



Main Street

INDUSTRY NEWS



INSIDE

*Congress, Insurance Exposure
& Rates: APCA Testifies Before
Subcommittee » 7*

*Small Business and Cybersecurity
and Vulnerability » 16*

*Future Insurance Pricing:
Two Reports » 27*

Dependable insurance backed by a team ready to help.



Farmers Mutual of Nebraska has been protecting the vehicles, equipment, and buildings farmers and ranchers depend on for over 130 years. We're dedicated to supporting our independent agents with helpful product resources and continued innovation. It's no secret that insurance backed by personalized service and unmatched financial strength gives policyholders the advantage over the unexpected.

For more information, contact:

Tim Valleau, CPCU, AIC
Regional Director of Agencies
tvalleau@fmne.com
308.698.2838



farmers mutual
of nebraska

Always alongside you.

auto | farm | home | fmne.com

Enjoy the convenience of the Farmers Mutual Mobile App!



Did you know?

Did you know that PIA's company council, The PIA Partnership, has conducted nationwide research about the insurance buying preferences of small business owners?

The research is encouraging because it found that small business owners strongly prefer independent insurance agents as they make choices in today's online world.

However, the results also serve as a wake-up call that agents must take steps to continue to demonstrate their value and also be more engaged online.

PIA and the companies belonging to ***The PIA Partnership*** have created a public website that helps agents understand PIA's findings.

PIA members also have access to a private website containing a series of strategies and tools to help them stay ahead of online competition in commercial lines.

To access the newest PIA Partnership project, ***Small Business Insurance & The Internet – The Voice of the Commercial Lines Customer.***

If you are not a PIA member and want to access all of the tools available through this program, contact us for a membership application or visit us online at ***www.pianational.org/header-utility-items/join/Join-PIA***.



National Association of Professional Insurance Agents
400 N. Washington St., Alexandria, VA 22314-2353
www.pianet.com | membership@pianet.org | (703) 836-9340

Contents

Congress, Insurance Exposure & Rates: APCIA Testifies Before Subcommittee | 7

Consumers and insurers have been concerned about increasing insurance rates for the last few years. Congress is now concerned and a week ago the House Financial Services Committee's Subcommittee on Housing and Insurance held a hearing on insurance rates.

Drug Shortages: House Republicans Open a Probe | 8

The Federal Drug Administration (FDA) has a drug tracker and has found 130 drugs in short supply.

Mergers & Acquisitions: In Serious Decline | 10

OPTIS Partners tracks insurance mergers and acquisitions. The investment and financial banking firm said M&A activity in the first three-quarters of 2023 is the largest decline it has ever recorded.

Porch Pirates: A Growing & Costly Problem | 12

For the next couple of weeks we'll be seeing more of this group of miscreants than usual. The group? Porch pirates.

Insurance Rate Chaos: How Consumers Feel | 12

Insurance rates — especially homeowners and auto — are climbing higher and higher. For homeowners, insurers face high rebuilding and repair costs.

Small Business and Cybersecurity and Vulnerability | 16

The business insurer, Embroker just completed its annual cyber risk index. The results spell trouble for small businesses. The Embroker 2023 Cyber Risk Index found a high percentage of small businesses do not believe they are targets for cyberattacks.

Retirement & Women: Research | 24

Scary but true. The U.S. Census Bureau says nearly half of us have no retirement savings. For most insurance professionals, retirement planning is a must, and most of you have some sort of plan in place.

Insurance Job Prospects: Not Promising Past 2026 | 25

The US Bureau of Labor Statistics (BLS) is predicting the insurance industry will lose 400,000 jobs by 2026. That's a huge number, and a big concern when you consider that's two years and just over one month away.

Insurance Leaders & Risks | 26

The World Economic Forum (WEF) just finished tabulating the results of its annual survey of business risks. More than 11,000 executives from North America and Canada shared their worries with the WEF in a survey conducted by Marsh McLennan and Zurich North America.

Future Insurance Pricing: Two Reports | 27

Willis Towers Watson says businesses picking up, or renewing, commercial property insurance are going to see rate increases continuing into 2024. The Insurance Marketplace Realities 2024 report notes that the increases will likely be single digits for all lines.

PIA NE IA EVENTS

Upcoming Events Calendar 2023 | 18

ADVERTISEMENTS



**Contact Lindsey
to place an ad at
402-392-1611.**

Think  first



Thank You! Agents

We appreciate your continued support and wish you all the very best for the new year.



Berkshire Hathaway
GUARD Insurance
Companies

AmGUARD • EastGUARD • NorGUARD • WestGUARD

WWW.GUARD.COM





Main Street INDUSTRY NEWS

PIA FOR NEBRASKA AND IOWA

PIA Association for Nebraska and Iowa is committed to focusing its resources in ways that cast the most favorable light on its constituents. We are dedicated to providing the type of programs, the level of advocacy, and the dissemination of information that best supports the perpetuation and prosperity of our members. We pledge to always conduct ourselves in a manner that enhances the public image of PIA and adds real value to our members.

SUBSCRIBE OR COMMENT

Professional Insurance Agents NE IA

Attention: Editorial
Main Street Industry News
11932 Arbor Street, Ste. 100
Omaha, NE 68144

Email: office@pianeia.com
Ph: 402-392-1611
www.pianeia.com

The PIA NE IA, **Main Street Industry News** reserves the right to edit your comments to fit space available. We respectfully ask that you keep the comments to 200-300 words.

Follow and connect with us!



Cathy Klasi, Executive Director
(402) 392-1611

Lindsey, Ad Placement
(402) 392-1611

.....
This publication is designed by Strubel Studios.

IS YOUR E&O X-DATE HERE?

Considering a change?

Let the PIA quote your E&O

Steve Bailey

(402) 392-1611
Steve@pianeia.com



*E&O Coordinator
Steve Bailey*

CONGRESS, INSURANCE EXPOSURE & RATES

APCIA TESTIFIES BEFORE SUBCOMMITTEE

Consumers and insurers have been concerned about increasing insurance rates for the last few years. Congress is now concerned and a week ago the House Financial Services Committee's Subcommittee on Housing and Insurance held a hearing on insurance rates. It was titled the Factors Influencing the High Cost of Insurance for Consumers.

