



Main Street

INDUSTRY NEWS

INSIDE

*PIA National: FIO Reform
Bill Passes House Financial
Services Committee » 7*

*Dogs in Autos: Some Tail
Wagging Facts » 15*

*Commercial Auto Woes and a
Report from the NAIC » 29*



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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***.



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Contents

PIA National: FIO Reform Bill Passes House Financial Services Committee | 7

Since it was formed under the Wall Street Reforming, Dodd-Frank Act, PIA National has been a constant critic of the Federal Insurance Office (FIO).

Special Report: Distracted Driving: Be Careful Out There | 9

We're all busy. Many of us drive when we're busy with what's coming up at work, or what's happening with the family, or thoughts of the next stop, the next meeting and more.

Mergers & Acquisitions: Down in 1st Quarter of 2024 | 11

Optis Partners tracks mergers and acquisitions in the agent and broker community. In a new report, Optis said M&A activity dropped 18% in the first quarter and now sits at the lowest level it has been since COVID hit in 2020.

Commercial Insurance Rates Quarter 1 | 12

Willis Towers Watson's Commercial Lines Insurance Pricing Survey (CLIPS) of first quarter commercial insurance rates saw them rising 6.3% over the first quarter of last year.

The Nation's Largest Workers' Compensation Carriers | 14

The National Association of Insurance Commissioners (NAIC) said through the first half of 2023, workers' compensation private carriers had a combined loss ratio of 47%.

Dogs in Autos: Some Tail Wagging Facts | 15

Most of us think distracted drivers are people with noses buried in their smartphone while the vehicle is moving. There is another form of distraction that most of us don't note.

Update: UnitedHealth Hack | 26

On February 21st of this year, UnitedHealth's ChangeHealthcare unit was hit by a cyber attack.

Eventually, UnitedHealth paid the several million-dollar ransom demanded by the BlackCat gang.

House Committee Passes Farm Bill with Crop Agent Inflation Adjustment | 27

On May 24, the House Agriculture Committee, led by Chairman GT Thompson (R-PA), passed H.R. 8467, the Farm, Food, and National Security Act, by a vote of 33 to 21.

EV Owners & Auto Insurance – Unhappy | 28

As always, the J.D. Power's 2024 US Insurance Shopping Study looked at auto insurance from a number of angles.

Commercial Auto Woes and a Report from the NAIC | 29

The hard market has been hard on commercial auto insurers. Rate increases, dropping profits and losses in underwriting have taken its toll. The 2022 AM Best report on the commercial auto insurance market found the line losing \$3.3 billion in underwriting.

PIA NE IA EVENTS

Upcoming Events Calendar 2024 | 18

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FIO REFORM BILL PASSES HOUSE FINANCIAL SERVICES COMMITTEE

Since it was formed under the Wall Street Reforming, Dodd-Frank Act, PIA National has been a constant critic of the Federal Insurance Office (FIO). The PIA says insurance is regulated by the states and the federal government has no jurisdiction over insurance.

The latest battle between the FIO, the PIA and the insurance industry has to do with data collection. In October of 2022, and as part of the Biden administration's goal to attack climate change, the FIO ordered insurers to cough up information related to climate.

The FIO said the goal is to determine the impact of climate disaster on consumers.

No. That was the immediate answer from insurers, and its response to the FIO's belief

that it would — and could — subpoena those facts if insurers refused to comply.

In response, Republican Rep. Scott Fitzgerald of Wisconsin introduced the Insurance Data Protection Act. The bill is designed to stop the FIO from collecting that information and does away with any power the FIO has to collect it via a subpoena.

It also forces the FIO to coordinate any data gathering from insurers with the state regulators in each state. Fitzgerald's bill also sets up confidentiality requirements to make sure any data that is eventually gathered from carriers stays with the FIO.

The House Financial Services Committee voted last week to pass the bill to the full House.

PIA National Chief of Public Affairs and Advocacy Officer, Jon Gentile said this is an important protection for insurers — and ultimately — consumers.

“The House Financial Services Committee’s passage of the Insurance Data Protection Act is a common sense measure to protect the state regulation of insurance and counteract the FIO’s attempts to increase its mandate,” Gentile said.

PIA National Manager of Government Relations Corey Weeks agrees.

“This legislation would limit the burden on insurers of duplicative data collection by the FIO and protect the primacy of the state regulation of insurance by ensuring the consultation of state insurance regulators in federal data collection efforts,” Corey said.

The bill passing along party lines did not surprise Fitzgerald.

“State regulators have a unique understanding of the challenges of risk that face their

respective states regarding climate,” Fitzgerald said. “Their experience and knowledge in this space is much more valuable in assessing climate risk than that of bureaucrats in Washington. The mere threat of a subpoena incentivizes the insurance office to go around the states by issuing overly broad data calls that may not adequately protect consumer information.”

Jimi Grande of the National Association of Mutual Insurance Companies (NAMIC) says his organization totally supports the stance of the PIA and of Fitzgerald.

“Insurance is regulated appropriately at the state level. Yet FIO maintains its subpoena authority for work that would be overreaching and outside the office’s scope. There’s just no need for it, and when they get political pressure to overreach and duplicate state efforts it costs time and money.”

Sources: [PIA National](#), [Insurance Business America](#) and [Insurance Business America](#)

ACORD AND PIA NATIONAL ANNOUNCE PROGRAM TO PROVIDE FORMS ACCESS TO MEMBER INSURANCE AGENCIES



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SPECIAL REPORT: DISTRACTED DRIVING — BE CAREFUL OUT THERE

We're all busy. Many of us drive when we're busy with what's coming up at work, or what's happening with the family, or thoughts of the next stop, the next meeting and more.

