



## ON THE ROAD TO

# Profitability

*How companies are using capital allocation, core capabilities, and winning strategies to focus and to restore themselves and the industry to profitability.*

### PROGRAM OVERVIEW

Following the disastrous year of 2001, the industry has experienced an increase in net incomes and hints of improved returns-on-equity. The devastating soft market of the last decade and a half is but a bitter memory. Underwriting gains are now within the realm of possibility for many companies. But the positives sometimes seem to be overcome by negatives, such as asbestos and other litigation excesses relative to asbestos, D&O and other lines of business, prior year development, escalating loss costs, weakened investment market, and the threat of terrorism. Meanwhile, a major reinsurer is downgraded just as it goes to the capital markets, and stock prices of insurance companies continue to struggle, with some hitting bear market lows in spring 2003.

What of the future? Will the industry continue to be tossed and turned by market cycles, or are we entering a new era of market discipline and stability? What can be done to bring about that end?

What have successful companies been doing to maintain sustainable profitability and growth as they face the challenges of increasing industry capacity, unfavorable economic conditions, rising medical expenses, and soaring tort costs? How are human capital and technology resources being developed to address these challenges? What core capabilities will companies need to thrive in this environment?

In this context, the panel of industry experts will discuss such issues as the following:

- How should society deal with environmental liability issues, such as asbestos?
- Is the hard market over? Has it lasted long enough to restore the financial health of the industry?
- How badly under reserved is the P/C industry?
- Assuming the industry is under reserved, do equity values accurately reflect realities?

- Is the return to fundamentals real, or is it really back to production-oriented underwriting?
- Do existing reward systems support growth in market share over profitability?
- Have terms and conditions tightened sufficiently to reduce underwriting leakage on blanket insurance, throw-in coverages, and so on?
- Has risk control been underemphasized? Is it effective and efficient?

The Insurance Executive Forum will offer you and your colleagues the opportunity to hear the perspectives of a distinguished panel of experts on these issues and other questions.

## SCHEDULE

7:30 a.m.	Registration and coffee
8:30 a.m.	Breakfast
9:15 a.m.	Panel discussion with industry leaders and audience participation
11:15 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 new insurance and financial services environment of the 21st century.

## MODERATOR

**Donna Galer** is executive vice president of Zurich Financial Services.

## SPEAKERS

**Mary Gardner** is the director of risk management for Sears, Roebuck and Co., and brings a broad industry knowledge and multidimensional approach. In addition to having responsibility for all Risk Management Programs—including alternative risk-financing programs, self-insurance, and claims management—Gardner is a member of the Sears enterprise-wide risk assessment team, and provides management oversight of Sears Reinsurance, a Bermuda-based captive insurance company. Prior to joining Sears, she held senior risk management and business risk assessment positions with several major international companies in consumer brand, telecommunication, and the cable industries. She holds a bachelor's degree in business administration-management from the University of Phoenix and an executive M.B.A. from the University of Denver.

**Joseph A. Gilles** is president and chief operating officer of Wausau Insurance Companies. He is responsible for all of Wausau's insurance and service operations throughout the country. Wausau is a member company of the Liberty Mutual Group.

He has more than 24 years of insurance industry experience, and his most recent position was executive vice president in Liberty Mutual's Commercial Market Insurance operations. In this position, Gilles oversaw the actuarial, financial, marketing, environmental, and reinsurance departments. Prior to joining the Liberty Mutual Group, Gilles was vice president at the AIG/New Hampshire Company. A native of LaCrosse, Wisconsin, Gilles earned a bachelor's degree in mathematics from St. John's University in Collegeville, Minnesota. He is a fellow of the Casualty Actuarial Society and a member of the American Academy of Actuaries. He also holds the Chartered Property Casualty Underwriter designation.

**Richard H. Napier** is a senior vice president of General Reinsurance and is responsible for the Global Casualty Facultative business unit. In his 26 years at General Re, he has held a number of underwriting and marketing positions in the treaty, programs, and casualty facultative businesses. Napier has managed the North American Casualty Facultative business since 1992, and assumed responsibility for the Global business in early 2002. Prior to joining General Re, he was employed as

an underwriter for the Travelers Insurance Company. He holds a Bachelor of Science degree in finance/insurance and a M.B.A. from the University of Alabama.