Is it too little, too late? Time will tell. Besides, Congress and the federal government have very little control over insurance rates. As most of you know, and as most members of Congress don't know, and most individuals don't know, Congress doesn't regulate insurance rates.

That is done at the state level via the McCarran-Ferguson Act of 1945.

Robert Gordon is the senior vice president, policy, research and international for the American Property Casualty Insurance Association (APCIA). He testified and tried to explain to the members of the subcommittee how insurance works.

Gordon told the subcommittee that the cost of catastrophes and individual incidents and other exposures is rising faster than insurance



companies can raise their rates, and that insurance regulators in the individual states are not allowing the necessary increases.

He noted that some strong leadership is needed going forward if the insurance industry is to overcome the losses it has faced in the last few years and Gordon pointed out that in the first eight months of 2023, the U.S. has experienced over \$24 billion in weather-related losses.

That's a record. Yet, regulators at the state level are not allowing insurers to keep up.

“The number one driver of property losses has been the accumulation of asset values in high-climate-risk regions as more people are moving into buildings in areas with high hurricane and wildfire risk that have become more expensive to rebuild,” Gordon told the subcommittee. “Losses are also being driven by economic inflation, climate change, and legal system abuse.”

All of this — inflation, climate change and legal system abuse — needs to be addressed and quickly.

“Insurance availability can be best improved by allowing competitive private markets to actuarially price risk according to expected costs, while reducing government rate suppression and policy form constraints,” Gordon added.

He told the subcommittee that insurers are supporting programs that assist the battle with climate change. Insurers have worked hard on wildfire mitigation programs and have supported the administration’s Wildland Fire Mitigation and Management Commission.

Insurers — Gordon said — have also worked to improve vehicle and highway safety standards.

“Insurers’ core business is protecting people and helping them recover from catastrophic losses to their homes, cars, and businesses. Insurers remain committed to our policyholders and American consumers,” he concluded. “But insurance markets are facing very strong challenges that will require strong leadership to overcome.”

Source: [Intelligent Insurer](#)

DRUG SHORTAGES HOUSE REPUBLICANS OPEN A PROBE

The Federal Drug Administration (FDA) has a drug tracker and has found 130 drugs in short supply. That short supply has led the Republicans on the House Committee on Oversight and Accountability to send a letter of concern to FDA Commissioner Robert Califf.

“Current shortages include important drugs commonly used to treat infections, respiratory illnesses, heart failure, psychiatric conditions, and cancer, and include drugs such as amoxicillin, penicillin, albuterol, Adderall, and cisplatin/carboplatin,” the letter said. “Earlier this year, there was a shortage of children’s acetaminophen and ibuprofen. The cancer drug shortage has gotten so severe that the FDA temporarily authorized the importation of drugs produced by non-FDA approved Chinese manufacturers”

The Republican committee members said this is approaching crisis levels and noted a survey done in July that said 8 in 10 hospitals and pharmacists are rationing drugs and putting off appointments because of the shortages.

The letter — signed by committee by Kentucky Republican and Chairman James Comer and health subcommittee Chairwoman Lisa McClain of Michigan — says the FDA has failed to make sure



“vitaly important” pharmaceuticals remain on the shelves of pharmacies.

“There are a variety of reasons for the current state of drug shortages apart from pandemic supply chain delays, including an over-reliance on offshore manufacturing facilities, surging demand for pharmaceuticals, and diminishing manufacturing of generics,” the letter added.

The FDA said it received the letter and will issue a response before the requested staff-level briefing on November 9th and the documents request of November 16th.

“While the agency does not manufacture drugs and cannot require a pharmaceutical company to make a drug, make more of a drug, or change the distribution of a drug, the public should rest assured the FDA is working closely with numerous manufacturers and others in the supply chain to understand, mitigate and prevent or reduce the impact of intermittent or reduced availability of certain products,” an agency spokesperson told the news agency, The Hill.

Sources: [The Hill](#) and [House Oversight Committee](#)

MERGERS & ACQUISITIONS IN SERIOUS DECLINE



OPTIS Partners tracks insurance mergers and acquisitions. The investment and financial banking firm said M&A activity in the first three-quarters of 2023 is the largest decline it has ever recorded.

There were 534 deals announced in the U.S. and Canada from January through September 30th. That's down 27% from the 720 in the same time period in 2022.

OPTIS Partners partner, Steve Germundson said the third quarter there were 168 transactions. That's down 34% from the same time frame of 2022. He said the slowdown is because of "rising costs of capital, the increase in leverage, and a smaller supply of business owners."

Here's the list of top buyers:

- Broadstreet Partners: 43 transactions
- Hub International: 37 transactions
- Inszone Insurance Services: 27 transactions
- Leavitt Group: 27 transactions
- World Insurance Associates: 24 transactions
- Arthur J. Gallagher: 25 transactions

The usual count leaders, Acisure and PCF saw their activity slowing considerably. How much so? Combined they did 81% fewer transactions this year than they did in all of 2022.

OPTIS Managing Partner Tim Cunningham said though deals are down, not all is lost.

"We continue to see valuations holding, especially for attractive sellers. The economic change of rising interest rates and a reduction in the supply of sellers has fundamentally changed the value proposition that the insurance distribution business represents," Cunningham said. "It has not reduced the demand from a still robust group of buyers. We expect the valuation environment to hold rather steady, though we could see that soften slightly for less attractive firms over the coming quarters."

More numbers:

- 67% of the deals were done by private equity-backed hybrid groups
- P&C only agencies accounted for 62%

Source: [Insurance Journal](#)



TRUST US TO HELP THEM GROW

From custom feeding to equipment breakdowns to business income, our Commercial Agribusiness coverage protects the specialized needs of the farming industry. Trust in Tomorrow.[®] Contact us today.

