



March 2017

[HEY, DISRUPTORS - CHALLENGE ACCEPTED](#)

2

[TOP 8 FLOOD INSURANCE QUESTIONS FROM CSI MT](#)

3

[TRUSTED CHOICE: THE NEXT GENERATION INDEPENDENT AGENCY](#)

4

[LIFE HAPPENS: A NONPROFIT WITH FREE SHAREABLE AGENT RESOURCES](#)

5

[ROSENDALE APPROVES REDUCTION IN WORKERS' COMP RATES](#)

5

[EDUCATION CALENDAR: MARCH—MAY 2017](#)

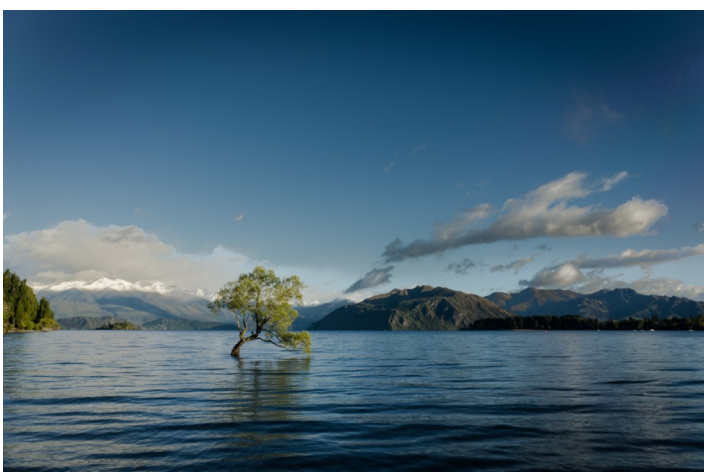
6-7

[MAY 3-6 COMMERCIAL CASUALTY INSTITUTE](#)

8

Selective is your go-to resource for flood insurance news

As a leading WYO (Write Your Own) flood carrier, Selective focuses on providing you, our agency partners, informative updates, tips, notifications and revisions to the NFIP to you with the information needed to best serve our mutual customers.



Flood Tips: Spring Thaw is Here

Spring weather patterns can increase flood events – and everyone is at risk for flooding. While many people believe a flood is driven by some sort of catastrophic event in a high-risk area – this is simply a myth. The truth is,

nearly 25% of all National Flood Insurance Program (NFIP) claims come from moderate-to low-risk areas and just a few inches of water can cause tens of thousands of dollars in damage.

Help raise awareness with your clients by sharing our [Spring Flooding Tip Sheet](#) now.

Selective News: Drive Flood Business with QuoteitNow

Introducing QuoteitNow - a self-service flood quoting tool that can be easily added to your agency's website with a pre-designed web banner and custom URL. QuoteitNow walks customers through a flood application and directs them to contact your agency to finalize the process. [Click here](#) to sign up or email quoteitnow@selective.com today!



Response is everything.

Hey Disruptors— Challenge accepted

By: Ryan Hanley | ryanhanley@trustedchoice.com

According to CB Insights, in 2012, there was one strategic investment in a private tech company, (what we now call "Disruptors") by insurance carriers.

There were 100 such investments in 2016.

Lemonade (D2C renter & home insurance), Embroker (commercial insurance), Metromile (pay-as-you-go auto insurance), and Slice Labs (on-demand insurance) are just a few of the names taking in large sums of money to build products aimed at peeling off market share from independent agents. Deep pockets throughout our industry have their eyes set well into the future and what they see doesn't involve "Traditional" insurance and local agents. Right now, as you read this, there is a guy sitting in a room, with a huge bank account, plotting your demise.

Doesn't that piss you off? No?

I guess, you could make the case it's not personal. The "Guy" in the room isn't personally trying to put you specifically out of business. He just doesn't believe your customer experience and method of insurance distribution is relevant in the digital marketplace.

It must be my Irish blood or blue collar background or maybe it's just a personality flaw... but the fact that independent agents have been so summarily dismissed from the "Future of Insurance" conversation pisses me off. Sorry, it makes me upset (don't want to offend). Maybe agitated is a better word.

Perturbed? No. That's not it. I know...

Motivated. That's the word. The dismissal of independent agents from the future of insurance motivates me. I refuse to acquiesce to a narrative where the local independent agent, starved and defeated, limps off into the night, never to be heard from again. No way. No how. Not if me and my

TrustedChoice.com homies have anything to say about it.

