. ET (with one-hour built-in break)

**INTRODUCTION TO GENERAL LIABILITY | Technical Training 100**

Chris Behymer, CPCU, ASLI – Markel

Angie Fylak – Western World

Business owners look to the Commercial General Liability policy to provide premises, operations and products coverage. Effective marketing and underwriting requires a strong working knowledge of the coverage, conditions and exclusions in this form. This class will assist wholesale agents, brokers, and company underwriters who want to learn more about the general liability insurance product. Participants will gain understanding of the nuances of the CGL coverage form as well as some of the factors that will shape a company's underwriting, pricing and coverage decisions. The following topics will be covered:

- The nature of the liability exposure and the issues surrounding the current legal environment in the U.S.
- CGL coverage form with emphasis on the exclusions found in the standard ISO coverage part.
- Policy aggregates and the importance of maintaining adequate limits of coverage.
- Challenges associated with Additional Insured endorsements and Certificates of Insurance.
- Unique underwriting characteristics found in some of the more common classes of business.
- Why an account might be directed to a surplus lines carrier and some of the coverage issues that might result from this placement.

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**CLASSIFYING UNUSUAL RISKS | Technical Training 200**

Rachel Pagliarulo – GenStar

Barbara Winsky, CPCU, ASLI – Russell Bond

Stay with us here...Have you ever heard of coverage for a dog hired to detect bed bugs? How about for cargo coverage for dead bodies? An art gallery made from old water tanks in the middle of a forest? Perhaps you have quoted conversion of a gas station to condos? These may not be typical risks that you encounter daily, but when new, unique and unusual exposures arise, they will generally wind up in the wholesale insurance marketplace. Our niche of the insurance industry can certainly cover such exposures, but where is "Left at the Altar" coverage found in a rate manual? Surprise...it's not. This class will focus on a cornucopia of unusual exposures and resources you can use to underwrite and generate a reasonably accurate rate for these inevitable exposures. Bring your own examples to share in this interactive, one-of-a-kind, interesting session.

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**Tuesday, August 17** 11:00 a.m. - 1:00 p.m. ET

**DEVELOPING YOUR PERSONAL BRAND | Professional Development**

Emily Hathcoat – Risk Placement Services  
Peter van Aartrijk – Aartrijk

What is a personal brand and why is it important? Your personal brand is a means of illustrating your expertise and value such that people see you as a thought leader, expert and influencer in your niche. Learn how to build your personal brand.

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**Tuesday, August 17** 2:00 - 4:00 p.m. ET

**SOCIAL INFLATION | Emerging Issues 100/200**

Mia Finsness – Markel

Social inflation and nuclear verdicts are current terms of art used when describing the general impact of the rising cost of claims over and above economic inflation. Claim severity impact rate increases may not be able to keep pace with loss costs. What does this phenomenon look like in practice? Which lines are most affected? How are insurers and their business partners adjusting to this new reality?

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**IDENTIFYING PROFESSIONAL WEAKNESSES | Professional Development**

Kristen Skender – Jimcor  
Brandy Weber – M.J. Kelly

What is holding you back in your career? Do you have the knowledge and expertise, but recognize that you just don't have the influence or impact you want, and you feel it is impeding your growth? Learn how to identify your weaknesses, discover strategies to overcome them and establish a path to greater success!

## Wednesday, August 18 11:00 a.m. - 4:00 p.m. ET (with one-hour built-in break)

### INTRODUCTION TO PROPERTY | Technical Training 100

Kathy Suhm, CPCU, SPHR, ASLI – Nautilus

Surplus lines insurers write property insurance for a wide range of businesses. These risks typically have characteristics that make them high-hazard and very susceptible to loss. Effective property underwriting is the key to making a profit on such accounts. Join us as we discuss the fundamentals of property underwriting and coverage including:

- ISO building construction types and their impact on underwriting
- Occupancy considerations
- Public versus private protection
- The Building and Personal Property Coverage form
- The differences in the three Cause of Loss forms

### MANUFACTURERS & DISTRIBUTORS | Technical Training 200

Eva Gonzalez – MUSIC

Rachel Pagliarulo – GenStar

Barbara Winsky – Russell Bond

Businesses involved in making, moving or selling products and goods are vulnerable to a myriad of risks. Not only is managing complex risks a formidable task, so is underwriting them. Join us for an interactive discussion on the types of general liability and property exposures faced by these entities. Topics will include unique loss exposures, products coverage, personal and advertising injury exposures, contract liability, valuation options, types of property, building contract requirements, and what is and is not generally covered. Case studies and real-world examples are presented in the classroom. All losses, even frivolous lawsuits, require time, money and resources that impact the livelihood of the business and its insurance partners. Join us for insight into mitigating these situations.