AUTO | HOME | FARM | BUSINESS



PORCH PIRATES: A *Growing & Costly Problem*

For the next couple of weeks we'll be seeing more of this group of miscreants than usual. The group? Porch pirates.

According to SafeWise/Vivint research over 260 million packages were stolen off of porches between November of 2021 and November of 2022. That's about \$19.5 billion in financial losses.

Breaking that down, it's \$59 per person for every person in the United States.

The NW Insurance Council sent out a news release this week on porch pirating. The council quotes Forbes Home. It found that eight of 10 of us have been porch pirate victims.

Subject to your deductible, much of that theft is insured by your homeowners or renters insurance policy so keep those receipts.

"If you suffer a costly loss — or damage to your home due to a theft — Homeowners or

Renters insurance may help you recover from the loss," the NW Insurance Council news release said. "Most homeowners and renters insurance provide coverage for your personal possessions inside and outside your home, including packages delivered to your doorstep. And if packages are stolen from your car, it's not your auto insurance that will cover the loss but your Homeowners or Renters insurance."

That said, NW Insurance Council President Kenton Brine said it may actually not be an option most of us will pursue.

"It is pretty typical for a homeowners insurance deductible to be a percentage of the insured value of the home, and may be in the \$1,500 - \$2,500 range, or more," Brine said. "But if the value of your stolen package is more than your deductible and you can provide purchase information, the good news is that your policy is likely to provide replacement coverage."

As to the problem itself, Rebecca Edwards of SafeWise said porch pirating is big business. She's the company's safety expert and quoted the U.S. Census Bureau's e-commerce totals. They're rising at about 10.8% per year.

"It may seem like it's so much more abundant because we're watching for it now," Edwards says. "A decade ago, it's something you may not have talked about — and certainly something you wouldn't have seen caught on camera and posted all over social media or neighborhood apps."

Can anything be done legally? Porch piracy is a crime in eight states with package-theft legislation. However, like most theft legislation these days, the crime is pretty much ignored as it is lumped in with petty thefts.

It is a federal crime to steal something delivered by the U.S. Postal Service but it is not a federal crime to grab a package delivered by Amazon, FedEx or UPS.

"The benefits of specific state laws make it easier to punish package thieves, and it gives law enforcement more insight into how widespread this specific crime really is," Edwards noted. "Without a specific law on the books, package theft may not even be chargeable, and at best it would be a misdemeanor."

Congress is thinking of instituting a Porch Pirates Act. It would make thefts from Amazon, etc. a federal crime like theft from the U.S. Postal service. That's a large fine and up to five years in prison.

But will enacting that law really change anything? Flash mobs roam big cities and terrorize big malls, strip malls and large department stores with impunity. Porch Pirating isn't quite so dramatic.

By the way, porch pirating is not just a holiday problem. It's something that goes on all year long. And look for the problem to continue to grow as Americans do more and more online shopping.

Here are some tips offered by the NW Insurance Council to protect your packages:

Before you pay online, check to see if your method of payment (bank credit or debit cards, or online payment systems like Venmo or PayPal) offer "purchase protection" for stolen or damaged items.

Before ordering a purchase online, familiarize yourself with the claims process and reimbursement or replacement policies for each delivery service — such as UPS, FedEx, Amazon and USPS — if your package is lost or stolen.

Insure your purchases for the full amount of the item with the seller and/or the carrier shipping the package.

Use tracking numbers to keep track of your packages and/or require signatures on all package deliveries.

Take advantage of delivery service email or text delivery alerts on your smart phone and try to have someone at home to receive the package if you know when it's going to be delivered.

Consider having packages delivered to an alternate location, such as your workplace or a parcel locker, or connect with trusted neighbors, and plan to sign for and receive each other's packages when the other is not at home.

Install a security camera system at your front door. It may not prevent a porch pirate from

stealing your package, but you'll have their face on video if you decide to file a police report. Just make sure the camera is set at an angle that easily captures visitor's faces.

Package Stolen? What To Do

Once you've verified the package was delivered, check with your neighbors first just in case it was delivered to the wrong house. Also check around and near your front door in case the delivery driver placed the package in a spot that's hidden from plain view.

Make sure to keep all receipts, tracking numbers, delivery confirmations and any other evidence you have of the item in the lost or stolen package.

If your package is confirmed stolen, contact the seller or retailer and file a claim with them.

Various retailers have different policies for handling stolen items and you are likely entitled to a refund or a replacement.

You may also want to file a claim with the shipping company. Contact the carrier online or by phone to report the missing or stolen package. Carriers, such as the Postal Service or UPS, have their own processes for handling lost and stolen packages.

The credit card you used to buy the item may have Purchase Protection. If the item was purchased entirely by that credit card, and the card issuer is alerted within a specified timeframe, you may be reimbursed for the stolen package. Just make sure to review your credit card company's Purchase Protection policy to familiarize yourself with any exclusions that may apply.

Sources: [NW Insurance Council](#) and [Forbes Advisor](#)

NEW PIA PROGRAM ALERT



Blueprint for
**AGENCY
SUCCESS**

The resources you need for the stages that matter

- **Business Planning Guide**
- **Growth Strategy Guide**
- **Agency Continuity Guide**

piablueprintforsuccess.com



ABOUT US

PIA Design & Print offers a one-of-a-kind relationship between you, your brand, and our diligent, creative and unique team of hardworking professionals whose top priority is building your business. With your input, we forge the path between you and your future clients, reliably growing your brand into a name people know and trust.

Formerly known as Creative Services, Design & Print works closely with your small business, insurance agency or association. We help grow your business by focusing on marketing you, your brand, and the services that you provide.

Contact Design & Print today to make the most of your business. You are important to us—let us show you!

(800) 424-4244 | design.print@pia.org | pia.org/design&print



MEMBER reimbursement PROGRAM



PIA is now providing members reimbursements who use select PIA programs. PIA members may request **reimbursements totaling up to \$500** on a first-come, first-served basis!