The gauntlet has been thrown. We're picking it up.

My question is, will you stand alongside us? Will you step forward, chest proud, headstrong and determined to fight for the future of the industry we all love so dearly?

It's going to take work and it won't be easy. We're going to have to make tough decisions. We're going to have to spend money. We're going to have to believe in each other. We're going to have to stand up and speak out. We're going to have to be leaders. We're going to have to be problem solvers.



We're going to have to be better in every way than we've ever been before.

Where do we start?

Right here. If you're reading this, then you've already begun to fight back. Take one small thing you learn today and put into practice. Get 1% better today.

That's it. Get just 1% better today at technology, sales, marketing, customer experience, whatever... "Disruptors" win when we stop learning, stop testing, and stop pushing. "Disruptors" win when we stop trying to improve.

But I know you will never stop and that my friend, is why I love you. Now go out there and do some insurance awesome today.

Read more at agencynation.com!

The Top 8 Flood Insurance Questions from CSI MT

Visit the [Commissioner of Securities and Insurance](#) online to read more about flood insurance in Montana, including the full text of this article.

1. Does my homeowners insurance policy cover flooding?

No. Flood damage is not typically covered by a homeowners insurance policy.

2. If my home is flooded, will federal disaster assistance pay for my damages?

Not necessarily. Federal disaster assistance typically comes in the form of a low interest loan to help cover flood damage, not compensation for your losses. Even then, those loans are only available if the president formally declares a disaster and must be repaid along with any existing mortgage. The year 2011 was rather exceptional in Montana with presidential disaster declarations in 48 counties and on five reservations.

3. Am I eligible for flood insurance?

You must live in a community that participates in the National Flood Insurance Program (NFIP) to qualify for National Flood Insurance. Find out [here](#) if your community participates in the NFIP. If you live in a community that participates in the NFIP, you can get flood insurance to cover your home or business, as well as much of its contents. Private flood insurance may also be available in your area. We recommend calling a local insurance agent for details about the availability of flood insurance available in your area.

4. How much does flood insurance cost?

The cost of flood insurance varies by individual policy based on many factors — including elevation of the building. The average National Flood Insurance policy in Montana is \$572 a year, based on 2011 data from the Federal Emergency Management Agency. Private flood insurance may be available in your area and it may be more affordable than National Flood Insurance. Check with a local insurance agent for details about insurance available in your area.

5. Does flood insurance cover the cost to repair irrigation canals?

No. Flood insurance covers buildings and building contents only.

6. I live in a low-risk flood zone. Do I really need flood insurance?

Most likely, yes. It's a good idea to buy flood

insurance — even if you live in a moderate or low-risk area. Many people are financially vulnerable to floods. People outside of high-risk areas represent over 20% of NFIP claims and receive more than one-third of disaster assistance for flooding each year. When it's available, disaster assistance is typically a loan you must repay with interest. You may qualify for the Preferred Risk Policy (a lower-cost flood insurance policy) that provides coverage for contents beginning at \$49 per year, with building plus contents coverage starting at \$129 a year. Nearly half of the flood insurance policies in Montana are Preferred Risk Policies (based on 2012 data).

7. Why does my mortgage lender require me to buy flood insurance?

Under federal law, the purchase of flood insurance is mandatory for all federal or federally related financial assistance for the acquisition and/or construction of buildings in high-risk flood areas (Special Flood Hazard Areas or SFHAs). The amount of flood insurance coverage required by the Flood Disaster Protection Act of 1973, as amended by the National Flood Insurance Reform Act of 1994, is the lesser of the following:

- The maximum amount of NFIP coverage available for the particular property type;
- The outstanding principal balance of the loan; or
- The insurable value of the structure.

If the property is not in a high-risk area, but instead is in a moderate-to-low risk area, federal law does not require flood insurance; however, a lender can still require it. It is also recommended since historically one-in-five claims come from these moderate-to-low risk areas. Please note that if, during the life of the loan, the flood insurance rate maps are revised and the property is re-categorized into a high-risk area, your lender may notify you that you must purchase flood insurance.