**Susan Rivera** was named president of ACE INA Holdings, Inc. in March 2002. In this role, she is responsible for all aspects of ACE INA's U.S.-based commercial retail insurance operations. Additionally, she has day-to-day responsibility for numerous holding company functions within ACE INA. Prior to joining ACE INA, Rivera carved an insurance industry career spanning 15 years. She held increasingly senior leadership positions in AIG's Management Liability and Risk Finance divisions before being appointed in 1998 as executive vice president and chief operating officer of American Home Assurance Company, a subsidiary of AIG. In 1999 she was named president of American Home Assurance Company. She joined AIG in 1987 in its actuarial group. Rivera holds a Bachelor of Science degree in mathematical sciences from Villanova University. She is a member of the American Academy of Actuaries and is a Fellow of the Casualty Actuarial Society.

**Nancy Aque** is managing director and office head of Marsh USA Inc. in Chicago. She has served as practice leader for the Midwest region of Marsh's health-care practice and also as practice leader of Marsh's global health-care industry practice. She has managed client service and client executive groups for Marsh Chicago and has extensive experience assisting in the establishment of, and is involved in, management of captive insurance companies, both international and domestic domiciles. Aque received a Bachelor of Arts degree from Valparaiso University and an M.B.A. from the University of Chicago. She is affiliated with the ASHRM and HRMA and holds a board position with the YWCA.

**Michael Weinstein** is director of research for Conning Research & Consulting, and is responsible for setting the firm's research agenda and ensuring product quality. Currently, he manages a staff of 15 professional analysts who are analyzing issues and developing recommendations in life insurance, property-casualty insurance, and health insurance. Weinstein has more than 20 years of professional experience in investment research, consulting, and corporate planning roles. Prior to joining Conning, he was an equity analyst with Putnam Investment Management Company, where he also co-chaired the Investment Strategy Team. He graduated from Washington University in St. Louis with a Bachelor of Science degree in economics and a M.B.A.

## KATIE SCHOOL HIGHLIGHTS

- Undergraduate major and minor in insurance and risk management
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**Please register me/our group for  
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- Individual fee (\$150 per person)**  
 **Table of 10 persons (\$1,250 per table)**

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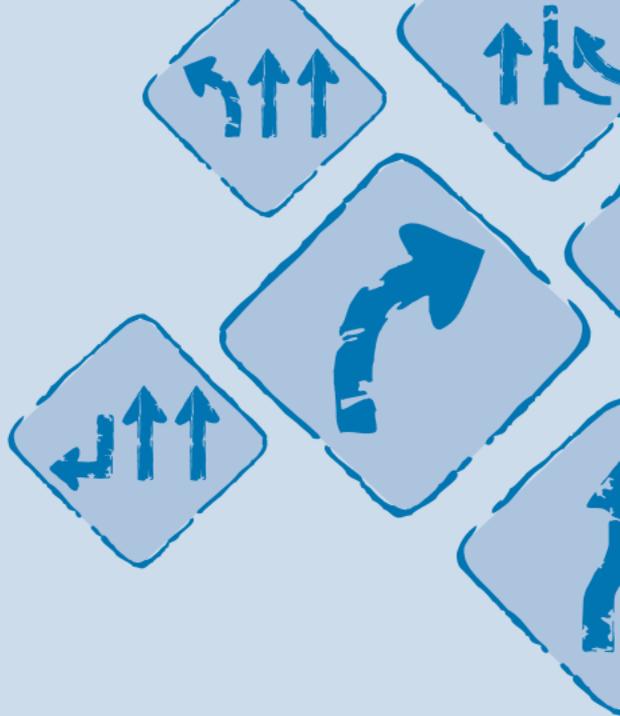
### Cancellation policy

Cancellations received in writing or by telephone on or before September 30, 2003, will receive a refund of the registration fee, less a \$25 processing fee. Refunds will be processed after the seminar. After September 30, 2003, no refunds will be issued. Attendee substitutions may be made at any time.

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