

## SUGGEST A QUESTION FOR THE PANEL

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## RETURN THIS FORM TO

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# Rising to the challenge.

Succeeding in the new normal

## 21ST ANNUAL INSURANCE EXECUTIVE FORUM

Breakfast seminar for insurance executives  
and risk managers

8-11 a.m., Tuesday, October 18, 2011  
Union League Club  
65 West Jackson Boulevard, Chicago



## PROGRAM OVERVIEW

The business landscape has changed fundamentally. As the sluggish economy continues, “normal” no longer looks like the normal of recent years. Factors such as the economy, regulatory change, health care reform, technological developments, talent needs, globalization, and industry performance must be looked at in a new context as the insurance industry considers how to succeed in a very different environment. We invite you to join us as a panel of industry executives discusses how to prosper and thrive in this “new normal” environment, answering such questions as:

- What is the “new normal?”
- What impact is the ongoing financial crisis having on the insurance industry?
- What are the key legislative and regulatory reform concerns? What impact will they have on the insurance industry? What about the push for global regulation?
- With catastrophes in 2011 on a record pace, what effects will they have on the industry in 2012?
- Where is the market, and where is it going?
- What has been the impact of the federal health care reform on the insurance industry and insurance buyers?
- How are the significant world events that are now part of a constantly changing global environment reshaping risk management?
- As all businesses, even the small ones have become more global, how are insurers and brokers working with their clients to address their global exposures?
- How embedded is enterprise risk management in organizations? Or is there still a long way to go before it becomes the norm?
- As global catastrophes such as the earthquake in Japan have focused attention on supply chain disruption, how are insurers and brokers working with their clients to identify and address these exposures?
- What impact are “green” issues having on the demand for insurance products and on claims, and how is the industry responding to these issues?

- With the explosion of new technologies, how is the insurance industry using the technology to improve the way they do business and distribute their products? How can the industry use social media more effectively?
- What are some of the emerging risks that might be on the horizon?
- As the issue of talent needs continues to be of significant concern, what is the insurance industry doing to address their talent needs and adapt to the characteristics and expectations of the next generation of insurance industry professionals?

## SCHEDULE

- 7:30 a.m. Registration and coffee
- 8:30 a.m. Breakfast
- 9 a.m. Panel discussion with industry leaders and audience participation
- 11 a.m. Closing remarks

## WHO SHOULD ATTEND?

- Insurance company CEOs, CFOs, managers, and underwriters who need to know what the competition is doing to meet the challenges that lie ahead.
- Risk managers who must anticipate future needs to protect the company’s assets and income against a broad array of risks associated with the business.
- Strategically oriented brokers who interface between buyers and sellers and need to be more knowledgeable about the future of the industry.
- Reinsurance brokers who seek to become the solution providers to the risks they are placing.
- Bankers and market analysts who need to keep pace with the changes and emerging trends in the insurance and financial services environment.

## MODERATOR

**MILLIE WORKMAN** is the director of training and education for the International Risk Management Institute, Inc. (IRMI).

## SPEAKERS

**HUGH BURGESS** is CEO of Allianz Global Corporate & Specialty (Americas) and has more than 20 years of insurance experience. Holding a degree in mathematics from Villanova University and a master's in statistics from Rutgers University, he started his insurance career with Hanover Insurance as a regional actuary. After assuming significant actuarial roles with Reliance National, he joined Fireman's Fund Insurance Company, a wholly owned subsidiary of Allianz, in 1999 as chief actuary of marine. During his career with Fireman's Fund, Burgess assumed several key leadership positions including head of Marine Claims, head of integration management, regional underwriting executive, and chief underwriting officer, specialty insurance, with responsibility for marine, primary and excess casualty, and professional liability lines of business. In January 2009 Burgess was appointed as global marine head of the Americas at Allianz Global Corporate & Specialty with responsibility for marine business in Argentina, Brazil, Canada, Colombia, Mexico, and the United States.

**KIP KELLEY** serves as resident managing director (Chicago office head) and regional managing director of the 14 offices comprising Aon Risk Solutions. In 1988 Kelley started his Aon career with Aon Affinity. He was appointed president of Aon Association Services Division in 1997. Three years later he became executive vice president of Affinity Insurance Services, Inc.—Aon's U.S. affinity program subsidiary. In 2003 Kelley was appointed chairman of Aon's Affinity Global Practice Group, with responsibility for transferring intellectual capital across Aon's worldwide portfolio of affinity businesses. Kelley is a director of The Chicagoland Chamber of Commerce, Junior Achievement of Chicago, disabilityworks and Chicago United—an organization dedicated to bridging the gap between

race and business. He is a past director of the Professional Insurance Marketing Association and the Glen View Scholarship Foundation. He is also a member of the Economic Club of Chicago. Kelley graduated from the Southern Methodist University Cox School of Business in 1986.