© Copyright 2022 National Association of Professional Insurance Agents

Learn more at pianational.org/moneyformembers



SMALL BUSINESS AND CYBERSECURITY AND VULNERABILITY

The business insurer, Embroker just completed its annual cyber risk index. The results spell trouble for small businesses. The Embroker 2023 Cyber Risk Index found a high percentage of small businesses do not believe they are targets for cyberattacks.

The index found 48% do not believe they will face a data breach or a ransomware attack. At the same time, 79% of the small businesses surveyed admitted to experiencing a cyber attack. That's up from 67% in 2022.

That statement makes more sense when you break the numbers down.

- 40% of companies in the early stages of development think an attack is somewhat or extremely likely
- 56% of companies with Series A&B funding think an attack is likely
- 72% believe an attack is very likely

A different study done by Accenture found close to 45% of cyberattacks were aimed at small and medium-sized businesses. The average cyberattack — depending on the size,

scope and type of attack — costs between \$826 and \$653,587.

Embroker's study finds the founders of small businesses are growing more educated about all things cyber by the day.

- 47% said it gave them the necessary services to respond to an attack
- 43% said it made it easier for them to secure funding to start the business or keep it going in the early stages
- 39% said it helps comply with federal regulations

Unfortunately, there's the issue of affordability.

- 36% say they want cyber insurance but cannot afford it
- The good news is that's an 8% difference from the 44% in the 2022 survey
- 16% still claim it's not necessary
- That, too, is down from 32% found in the 2022 survey

Source: [Digital Insurance](#)

Protect your clients with PIA's cyber insurance PROGRAM

Now PIA members can sell the same great PIA cyber insurance coverage that many have already purchased for their own agency.

- Easy online quoting
- Special PIA enhancements and social engineering coverage
- Reduced rates



LEARN MORE AT
pianational.org/sellcyber

Events Calendar 2024

For information and to register [click here](#) or call (402) 392-1611.

Date	Class/Webinar	Where	When
January 9, 2024	An Hour with Cathy: Certificates of Insurance - Headaches and Remedies	NE/IA	Live Webinar: 10 - 11 AM
January 9, 2024	Mastering Business Income: Tools & Tips to Keep Insureds Flush	NE/IA	Live Webinar: 12 - 3 PM
January 9, 2024	CPIA Advanced: E&O Loss Control for Agencies	All States	Live Webinar: 8:30 - 4:15 PM
January 11, 2024	Homeowners Deep-Dive: What You Need to Know About the Most Recent Forms	NE/IA	Live Webinar: 8 - 11 AM
January 18, 2024	All-Things Ethics: Agent Obligations, Standards, Authority and More	NE/IA	Live Webinar: 12 - 3 PM
January 23, 2024	Bots, Crypto, Weed and Other Risks You Never Imagined Insuring (But Here We Are)	NE/IA	Live Webinar: 8 - 11 AM
January 23, 2024	Insuring Vehicles, Equipment and Other Stuff That Moves – Personal & Commercial Lines	NE/IA	Live Webinar: 12 - 3 PM
January 24, 2024	CISR: Other Personal Lines Solutions	All States	Live Webinar: 8 - 4 PM
January 25, 2024	Big Rig, Big Risk: Mastering Trucking Accounts	NE/IA	Live Webinar: 8 - 11 AM
January 30, 2024	Claims That Will Convince Your Insured to Enhance Their Homeowners Coverage	NE/IA	Live Webinar: 8 - 11 AM
January 30, 2024	Covering Online Fraud and Employees Who Turn Out to Be Crooks	NE/IA	Live Webinar: 12 - 3 PM
February 1-2, 2024	Winter Retreat	NE/IA	Lincoln, NE
February 6, 2024	An Hour with Kevin: Using Small Motor Vehicles to Break Things & Hurt People	NE/IA	Live Webinar: 10 - 11 AM
February 6, 2024	Bots, Crypto, Weed and Other Risks You Never Imagined Insuring (But Here We Are)	NE/IA	Live Webinar: 12 - 3 PM
February 6, 2024	CPIA 1: Position for Success	All States	Live Webinar: 8:30 - 4:15 PM
February 8, 2024	CISR: Insuring Personal Auto Exposures	All States	Live Webinar: 8 - 4 PM
February 13, 2024	Liar!: An Agent's Role in Identifying & Handling Fraud	NE/IA	Live Webinar: 12 - 3 PM
February 15, 2024	An Hour with Sam: Liability Concerns in the Personal Auto Policy	NE/IA	Live Webinar: 10 - 11 AM

February 15, 2024	Ethical Dilemmas in Insurance and the Responsibilities of Agents	NE/IA	Live Webinar: 12 - 3 PM
February 20, 2024	Marriage, Kids, Money, Assisted Living and Everything Between: Home and Auto Exposures For Life	NE/IA	Live Webinar: 8 - 11 AM
February 20, 2024	Social Security and Medicare: Your Questions Answered	NE/IA	Live Webinar: 12 - 3 PM
February 20-21, 2024	CIC: Commercial Property Institute	All States	Des Moines, IA
February 20-21, 2024	CIC: Commercial Property Institute	All States	Live Webinar: 8 - 5 PM
February 21, 2024	The STORM 2024 Edition: Commercial and Personal Lines Coverage Concerns in the Wake of a Big One	NE/IA	Live Webinar: 1 - 2 PM
February 22, 2024	Flood Insurance: What You Need to Know	NE/IA	Live Webinar: 8 - 11 AM
February 22, 2024	The Bad Thing Happened: Handling Commercial Claims & Coverage Disputes	NE/IA	Live Webinar: 12 - 3 PM
February 27, 2024	Inflation and Personal Lines: Helping Insureds Understand Why It Matters and What to Do	NE/IA	Live Webinar: 12 - 3 PM
February 27, 2024	CISR: Insuring Commercial Property	All States	Live Webinar: 8 - 4 PM
March 5, 2024	All-Things Ethics: Agent Obligations, Standards, Authority and More	NE/IA	Live Webinar: 12 - 3 PM
March 5, 2024	An Hour with Dave: All-Things Ordinance or Law (Personal and Commercial)	NE/IA	Live Webinar: 10 - 11 AM
March 5, 2024	CPIA 2: Implement for Success	All States	Live Webinar: 8:30 - 4:15 PM
March 7, 2024	The Fine Print: Understanding the Contractual Obligations of Your Insured	NE/IA	Live Webinar: 12 - 3 PM
March 12, 2024	CISR: Commercial Casualty I	All States	Live Webinar: 8 - 4 PM
March 19, 2024	An Hour with Nicole: Everything You Need to Know About Insuring Work-From-Home Exposures	NE/IA	Live Webinar: 10 - 11 AM
March 19, 2024	Claims That Will Convince Your Insured to Enhance Their Homeowners Coverage	NE/IA	Live Webinar: 12 - 3 PM
March 19-20, 2024	CIC: Commercial Casualty Institute	All States	Omaha, NE
March 19-20, 2024	CIC: Commercial Casualty Institute	All States	Live Webinar: 8 - 5 PM
March 21, 2024	Cyber Coverage: Protecting Your Insureds From Hackers, Liars, & Really Bad Bots	NE/IA	Live Webinar: 12 - 3 PM
March 21, 2024	Forward and Backward: Insuring Emerging Risks, Surviving Deteriorating Markets	NE/IA	Live Webinar: 8 - 11 AM
March 26, 2024	Commercial Property: Recent Changes and Crucial Concepts	NE/IA	Live Webinar: 8 - 11 AM