8. Who do I contact if I want to purchase a flood insurance policy?

The National Flood Insurance Program has an arrangement with private insurance companies to sell and service flood insurance policies. Use the agent locator at [FloodSmart.gov](#) to find agents in your area who sell and service NFIP flood insurance policies. Also, private flood insurance may be available in your area and it may be more affordable. Check with a local insurance agent for details.

[Agents, get noticed! Click to be sure your agency is currently on the CSI MT flood insurance provider list!](#)

[Return to table of contents](#)

Trusted Choice: *The Next Generation Independent Agency*

Reflecting on the journey of the insurance industry and envisioning years ahead, one question still remains – what does the “next generation” independent insurance agency look like? Put simply, it looks like you. There is no time like the present to become the agency of the future.

Becoming the agency of the future starts with building a recognizable brand that is appealing to consumers. That’s why Trusted Choice® remains committed to helping its members develop a notable brand to reach the next level.

The 2017 Marketing Reimbursement Program (MRP) is designed to set Trusted Choice members on the fast track to their notable brand. Under the program, Trusted Choice will reimburse member agencies a portion of marketing related expenses

incurred in 2017 for cobranding their advertising and marketing materials and/or creating or updating their digital presence. New members and first-time MRP users could be reimbursed up to \$1,250.

- **Tier 1:** New members and first-time MRP users receive up to \$750 for use of the Trusted Choice logo on any consumer-focused items including, but not limited to, Freedom Campaign ad materials, promotional items, original advertising (non-Freedom campaign ads), or collateral items like business cards or stationery.
- **Tier 2:** All eligible agency members receive a one-time reimbursement up to \$500 for a digital upgrade using a web developer/vendor, including updates to an agency website, social media or mobile app. The digital upgrade must include the Trusted Choice logo, Pledge of Performance, and link to the Trusted Choice website. Available for all agency locations who have not been reimbursed for a digital upgrade in 2016.



CONCORDE
GENERAL AGENCY

CONCORDE
pete RATER

Artisan Contractor

All Admitted, All Online!
Instantly Quote/Bind GL for 30+ Artisan Classes
Remodeler Endorsement Available
Direct Bill, Automatic Renewals & **No Audits!**

quote online *call*
www.cgains.com | 1.800.726.1611

We'll Find a Way.

To apply for the 2017 Marketing Reimbursement Program and begin the road to becoming the next generation independent agency, contact TrustedChoice@iiaba.net or visit independentagent.com/mrp today.

Email Etiquette Tips

Brought to you by your Big I team

***ALWAYS include your phone number so the recipient doesn't have to Google you.**

***Consider including your email address, in case the message is forwarded.**

[Return to table of contents](#)

Rosendale approves reduction in workers' comp rates

March 10, 2017

By: Phil Drake, Great Falls Tribune

A 7.8 percent reduction in workers' compensation "loss costs" was approved recently by Commissioner of Securities and Insurance Matt Rosendale and will take effect July 1.

Loss costs are the dollars needed to pay the worker's compensation benefits plus an amount for claims adjusting, such as taxes and other contingencies, officials said.

The approved loss costs, filed with the National Council on Compensation Insurance, will be used by private workers' compensation insurers and also the Montana State Fund, the largest workers' compensation insurance company in Montana, to determine their premium rates, Rosendale said.

Read more at the [Great Falls Tribune](#)

Below: An example of educational social media & infographics options available to agents from Life Happens.