**RANDY NORDQUIST** is the managing director P&C Claims America for Swiss Re. He was named to this role in June, 2006 after joining Swiss Re through the GE Insurance Solutions (GEIS) acquisition. He has held a number of positions throughout his career including underwriter, branch underwriting manager, Six Sigma Black Belt, reinsurance claims manager, North America P&C claims leader, and global reinsurance claim leader. He received his B.S. in business administration from Northern State University and his M.B.A. from Baker University, and has attained the chartered property casualty underwriter, associate in reinsurance, associate in underwriting, and IIA industry designations. Nordquist began his career with Milbank Mutual Insurance Company, later joining Royal Insurance Company where he worked for 12 years prior to joining GEIS in 1990. He has lived mainly in the Midwest part of the U.S. but did spend two years working in Copenhagen, Denmark, with Nordisk Re.

**SARAH PACINI** is the vice president of Risk Management and Insurance and the chairperson of Advocate Insurance SPC at Advocate Health Care. She is responsible for developing, implementing, and directing the System-wide Risk Management, Claims Management, Risk Financing, and Insurance Programs to ensure a consistent and optimal approach to minimizing liability and risk exposure. Pacini is a 1997 graduate of Purdue University School of Nursing and worked as a trauma nurse at a Level I Emergency Department and as a nurse consultant analyzing liability and damage issues in personal injury, product liability, and medical malpractice cases. She graduated Summa Cum Laude from DePaul University College of Law in May 2002 with a juris doctor degree. She is a member of the Chicago Bar Association, the Risk and Insurance Management Society, Inc., and the Captive Insurance Companies Association.

## KATIE SCHOOL HIGHLIGHTS

- One of the largest undergraduate programs in insurance and risk management in the U.S.
- London Market Study Tour program
- Katie School Financial Regulators Program
- Katie School Golf Classic
- Katie School Insurance Executive Forum
- Katie School Symposium
- Spencer Educational Foundation Risk Manager in Residence Program
- Executive-on-Campus Program
- Advisory Board of Insurance Executives
- Institute for Insurance Ethics
- Edmonson-Miller Endowed Chair
- Insurance-related research and industry services
- Executive education and management development programs
- Redbird Risk Management Challenge for High School Students
- Katie School Student Leadership Certification Program
- Minority High School Scholars Academy for the Study of Actuarial Science/Insurance
- Student internship program, both domestic and international, including London, Bermuda, Zurich, and Johannesburg
- Gamma Iota Sigma insurance fraternity chapter
- Student involvement in industry conferences
- Spencer Educational Foundation Scholar recipients
- Anita Benedetti Student Involvement Program participants
- Angus Robinson Jr. Memorial Scholarship winners
- Association of Professional Insurance Women Scholarship recipients
- The Council of Insurance Agents and Brokers (CIAB) FAME Scholars
- More than \$100,000 awarded in scholarships annually

## REGISTRATION AND PAYMENT INFORMATION

(Duplicate this form for group registration.)

Register me/our group for the  
21st Annual Insurance Executive Forum

\_\_\_\_\_ attendee(s) at \$150 per person

\_\_\_\_\_ table(s) of ten at \$1,250 per table

Organization

Mailing address

City State Zip

( ) ( )

Phone Fax

Email

Name #1

Name #2

Name #3

Name #4

### Payment information

- Check (payable to Katie School/Illinois State University) is enclosed.
- Credit Card—payment by VISA, AMEX, MC, or Discover credit card must be completed online at [www.katieschool.org](http://www.katieschool.org). Click on "Register for Katie School Events" on the home page.
- This confirms my phone registration. Check (payable to Katie School/Illinois State University), letter of intent, or purchase order is enclosed.

### Cancellation policy

Cancellations received in writing or by phone on or before October 4, 2011, will receive a refund of the registration fee less a \$25 processing fee. Refunds will be processed after the seminar. After October 4, 2011, no refunds will be issued. Attendee substitutions may be made at any time.

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