March 26, 2024	Mastering Business Income: Tools & Tips to Keep Insureds Flush	NE/IA	Live Webinar: 12 - 3 PM
March 26, 2024	CISR: Agency Operations	All States	Live Webinar: 8 - 4 PM
March 27, 2024	An Hour with Dave: Coverages That Keep a Business Income Loss From Bankrupting You	NE/IA	Live Webinar: 1 - 2 PM
March 28, 2024	Covering Online Fraud and Employees Who Turn Out to Be Crooks	NE/IA	Live Webinar: 12 - 3 PM
April 2, 2024	CPIA 3: Sustain Success	All States	Live Webinar: 8:30 - 4:15 PM
April 9, 2024	An Hour with Cathy: Commercial Property Valuation Options (aka "How Big is the Check?!")	NE/IA	Live Webinar: 10 - 11 AM
April 9, 2024	Ethical Dilemmas in Insurance and the Responsibilities of Agents	NE/IA	Live Webinar: 12 - 3 PM
April 10, 2024	CISR: Life & Health Essentials	All States	Live Webinar: 8 - 4 PM
April 11, 2024	An Hour with Kevin: Using Small Motor Vehicles to Break Things & Hurt People	NE/IA	Live Webinar: 10 - 11 AM
April 11, 2024	The Fine Print: Understanding the Contractual Obligations of Your Insured	NE/IA	Live Webinar: 12 - 3 PM
April 16, 2024	Inflation and Personal Lines: Helping Insureds Understand Why It Matters and What to Do	NE/IA	Live Webinar: 12 - 3 PM
April 16, 2024	Insuring Vehicles, Equipment and Other Stuff That Moves – Personal & Commercial Lines	NE/IA	Live Webinar: 8 - 11 AM
April 16-17, 2024	CIC: Personal Lines Institute	All States	Live Webinar: 8 - 5 PM
April 23, 2024	"Wait...What the #^&* Just Happened?!" Fourteen Personal Lines Issues To Know Before It's Too Late	NE/IA	Live Webinar: 8 - 11 AM
April 23, 2024	CISR: Commercial Casualty II	All States	Live Webinar: 8 - 4 PM
April 25, 2024	Social Security and Medicare: Your Questions Answered	NE/IA	Live Webinar: 12 - 3 PM
April 25, 2024	Stinkin Rich, Insurance Poor: P&C Coverage Challenges for High-Net-Worth Individuals	NE/IA	Live Webinar: 8 - 11 AM
May 1, 2024	William T. Hold Seminar Commercial	All States	Live Webinar: 8 - 4 PM
May 2, 2024	Certificates, Contractors, and You: Fights, Coverage Issues, Best Practices	NE/IA	Live Webinar: 12 - 3 PM
May 7, 2024	CISR: Insuring Personal Residential Property	All States	Live Webinar: 8 - 4 PM
May 9, 2024	All-Things Ethics: Agent Obligations, Standards, Authority and More	NE/IA	Live Webinar: 12 - 3 PM
May 9, 2024	An Hour with Sam: Physical Damage Coverage Concerns in the Personal Auto Policy	NE/IA	Live Webinar: 10 - 11 AM