### WRAPS GAPS AND CONTRACT TRAPS | Technical Training 300

Robert Marshburn, CRM, CIC, ARM, CRIS, CISC, CCIP – Certified Risk Managers

Wrap policies (OCIPs, CCIPs, etc.) are becoming increasingly popular for certain types of construction projects. These contracts are not standardized and, for the unwary, there can be many dangers in using them. Participants will gain practical insight to manage and reduce risk when using Wrap policies. We'll emphasize awareness of dangerous gaps, how policy language affects coverage and understanding of contractual and indemnification liability issues. The class will also cover the critical Anti-Indemnity legislation contract provisions and the latest ISO Endorsements. This information-packed session will address essential elements, the purpose and how Wraps work, including:

- Advantages and disadvantages
- Included and excluded coverages / gaps and dangers
- Synchronizing Wraps contractually with standard insurance policies and contract language
- Managing risks associated with Wraps to prevent and reduce problems

## Wednesday, August 18 11:00 a.m. - 1:00 p.m. ET

### MARKET CONDITIONS/STATE OF THE MARKET | Emerging Issues 100/200

Moderator: Wendy Houser – Markel

Panelists:

Sharif Azim – Allied World Insurance  
John Head – Risk Placement Services

Abby Daugherty – RT Specialty  
Barbara Ingraham – Verisk

Key industry leaders will share their perspectives and thoughts on the current state of the market and trends they anticipate for the wholesale, specialty and surplus lines industry.

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### THE EVOLUTION OF THE WORKFORCE - MANAGING REMOTE EMPLOYEES | Professional Development

Leslie Hageman – Risk Placement Services

Remote working is not a new concept, but the COVID-19 pandemic forced the opportunity. Companies with limited remote work policies, or no remote work permissible, had to find new ways of sustaining an effective workplace. The internet was born in 1983 and by 1987 there were 1.5 million remote workers and Wi-Fi was invented in 1991, yet it took until 2018 for 70% of the workforce to work remotely at least once a week. 2020 was a tipping point leading many firms to seriously explore expanded remote work policies. Where are we headed and how can capitalize when seeking the best talent?

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## Wednesday, August 18 2:00 - 4:00 p.m. ET

### HOW TO SELL IN A HARD MARKET | Emerging Issues 100/200

Chris D'Agostino – Amwins

Bill Floros – Nautilus

Randy Myers – Great American Risk Solutions

Are we headed into, or in, a hard market, or are you constantly facing a hard market? If so, how do you successfully navigate the hard market landscape? Where are we seeing a hardened market and where are we not? How will a hard market impact you and your ability to develop new business or renew business? Does a hard market create opportunities? Expand your understanding of how you can maximize your success in a hardened market.

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### ENVIRONMENTAL POLLUTION | Technical Training 200

Jennie Carr – Arlington/Roe

Sarah Martin – Markel

Environmental coverage is intended to protect against claims resulting from unintended releases of pollutants which can used bodily injury, property damage, business interruption and significant clean-up costs. Come learn more about environmental insurance, what it is, how to assess the risk and find coverage solutions. Topics to be covered include:

- Environmental exposures
- Coverage restrictions (time, certain pollutants, etc.)

**Thursday, August 19** 11:00 a.m. - 4:00 p.m. ET (with one-hour built-in break)

**COMMON SENSE UNDERWRITING; WHAT ISN'T ON THE APP? | Technical Training 200**

David Archiabile – Great American Risk Solutions

Tom Levin – CRC

Technology has provided many advantages for underwriters and agents/brokers alike. We can access information much quicker than in the past, and with Artificial Intelligence (AI) some routine tasks and decisions are now left up to the computer, but can we automate all underwriting and pricing decisions for surplus lines accounts? The hallmark of the specialty segment of the insurance business has been the ability to craft creative solutions to risks that don't meet traditional guidelines. The sharing economy, bars with axe throwing lanes, and camps and clubs that offer a whole different menu of adult entertainment options are all everyday examples! Surplus lines success for underwriters and producers is rooted in applying equal doses of analytics, experience, and old fashioned common sense. In this session we will discuss the following topics:

- The role of the company underwriter, broker and MGA
  - Insurance truths and how they apply to any line of business
  - Non-traditional sources of information in the decision making process
  - How using a rational approach to risk selection and/or automation can help
  - Managing policyholder expectations regarding pricing and product options
  - How to read between the lines on the application
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## Thursday, August 19 11:00 a.m. - 1:00 p.m. ET

### INTRODUCTION TO BUSINESS INCOME | Technical Training 100

Chris Behymer, CPCU, ASLI – Markel

If you want to strike fear in the heart of an insurance professional, ask him or her to explain how business income insurance works! Few topics in our industry are more dreaded than the issues and challenges embedded in the nine-page ISO Business Income form. To remove some of the mystery, this class will address:

- Business income concepts, requirements, triggers for coverage, and the impact of time
- The period of restoration and how it impacts the amount of coverage to purchase
- Establishing the coinsurance percentage and amount of coverage to buy, and helping to address avoidance of business income issues.
- The advantages and disadvantages of using the non-coinsurance options.