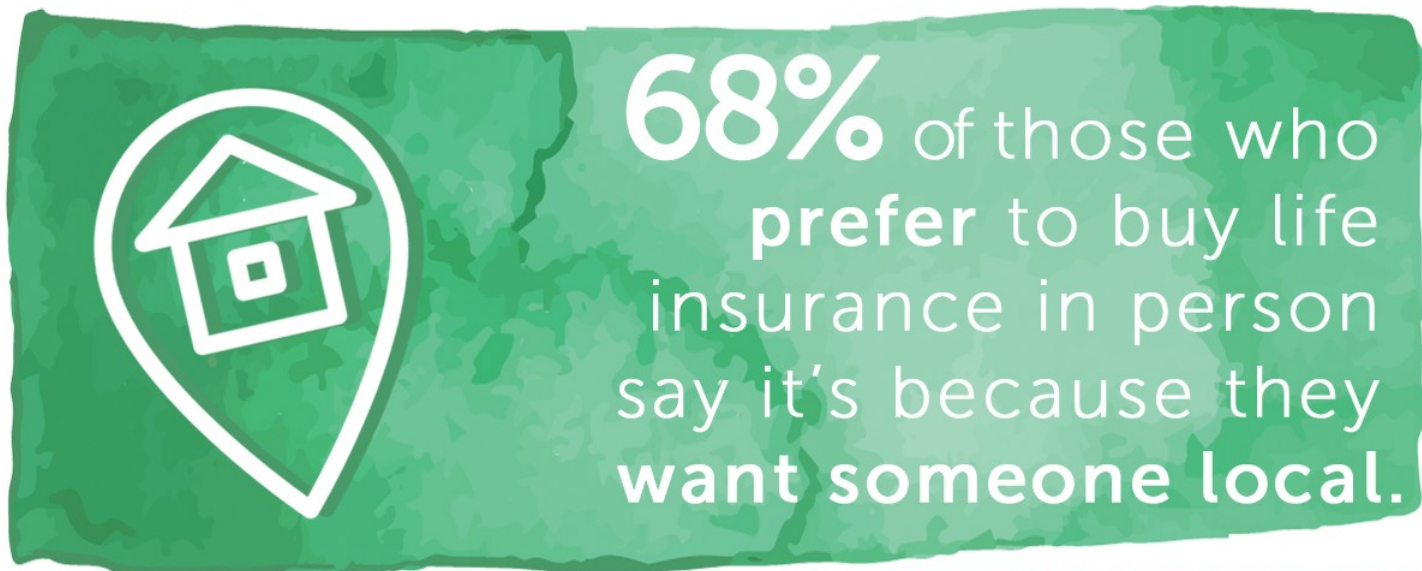
Life Happens—a nonprofit with free shareable agent resources

Visit [Life Happens](#) online to sign up today and download materials!

Life Happens is a nonprofit organization dedicated to helping Americans take personal financial responsibility through the ownership of life insurance and related products, including disability and long-term care insurance.



Life Happens has multiple insurance topics to choose from.



Source: 2016 Insurance Barometer Study, Life Happens and LIMRA

[www.lifehappens.org](#)

**LIFE
HAPPENS.**

[Return to table of contents](#)

CLICK HERE TO

**REGISTER
ONLINE!**

@ IIAMT.ORG > EDUCATION > CALENDAR
mgrotzke@iiamt.org • 406.442.9555



Montana Insurance
Education Foundation

March—May 2017 Courses



3/23/2017 8:00AM - 10:00AM	The Ultimate Account Manager-Part 1 - Characteristics of the Ultimate Account Manager	Online	2
3/23/2017 1:00PM - 5:00PM	Ethics in Today's Changing Times	None	4
3/27/2017 7:00AM - 9:00AM	General Homeowners Section II, Part II	None	2
3/27/2017 9:00AM - 4:00PM	Farm Liability	Great Falls	6
3/28/2017 8:00AM - 11:30AM	E&O Risk Management – Meeting the Challenge of Change-Part 1 (3 hrs)	Online	3
3/28/2017 12:00PM - 3:00PM	E&O Risk Management – Meeting the Challenge of Change-Part 2 (3 hrs)	None	3
3/30/2017 8:00AM - 5:00PM	Insuring Personal Auto Exposures (CISR)	Bozeman	7
3/30/2017 8:00AM - 11:30AM	E&O Risk Management – Meeting the Challenge of Change-Part 1 (3 hrs)	Online	3
3/30/2017 12:00PM - 3:00PM	E&O Risk Management – Meeting the Challenge of Change-Part 2 (3 hrs)	None	3
4/4/2017 7:00AM - 1:45PM	E&O Risk Management – Meeting the Challenge of Change	Online	6
4/4/2017 1:00PM - 4:00PM	National Flood Insurance Program Basic Course – 2016	None	3
4/11/2017 8:00AM - 5:15PM	Insuring Commercial Property (CISR)	Great Falls	7
4/12/2017 1:00PM - 5:00PM	Ethics in Today's Changing Times	None	4
4/17/2017 7:00AM - 9:00AM	General Homeowners Section II, Part I	None	2
4/18/2017 9:30AM - 10:30AM	Business Fraud Protection	None	1
4/20/2017 8:00AM - 2:45PM	E&O Risk Management – Meeting the Challenge of Change	Online	6
4/21/2017 9:00AM - 12:00PM	Certificates of Insurance – Emerging Issues and Other Stuff that May Scare You!	Online	3
4/24/2017 7:00AM - 9:00AM	General Homeowners Section II, Part II	None	2