May 14, 2024	An Hour with Nicole: Why Personal Lines Deductibles Always Confuse Insureds	NE/IA	Live Webinar: 10 - 11 AM
May 14, 2024	Claims That Will Convince Your Insured to Enhance Their Homeowners Coverage	NE/IA	Live Webinar: 12 - 3 PM
May 14-15, 2024	James K Ruble Graduate Seminar	All States	Omaha, NE
May 14-15, 2024	James K Ruble Graduate Seminar	All States	Live Webinar: 8 - 5 PM
May 16, 2024	Cyber Coverage: Protecting Your Insureds From Hackers, Liars, & Really Bad Bots	NE/IA	Live Webinar: 12 - 3 PM
May 16, 2024	Homeowners Deep-Dive: What You Need to Know About the Most Recent Forms	NE/IA	Live Webinar: 8 - 11 AM
May 21, 2024	The Bad Thing Happened: Handling Commercial Claims & Coverage Disputes	NE/IA	Live Webinar: 12 - 3 PM
May 23, 2024	Social Security and Medicare: Your Questions Answered	NE/IA	Live Webinar: 12 - 3 PM
May 23, 2024	Transportation Insurance: A Non-Standard Business Exposure	NE/IA	Live Webinar: 8 - 11 AM
June 5, 2024	When Nature's Fury is Unleashed on Your Insureds Town - Part 1	NE/IA	Live Webinar: 9 AM -12 PM
June 6, 2024	An Hour with Sam: Liability Concerns in the Personal Auto Policy	NE/IA	Live Webinar: 10 - 11 AM
June 6, 2024	Mastering Business Income: Tools & Tips to Keep Insureds Flush	NE/IA	Live Webinar: 12 - 3 PM
June 11, 2024	CISR: Commercial Casualty I	All States	Live Webinar: 8 - 4 PM
June 13, 2024	Bots, Crypto, Weed and Other Risks You Never Imagined Insuring (But Here We Are)	NE/IA	Live Webinar: 8 - 11 AM
June 18, 2024	An Hour with Cathy: Certificates of Insurance - Headaches and Remedies	NE/IA	Live Webinar: 10 - 11 AM
June 18, 2024	Ethical Dilemmas in Insurance and the Responsibilities of Agents	NE/IA	Live Webinar: 12 - 3 PM
June 20, 2024	Covering Online Fraud and Employees Who Turn Out to Be Crooks	NE/IA	Live Webinar: 12 - 3 PM
June 20, 2024	How It's Built, How It's Used, Will It Survive: Elements of Property Underwriting	NE/IA	Live Webinar: 8 - 11 AM
June 24, 2024	CISR: Elements of Risk Management	All States	Live Webinar: 8 - 4 PM
June 25, 2024	Flood Insurance: What You Need to Know	NE/IA	Live Webinar: 8 - 11 AM
June 25, 2024	Inflation and Personal Lines: Helping Insureds Understand Why It Matters and What to Do	NE/IA	Live Webinar: 12 - 3 PM
June 13-14, 2024	CIC: Commercial Multiline Institute	All States	Des Moines, IA

PIA NE IA EVENTS

June 13-14, 2024	CIC: Commercial Multiline Institute	All States	Live Webinar: 8 - 5 PM
June 25-26, 2024	PIA Annual Convention	NE/IA	Lincoln, NE
June 26, 2024	An Hour with Dave: All-Things Ordinance or Law (Personal and Commercial)	NE/IA	Live Webinar: 1 - 2 PM
June 27, 2024	Why Inadequate EPLI Will Close Your Business (and What to Do About It)	NE/IA	Live Webinar: 8 - 11 AM
July 10, 2024	When Nature's Fury is Unleashed on Your Insureds Town - Part 2	NE/IA	Live Webinar: 9 AM -12 PM
July 16-17, 2024	CIC: Agency Management Institute	All States	Live Webinar: 8 - 5 PM
July 25, 2024	CISR: Insuring Commercial Property	All States	Live Webinar: 8 - 4 PM
August 6, 2024	CPIA Advanced: An Agents Guide to Understanding and Mitigating Cyber Exposures	All States	Live Webinar: 8:30 - 4:15 PM
August 7, 2024	CISR: Other Personal Lines Solutions	All States	Live Webinar: 8 - 4 PM
August 13-14, 2024	CIC: Commercial Property Institute	All States	Omaha, NE
August 13-14, 2024	CIC: Commercial Property Institute	All States	Live Webinar: 8 - 5 PM
August 20, 2024	CISR: Agency Operations	All States	Live Webinar: 8 - 4 PM
August 27-28, 2024	CIC: Insurance Company Operations Institute	All States	Des Moines, IA
August 27-28, 2024	CIC: Insurance Company Operations Institute	All States	Live Webinar: 8 - 5 PM
September 4, 2024	CPIA 1: Position for Success	All States	Live Webinar: 8:30 - 4:15 PM
September 9, 2023	Scholarship Golf Outing	NE/IA	York, NE
September 10, 2024	Farm Seminar	NE/IA	York, NE
September 17, 2024	CISR: Commercial Casualty II	All States	Live Webinar: 8 - 4 PM
September 25, 2024	CISR: Insuring Personal Auto Exposures	All States	Live Webinar: 8 - 4 PM
October 8, 2024	CPIA 2: Implement for Success	All States	Live Webinar: 8:30 - 4:15 PM
October 15, 2024	CISR: Insuring Personal Residential Property	All States	Live Webinar: 8 - 4 PM
October. 22, 2024	CISR: Insuring Commercial Property	All States	Live Webinar: 8 - 4 PM

October 24-25, 2024	James K Ruble Graduate Seminar	All States	Des Moines, IA
October 24-25, 2024	James K Ruble Graduate Seminar	All States	Live Webinar: 8 - 5 PM
October. 29, 2024	CISR: Elements of Risk Management	All States	Live Webinar: 8 - 4 PM
November 19-20, 2024	James K Ruble Graduate Seminar	All States	Live Webinar: 8 - 5 PM
November 5, 2024	CPIA 3: Sustain Success	All States	Live Webinar: 8:30 - 4:15 PM
November 14, 2024	CISR: Commercial Casualty II	All States	Live Webinar: 8 - 4 PM
December 17, 2024	CISR: Insuring Personal Residential Property	All States	Live Webinar: 8 - 4 PM

WWW.ANDERZTOONS.COM



"No, I don't want a hug! Sales! That's what I want! Sales!"

RESEARCH

RETIREMENT & WOMEN



The U.S. Census Bureau says nearly half of us have no retirement savings. For most insurance professionals, retirement planning is a must, and most of you have some sort of plan in place.

However, for many women, retirement is farther in the future than for most men. The investment management firm T. Rowe Price said the balances of women in 401(k) accounts is about 65% of what men have in theirs.

Also, annually, women put 43% less in their plans than men. Women contribute an average of \$5,421 compared to men putting about \$9,578 in theirs.

Nationwide Insurance found that 62% of women plan to retire much later than men, or not at all. Of those with a retirement date in mind, Lowell Smith, the CEO of the retirement provider, Iralogix, says 30% have only enough money saved up to last one to three years.

"We weren't expecting just how dire the situation is for women and the extent to which they've fallen behind in their retirement preparations," Smith said. "What's especially harrowing is how quickly even those who have saved for retirement are going to exhaust their savings."

