



Katie School of Insurance  
and Financial Services

# Smarter, Swifter, Stronger

Restructuring  
the Insurance  
Industry

## 18th Annual Insurance Executive Forum

Breakfast seminar for insurance  
executives and risk managers

Tuesday, October 21, 2008  
8-11 a.m.

Union League Club  
65 W. Jackson Boulevard  
Chicago



**ILLINOIS STATE  
UNIVERSITY**

*Illinois' first public university*

## PROGRAM OVERVIEW

Facing emerging exposures, changing global economics, massive technological advances, and potential demographic upheaval, the insurance industry finds itself at a time when many believe that the successful companies will be those able to successfully achieve business transformation. It's a classic risk and opportunity scenario, with companies poised to profit as those who can help remake the industry into one that's truly "smarter, swifter, stronger."

We invite you to join us as our panel of industry executives discusses the major industry issues of the day, offer their insights on how to restructure the industry, and provide their thoughts on some of the keys to successfully navigating the sea of change confronting the business. Among the issues the panel will discuss will be:

- Where are we in the current industry cycle, and what is the future of insurance market cyclicalities? Is there anything a company can do to immunize itself from the effect of industry cycles?
- With exposures getting larger and more value exposed to catastrophic risk, what do the industry, governments, and insurance buyers need to do to effectively evaluate and prepare for mega-catastrophe exposures?
- What's in store on the insurance regulatory front?
- How will technology reshape the industry in terms of opportunities to do business faster and better, find new business, serve customers more effectively, and better manage risk?
- What is the state of enterprise risk management both at insurance industry companies and their clients, and what sort of role should insurers and brokers be playing in helping insurance buyers improve the state of their own ERM efforts?
- How serious is the talked about "talent crisis" some fear the industry will face as Baby Boom-era employees retire?
- How can brokers and insurers best work together to address their clients' needs?
- What should businesses be looking for from their insurers and brokers to help them identify their multi-national exposures and supply chain issues to protect them from such risks as business interruption or product recall issues?
- Within the constraints of ethical business practices and regulatory and legal requirements, what kind of approaches might insurers look toward to provide incentives to producers to help achieve growth?

- What are some of the potential exposures business and the insurance industry should be considering, and how does the insurance industry effectively evaluate these emerging risks?
- Does capital from outside the insurance industry pose a future risk to the insurance business, or is that capital instead an opportunity within the industry finding new and more effective ways to tap that capital markets for risk transfer capacity?
- A glimpse into the crystal ball: What might November's elections mean for the insurance industry?

This forum has a history of offering thought provoking dialogue with an ample opportunity for your questions—including the chance to submit a question for the panel with your registration form. We hope you will join us.

## SCHEDULE

- 7:30 a.m. Registration and coffee
- 8:15 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

**Rodd Zolkos** is editor of *Industry Focus at Business Insurance Magazine*.

## SPEAKERS

**Daniel H. Kugler** is the Assistant Treasurer, Corporate Risk Management for Snap-on Incorporated having joined Snap-on Incorporated in 1979. Mr. Kugler is responsible for directing all risk management activities worldwide at Snap-on Incorporated and is also responsible for security and loss prevention programs for the parent and subsidiary companies. He is also the President of Snap-on SecureCorp Companies. Mr. Kugler received his Bachelor Degree of Business Administration from the University of Wisconsin-Oshkosh, MBA from Loyola University Chicago and an Advanced Management Certificate in Enterprise Risk Management from Georgia State University. Mr. Kugler holds several insurance certifications which include ACI, CPCU, ARM, AIC, CEBS, and is a licensed insurance broker and adjuster. He currently serves on the Boards of RIMS, Spencer Educational Foundation, Indiana State University Insurance Advisory, RIMS ERM Committee, Risk Management Magazine Editorial Board, and is a past member of the CPCU Society Board of Governors. He was selected for The 2002 Risk Manager of Year Award from Business Insurance and RIMS.

**John Lupica** was named President & Chief Executive Officer of ACE USA in May 2006 after serving as President & Chief Operating Officer of ACE USA since January 2005. He previously served as President of ACE Professional Risk and ACE USA Regional Operations after joining ACE USA as Executive Vice President of Professional Risk in January 2001. Prior to joining ACE, he served as Senior Vice President for Munich-American Risk Partners, Inc. He also held various management positions at AIG, including Divisional Vice President of one of National Union's Directors and Officers Groups, and Regional Manager of AIG Risk Management's Mid-Atlantic Region. Mr. Lupica received a Bachelor of Arts degree from Hobart and William Smith Colleges and holds the Chartered Property Casualty Underwriter (CPCU) designation.