[Return to table of contents](#)

4/25/2017 8:00AM - 5:15PM	Commercial Casualty I (CISR)	Billings	7
4/25/2017 8:00AM - 11:30AM	E&O Risk Management – Meeting the Challenge of Change-Part 1 (3 hrs)	Online	3
4/25/2017 12:00PM - 3:00PM	E&O Risk Management – Meeting the Challenge of Change-Part 2 (3 hrs)	None	3
4/26/2017 8:00AM - 11:00AM	Insurance Claims That Cause Problems!	Online	3
4/27/2017 8:00AM - 11:30AM	E&O Risk Management – Meeting the Challenge of Change-Part 1 (3 hrs)	Online	3
4/27/2017 12:00PM - 3:00PM	E&O Risk Management – Meeting the Challenge of Change-Part 2 (3 hrs)	None	3
4/27/2017 1:00PM - 3:00PM	The Ultimate Account Manager-Part 1 - Characteristics of the Ultimate Account Manager	Online	2
5/2/2017 7:00AM - 1:45PM	E&O Risk Management – Meeting the Challenge of Change	Online	6
5/3/2017 1:00PM - 5/06/2017 10:30AM	Commercial Casualty Institute (CIC)	Missoula	20
5/10/2017 9:00AM - 12:00PM	Certificates of Insurance – Emerging Issues and Other Stuff that May Scare You!	Online	3
5/10/2017 1:00PM - 5:00PM	Ethics in Today's Changing Times	None	4
5/15/2017 7:00AM - 9:00AM	General Homeowners Section II, Part I	None	2
5/17/2017 8:30AM - 11:30AM	National Flood Insurance Program Basic Course – 2016	None	3
5/17/2017 1:00PM - 2:00PM	Business Fraud Protection	None	1
5/18/2017 8:00AM - 5:15PM	Personal Residential (CISR)	Helena	7
5/18/2017 8:00AM - 2:45PM	E&O Risk Management – Meeting the Challenge of Change	Online	6
5/22/2017 7:00AM - 9:00AM	General Homeowners Section II, Part II	None	2
5/23/2017 8:00AM - 10:00AM	Insurance and the Property Lease	None	2
5/23/2017 8:00AM - 11:30AM	E&O Risk Management – Meeting the Challenge of Change-Part 1 (3 hrs)	Online	3
5/23/2017 12:00PM - 1:00PM	Personal Fraud Protection	None	1
5/23/2017 12:00PM - 3:00PM	E&O Risk Management – Meeting the Challenge of Change-Part 2 (3 hrs)	None	3
5/24/2017 8:00AM - 11:00AM	Insurance Claims That Cause Problems!	Online	3
5/25/2017 8:00AM - 11:30AM	E&O Risk Management – Meeting the Challenge of Change-Part 1 (3 hrs)	Online	3
5/25/2017 8:00AM - 10:00AM	The Ultimate Account Manager-Part 1 - Characteristics of the Ultimate Account Manager	Online	2
5/25/2017 12:00PM - 3:00PM	E&O Risk Management – Meeting the Challenge of Change-Part 2 (3 hrs)	None	3

[Return to table of contents](#)

COMMERCIAL CASUALTY INSTITUTE

May 3 - 6, 2017

DOUBLETREE BY HILTON

100 MADISON ST | MISSOULA, MT

20 CE UNITS

FEATURES

WEDNESDAY

Commercial General Liability
Concepts & Coverages

Robert "Red" Hollingsworth, CIC, CRM,
PWCA | Banasky Insurance, Inc.
South Jordan, UT

THURSDAY

Additional Insured Concepts &
Endorsements

Business Automobile Coverages
& Endorsements

Daniel Fink, CIC, CRM, AAI
UCA General Insurance
Glendale, AZ

FRIDAY

Workers Compensation
& Employers Liability

Mike Mansel, CIC
Truckee, CA

SATURDAY

Commercial Casualty
Examination (Optional)



Click to register now!

Or visit www.iiamt.org and browse our Education page to see all of the available courses.



Liberty Mutual
INSURANCE