One big problem for women — as we all know — is that they typically live longer than men.

Health issues then become a problem that eats up retirement funds. The Milliman Retiree Health Cost Index says women retiring at age 65, and living to age 90, will likely spend \$300,000 on healthcare.

Men retiring at the same age and living to age 88 will see healthcare costs hitting about \$264,000.

Here's why women start careers at a disadvantage: (list from sources)

- Women usually have more student loan debt than men
- They make less money when they enter the job market
- Caregiving often derails careers

Currently, women are 60% of the enrolled college students in the U.S. And the education they're getting often doesn't pay off when you consider the cost of getting that education.

The average student loan debt for women is \$30,296. For men that figure is \$29,621. And — by the way — the Education Data Initiative says men are much more likely to get education financial help from their parents than women.

Source: [Digital Insurance](#)

INSURANCE JOB PROSPECTS

NOT PROMISING PAST 2026

The US Bureau of Labor Statistics (BLS) is predicting the insurance industry will lose 400,000 jobs by 2026. That's a huge number, and a big concern when you consider that's two years and just over one month away.

Combined with that report is information that the hiring rate in the industry is slowing — considerably. October saw a hiring slowdown and only 1,100 positions were filled. That compares to September's 3,900 and July's 8,300. Most affected in October were personal lines writers.

The numbers don't worry AM Best analysts. "The recent layoffs would more likely fall into the cyclical, rather than the structural, category," they said.

Those are the numbers currently. The 400,000 job loss prediction is in the future and is a bit more dire. The reasons The BLS gives vary and start with huge numbers of people retiring and finding someone to replace them is uncertain.

Interpreting the BLS numbers, RSM Consulting says customer preferences are rapidly changing. More people are — inadvisedly — grabbing insurance online rather than from agents and agencies. Then there's AI and big technology changes.

Regulations are also impacting jobs.

RSM says these issues need to be addressed, and addressed quickly. Disadvantages in competition, problems with day-to-day operations, difficulty retaining customers and



other issues will cause income issues and could lead to more draconian regulations.

While RSM talks quickly, the industry has — for the last couple of decades — been moving quickly. Over half of the nation's insurance providers are actively seeking people with the main focus being data analytical skills. This is designed to propel insurers deeper into the digital age where innovation is supposed to enhance customer experiences.

And since we're already deep into the digital age, having skilled, and experienced people in those positions is essential to keep companies from experiencing too many fraudulent claims, and risks the company ought not assume.

RSM senior analyst, Marlene Dailey said these are items that can critically impact the company's reputation and financial performance.

"Data analytics, cybersecurity and digital marketing are skills we expect to be in especially high demand as workforce pressure continues," she said. "But data-related skills, in particular, will be paramount for various business functions of insurers."

Sources: [Insurance Business America](#) and [Insurance Business America](#)



INSURANCE LEADERS & RISKS

The World Economic Forum (WEF) just finished tabulating the results of its annual survey of business risks. More than 11,000 executives from North America and Canada shared their worries with the WEF in a survey conducted by Marsh McLennan and Zurich North America.

Reid Sawyer heads Marsh's emerging risks group. He said the top worry in their minds is economic pressures and the strong possibility of another recession, or economic stagnation.

"What this is signaling to us is continued fragility in the system and concern over shocks that could occur," Sawyer said.

Top-10 Risks:

Doing business in North America

1. Economic downturn: recession, stagnation
2. Infectious diseases: COVID, etc.
3. Labor and/or talent shortage
4. Inflation
5. Extreme weather events: floods, storms, and so on
6. Accidental or intentional use of biological, chemical, or nuclear weapons

7 Energy supply shortages

8. Misinformation and disinformation

9. Erosion of social cohesion and wellbeing

10. Household debt

Speaking, again, to the top issue of economic pressures, Sawyer said when you consider what's happening politically and economically around the planet, that makes sense.

"Not surprisingly, the economic issues are dominant as we think about recession fears. There is a proverbial soft landing that we're all looking for in the economy," Sawyer added. "While we've had significant progress with jobs reports and the reason inflation report that came out this week, there's still an overwhelming concern when we think about how events in the Middle East could spiral further and create other cascading issues."

Jessica Balsam is with Zurich's North America resilience solutions sustainability team. She addressed the concern over climate change and energy issues.

"From a resilience perspective, the issue is the uncertainty around the depth and breadth of

climate-related issues,” she said. “Climate and energy issues are very closely related, and to see them both on the list is certainly something we’re paying attention to and preparing for.”

You also can’t leave a subject like business worries without addressing cyber. Sawyer was surprised that it’s not in the top-5 worries.

“Cyber’s absence in the top five is significant when considering where it sits in other surveys.

The fact that AI risk and climate are not in the top five is [also] notable,” Sawyer said. “What the last five years have taught us, if anything, is that, with the turmoil we’re facing, we need to plan on multiple risk horizons. The challenge comes when we start aligning priorities and risk capital to deal with short-term risks but at the cost of the choices we’re making in the future.”

Source: [Insurance Business America](#)

TWO REPORTS

FUTURE INSURANCE PRICING



Willis Towers Watson predicts ongoing rate hikes for commercial property insurance in 2024, likely single digits across all lines.

That’s one side of the coin. The other is casualty insurance. Willis Towers Watson expects that market to harden even more.

Some commercial sectors will experience significant rate increases, particularly in property, auto, cyber risk, and terrorism insurance. This may lead many to consider alternatives such as captives and parametrics.

Jon Drummond's Predictions from WTW Report

- Rates for risks exposed to greater catastrophe risk will rise 10% to 25% in the next year
- Non-catastrophe risks will stay flat at about 10%
- Cyber rates are stabilizing and will jump 5% in some case and fall up to 5% in others
- General liability rates will rise 1% to 4%
- Umbrella coverage will see increases of 4% to 8%
- Heavy auto, large fleet risks will see prices go up 10% to 15%
- Excess liability rates are predicted to rise 2% to 7%
- Heavy auto and large fleet excess liability rates will go up 10% or more
- D&O for the top directors and officers will be flat to lower by 10%
- Work comp rates will continue the drop to the floor and will fall 1% to 3%

“As the reinsurance market continues to exert its influence over retail insurers and capital distribution, our clients may face more uncertainty in 2024 across both property and casualty product lines,” Drummond said.