**Carol L. Murphy** is a Managing Director leading the Aon Brokerage Group Casualty Practice for the Midwest. Ms. Murphy began her career as a summer intern at the Travelers Companies in 1985 and continued as a large account casualty underwriter after earning her B.A. degree in Economics from Bates College in 1986. In 1988, she joined Johnson & Higgins in Chicago and moved to Aon in 1990 as an Account Executive. She has since held the positions of Senior Vice President and team leader, Chicago office Casualty Practice Leader, Managing Director and Strategic Account Manager, and also led the Risk Management Practice for the Pacific Northwest. Since 2001, Ms. Murphy has been a leader within the Aon Casualty Brokerage Group operations and assumed the leadership role for the Midwest practice in 2007. She earned her MBA degree at the University of Chicago Graduate School of Business in 1999. She has been recognized as a top U.S. Power Broker by Risk & Insurance magazine in 2006 and 2008. She is also a co-chair of Aon's Women's International Network in Chicago and enjoys mentoring many Aon colleagues.

**Paul W. Springman**, Executive Vice President at the Markel Corporation, began his Markel career at the Shand/Evanston group in Evanston, Illinois in 1984. He held the positions of Product Manager, Assistant Vice President, Vice President and Senior Vice President positions in underwriting prior to being appointed President of Evanston Insurance Company in March 1991 and of Shand Morahan & Company, Inc. in 1995. In 2000, Mr. Springman relocated to Richmond and became President - Markel North America. In September of 2002, Mr. Springman was promoted to his current position in which he assists Tony Markel, President of Markel Corporation, in managing worldwide underwriting operations for Markel corporately. In 1992, he was elected as a company director of NAPSLO and later assumed the position of President of NAPSLO for the 1997-98 year. In 2000, Paul was honored by NAPSLO with the Charles A. McAlear award for distinguished service to the excess and surplus lines industry. Paul is a graduate of Vanderbilt University, is an avid golfer and sports enthusiast.



## KATIE SCHOOL HIGHLIGHTS

- One of the largest undergraduate programs in insurance and risk management in the U.S.
- London Market Study Tour program
- Minority High School Scholars Academy for the Study of Actuarial Science/Insurance
- Redbird Risk Management Challenge for High School Students
- Insurance Education Institute for High School Guidance Counselors
- Executive-on-Campus program
- Katie School Golf Classic
- Katie School Symposium
- Edmondson-Miller Endowed Chair
- Advisory Board of Insurance Executives
- Risk Manager in Residence program
- Insurance-related research and industry services
- Institute for Insurance Ethics
- Student internship program, domestic and international including London, Bermuda and, Zurich
- Executive education and management development programs
- Gamma Iota Sigma insurance fraternity chapter
- Katie School Student Leadership Certification Program
- 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
- Over \$100,000 awarded in scholarships annually

# REGISTRATION AND PAYMENT INFORMATION

(Please duplicate this form for group registration.)

Please register me/our group for the 17th Annual Insurance Executive Forum.

- Individual fee ... \$150 per person  
 Table of 10 persons ... \$1,250 per table

---

Organization

---

Mailing address

---

City

State

Zip

---

Telephone

Facsimile

---

E-mail

---

Name #1

---

Name #2

## Payment information

- Check (payable to Katie School/Illinois State University) is enclosed.  
 Payment is being processed (letter of intent to purchase order enclosed).  
 This confirms my telephone registration. Check (payable to Katie School/Illinois State University), letter of intent, or purchase order is enclosed.  
 Payment by credit card, form will be sent to you  
VISA MasterCard American Express Discover

## Cancellation policy

Cancellations received in writing or by telephone on or before October 7, 2008, will receive a refund of the registration fee less a \$25 processing fee. Refunds will be processed after the seminar. After October 7, 2008, no refunds will be issued. Attendee substitutions may be made at any time.

## Please return this form to

Illinois State University  
Katie School of Insurance  
and Financial Services  
Campus Box 5490  
Normal, IL 61790-5490

Telephone: (309) 438-3021

Facsimile: (309) 438-7753

E-mail: nkbarri@ilstu.edu

Please suggest a question for the panel.

---

---

---

---

---

---

---

---

---

---

**Please return this form to**  
Illinois State University  
Katie School of Insurance  
and Financial Services  
Attn: Nancy Barrington  
Campus Box 5490  
Normal, IL 61790-5490  
Telephone: (309) 438-3021  
Facsimile: (309) 438-7753  
E-mail: [nkbarri@ilstu.edu](mailto:nkbarri@ilstu.edu)