Students will examine business income topics by following a sample risk from selection of the appropriate amount of coverage to the application of coinsurance and determination of loss. At the program conclusion, participants will have a good understanding of this form of coverage in terms of protecting the financial health and well-being of the policyholder.

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### EIGHT CASES YOU MIGHT WANT TO KNOW BY NAME | Technical Training 200

Rick Pitts – Arlington/Roe

Sometimes, a name says it all. There are slightly more than a handful of insurance industry cases that have are known by one name. This session explores that phenomenon with a substantive discussion of those cases and the principles they represent, including:

- The Montrose endorsement and “known loss” or “loss in progress”
- Defending an insured when there is a reservation of rights
- The concept of a “targeted” tender of defense and indemnification
- Professional services coverage under malpractice
- Defining fair market value and measuring the value of loss
- “Reasonable expectations” doctrine and the reasonable expectation of coverage
- Mold coverage landmark case
- “Additional insured” status applicability and legal exposure

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### DIGITAL TRANSFORMATION/INSURTECH PANEL DISCUSSION | Emerging Issues 100/200

Moderator: Pat Blandford – WNC First

Panelists:

Kathy Burns – Ryan Specialty Group  
Chris Sylvester – XS Brokers

Becky Nelson – Risk Placement Services  
Scott Whitehead – Markel

Technology automating the distribution chain continues to explode at an exponential pace. Discover how technology is transforming the wholesale, specialty and surplus lines market using data-text mining, robotics process automation, machine learning and artificial intelligence. Hear about real-life examples showcasing greater efficiency and a streamlined distribution chain. Discover how technology transformation can preserve and create market opportunities.

## Thursday, August 19 2:00 - 4:00 p.m. ET

### POST-COVID IMPACT ON PROFESSIONAL LIABILITY & UNINTENDED CONSEQUENCES | Emerging Issues 100/200

#### CYBER PANEL

Brian Braden – Crum and Forster, *Moderator*

Bryan Dobes – Risk Placement Services

Megan North – Amwins

Safeer Mohammed – Crum & Forster

Alex Slawson – CRC

#### EPL/D&O PANEL

Kym Hadzick – RSUI, *Moderator*

Lisa Doherty – Business Risk Partners

John McCarrick – Robinson & Cole LLP

Kevin LaCroix – RT Specialty

Hillary Raimond – Traub Lieberman

Prior to 2020, many organizations embraced a remote work environment for some of their employees. In March of that year, the landscape changed dramatically, and remote working became the rule and not the exception. The transition happened very quickly and for the most part, things went well. As we make our way back to whatever our new normal looks like, there are some challenges that carriers, agencies, and their clients are going to have to manage going forward. This class will feature segments on:

- **Cyber/Technology E&O** - With the change of working from home and a virtual world what new exposures were uncovered how did the Technology E&O market respond? How about cyber liability? Are remote workers secure today in a remote work environment? It is safe to say that corporate cyber security measures are probably more robust than home-based systems so how can companies operate safely online?
- **Employment Practice Liability and D&O** - Working from home is the new norm; what will be the new norm be going forward? Can employers utilize the same return-to-office strategy for everyone? Can employers require vaccinations or masks? Can employers protect vulnerable populations at work? Can the best plans have an unforeseen element? How will these decisions impact profitability? Is there a broader range of COVID-19-related risks, such as government investigations, securities lawsuits, bankruptcy claims, claims against company executives and board members? Such risks may be covered under D&O insurance policies, which could be the next battleground in the fight for COVID-19-related losses.

### DATA, DATA, DATA - SOURCES, QUALITY, ANALYSIS AND SCIENCE | Emerging Issues 100/200

Moderator: Mike Roy – Dark Matter Insurtech

Panelists:

Bob Frady – HazardHub

Katia Mastropas – James River Insurance

Nirav Shah – WNC Insurance Services

Arvind Kaushal – Cogitate

Matt Roselle – ISC

Let's talk in more detail about how data, data analytics and data science are positively impacting risk assessment and underwriting. This session is a great follow-up for anyone who participated in the Digital Transformation/Insurtech Panel discussion during the recent Insurtech Conference.

### BUILDER'S RISK, VACANTS AND OCP BASICS | Technical Training 100

Chelsea Bergen – Risk Placement Services

Deirdre D'Allessandro – MUSIC

Participants will be familiarized with "Course of Construction" coverages such as Builder's Risk and Owners and Contractors Protective Liability Coverage (OCP) and differences in coverage when writing as a Vacant Building using a GL x Products approach or a Property Coverage form approach. Specific objectives include:

- Discussion of benefits and drawbacks to using a GL form excluding Products instead of OCP
- Discussion of benefits and drawbacks to using the Property Coverage form instead of Builder's Risk
- Review of forms for Builder's Risk and OCP
- Common endorsements and exclusions that may be used with each scenario
- Claims examples and how each type of policy would respond

# WSIA TECHNICAL & CAREER DEVELOPMENT



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