A bifurcated market may also be more prevalent across many lines of business and industries in the near future.

Swiss Re came to a similar conclusion but from a slightly different angle. It said profitability in the P&C sector will improve in 2024 and that improvement will last through 2025.

The company predicts that premium growth on a global scale will rise to 3.4% by the end of this year and will be 2.6% through 2024 and 2025. The improvements will come from good investment returns.

This year’s investment returns will end up at 3.3% and will go even higher to 3.7% in 2024 and 3.9% in 2025.

Claims always impact profitability and the Swiss Re report says, “the impact of economic inflation on claims is forecast to ease further over the course of 2024 and 2025.” Better control over underwriting is helping to combat inflation issues and the higher claims costs from inflation.

Premium growth — in total — is expected to be about 2.2% for the next couple of years. That’s up from the 1.6% average for the last five years.

Source: [Business Insurance](#)



BOOST YOUR AGENCY'S DEFENSE WITH DISCLAIMERS

Your agency proposal is an admissible document. This means at the time of an errors-and-omissions (E&O) claim, both attorneys - the one defending your agency and the one suing your agency - have a right to review it, evaluating whether the agency proposal helps or hurts their position.

Disclaimers in your proposal can help provide an element of protection that could be material enough to help determine the outcome of a claim - and are not limited strictly to P&C proposals. Examples include:

Information contained in this proposal is intended to provide you with a brief overview of the coverages provided for reference purposes only. It is not intended to provide

you with all policy exclusions, limitations, and conditions. The precise coverage afforded is subject to the terms, conditions, and exclusions of the policies issued. This is designed to alert the client that the proposal is not a substitute for the policy when determining coverage issues.

Specimen forms are available upon request.

While it is preferable to include the specimen forms, many can be lengthy. This disclaimer advises the client that the actual forms that will be part of the policy will be provided if they wish to see them. This takes on heightened importance on coverages such as Cyber, Employment Practices Liability, D&O, and E&O, where there is no real standardization of the forms. In addition, coverages written through the E&S marketplace are typically customized to only provide the coverage the carrier desires.

Higher liability limits may be available.

Please let us know if you would like a quote for increased limits. When your agency is quoting limits, the client should know that the limits noted on the proposal are not the only limits available.

In evaluating your exposures to loss, we have depended upon information provided by you. If there are other areas that need to be evaluated prior to binding coverages, please bring them to our attention.

This disclaimer notes that it is the client's responsibility to notify the agency of other issues of concern. What's more, the client is responsible for providing the agency with accurate information. For example, what if the client fails to advise you that they allow employees to use their personal vehicles for business purposes, or that the client has just bought a dog or put an addition on the house?

Exclusions and Limitations include, but are not confined to, the following: (list some key exclusions). Virtually every insurance policy has exclusions, and many have limitations. Listing them could prompt discussion on what coverage is necessary to address those exclusions. This creates a sales opportunity as the disclaimer notifies the client that not everything is covered.

The rates quoted for these benefits may be subject to change based on final enrollment and/or final underwriting requirements.

This is a common disclaimer used in benefit proposals and is designed to place responsibility on the client to notify the agency if there have been any changes to the census data previously provided.

This policy is written by a surplus lines insurer and is not subject to the filing or approval requirements of the (specific state) Department of Banking and Insurance. Such a policy may contain conditions, limitations, exclusions, and different terms than a policy issued by an insurer granted a Certificate of Authority by the (specific state) Department of Banking and Insurance. The insurer has been approved as an eligible surplus lines insurer, but the policy is not covered by the (specific state) Insurance Guaranty Fund.

This could be a key disclaimer if the surplus lines carrier becomes insolvent.

BOTTOM LINE: Many agencies are sensitive to the length of their proposals. While lengthy proposals are an issue, including the necessary disclaimers in your proposals can make the difference in whose favor a judgment goes if an E&O claim occurs.



PARTNER WITH THE HARTFORD, A LEADER IN FLOOD INSURANCE.

The Hartford is one of the largest providers of flood insurance, offering a full-service solution, competitive commissions and a dedicated local Sales Director.

Contact Michele Battis, Sales Director, at 704-972-5918 michele.battis@thehartford.com.

The Hartford is proud to be PIA's nationally endorsed flood insurance provider.

42314A
The Hartford is a participant in the federal Write Your Own (WYO) Program, part of the National Flood Insurance Program (NFIP) managed by the Federal Emergency Management Agency (FEMA). WYO flood policies are underwritten by the federal government and issued, sold, and administered by authorized private insurance companies, including Hartford Fire Insurance Company, Hartford Insurance Company of the Midwest and Hartford Underwriters Insurance Company. Policies are subject to rules, regulations, terms, conditions, and availability of the NFIP. Conditions and limitations may apply, refer to policy terms for details.

Is your agency ready for a better **401(k) PLAN?**

PIA 401(k) Retirement Plan is a turn-key, low-cost solution for agency owners and their employees.

- outsources functions to third parties for **less fiduciary strain on the company**
- **lower cost**
- **payroll** integrations and year-end data
- **less error**



LEARN MORE AT
pianational.org/401k

“ Running an agency
raises lots of questions.
PIA provides me with
valuable answers. ”

Gino Orrino

Orrino Capital Services
Corona, NY

I AM PIA.

When **GINO ORRINO** has a problem, he knows exactly who to call: PIA. PIA has knowledgeable experts who support agents when they have questions. They provide solutions to problems from both a business and insurance standpoint. With PIA, it's problem solved.

**FIND OUT WHY IT PAYS TO JOIN PIA.
WHEN YOU DO, YOU'LL BE PIA, TOO!**



Local
Agents
Serving
Main Street
America™

www.iampia.com