And, though we all know that, in most states at least, it's against the law to text or check email while we're driving, or to drive and talk while holding a smartphone to your ear, we do it anyway.

Nationwide released the results of a survey of drivers of passenger autos and of commercial vehicles and found many of those drivers admit to driving while distracted. What the insurer found is disturbing.

- 33% of commercial drivers say they are sometimes or often distracted while driving
- 60% of those drivers say they see other commercial drivers looking at their phones more often than in the past

- That same 60% say other commercial drivers are driving faster than they did last year

And how are those commercial drivers distracted?

- 55% say their GPS/Nav systems distract them
- 36% admit to responding to text messages from work
- 27% say they text or talk on their mobile phone
- 13% are checking their social media apps

Some commercial drivers say the distracted driving is because of pressure from their employer to make a tight timeline. Of those same drivers, 90% say it is dangerous to hold a phone in their hand while driving, and to talk, text or navigate while on that phone.

Many say other drivers are worse and 80% rate their own driving as excellent or very good.

- 25% of commercial drivers say they're better drivers than other commercial drivers
- 14% say they're better drivers than passenger autos

Kelly Hernandez is the AVP of Nationwide's personal telematics. She said 92% agree that — doing it or not — distracted driving is dangerous.

"Nationwide's telematics driving data shows that drivers take their eyes off the road at least 12 times per day," she said. "The average distraction for a driver traveling at 45MPH would cover the length of three football fields! States with hands-free laws are helping to minimize distraction, but we need all 50 states to adopt hands-free laws to continue to reduce crashes and save lives."

A different survey from the 2024 Travelers Risk Index came to similar conclusions. It found the number of the most common distractions and behaviors that dropped during the COVID pandemic have increased.

Michael Klein is the executive vice president and president of Personal Insurance at Travelers. He says these are the distractions that are drifting upward.

- Updating or checking social media — up 13%
- Typing a text or email — rose 10%
- Talking on a cellphone hands-free — increased 10%
- Using a cellphone to record videos or to take photos — up 9%
- Reading a text or an email — rose 9%

"Distraction is one of the leading causes of roadway fatalities, and it continues to have

a devastating impact on individuals, families and communities," Klein noted "Creating safer roadways requires action from each of us, and while the survey results show that people are concerned about distracted driving, they are still unfortunately taking dangerous risks."

Of those surveyed:

- Close to 50% think roads are less safe now than they were a year ago
- 78% think distracted drivers is more of a problem than it has been in the past

When it comes to how employers feel about distracted driving:

- 85% of company executives are concerned about their employees using their mobile phones while driving
- That compares to 77% in 2023

The Travelers Risk Index found 68% of those execs say they've put distracted driving policies in place.

- 53% have completely banned the use of hand-held devices for any reason
- 84% have formally issued edicts about phone calls, texts and checking emails while driving
- 66% require their employees to sign a policy document on those rules
- 77% discipline their employees for not complying with the policy

Distracted driving often leads to pedestrian deaths. The Governors Highway Safety The GHSA noted that in the first 6 months of 2023, drivers hit and killed 3,373 pedestrians, down 4% from 2022 but up 19% from 2019.

The highest number of pedestrian deaths occurred in 2022, with 7,500 people dying while

walking along highways, roads, and streets in the U.S. The NHTSA recently listed the 5 worst states for pedestrian deaths, based on statistics from 2017 to 2021.

5 Worst States for Pedestrian Deaths

1. New Jersey

Pedestrians killed in crashes: 916
Total number of people killed in crashes: 3,030
Percentage of people killed in crashes that are pedestrians: 30.23%

2. Hawaii

Pedestrians killed in crashes: 138
Total number of people killed in crashes: 511
Percentage of people killed in crashes that are pedestrians: 27.01%

3. California

Pedestrians killed in crashes: 5,050
Total number of people killed in crashes: 19,666
Percentage of people killed in crashes that are pedestrians: 25.68%

4. New York

Pedestrians killed in crashes: 1,310
Total number of people killed in crashes: 5,106
Percentage of people killed in crashes that are pedestrians: 25.66%

5. Nevada

Pedestrians killed in crashes: 393
Total number of people killed in crashes: 1,662
Percentage of people killed in crashes that are pedestrians: 23.65%

Sources: [Insurance Journal](#), [Carrier Management](#) and [PropertyCasualty360.com](#)

MERGERS & ACQUISITIONS

DOWN IN 1ST QUARTER OF 2024



Optis Partners tracks mergers and acquisitions in the agent and broker community. In a new report, Optis said M&A activity dropped 18% in the first quarter and now sits at the lowest level it has been since COVID hit in 2020.

There were 155 deals in the U.S. and Canada in the first quarter. That's down from 188 in the first quarter of 2023. Most of the drop is because the two biggest wheeler-dealers of the last several years — Acrisure and PCF Insurance Services — have stopped doing so many deals.

Private-equity backed buyers and companies that are private did 71% of the deals in the first quarter. Publicly traded brokers had 12. Arthur J. Gallagher & Company did seven of them.

Source: [Business Insurance](#)

COMMERCIAL INSURANCE RATES *QUARTER 1 OF 2024*

Willis Towers Watson’s Commercial Lines Insurance Pricing Survey (CLIPS) found first quarter commercial insurance rates rose 6.3% over the same period last year.

The survey notes that the commercial rate rise of the first quarter of 2024 is in line with

the average of 6% that we’ve seen since COVID hit in 2020.

Excess umbrella liability saw its smallest price increase in years in the first quarter, while cyber insurance prices dropped significantly.

On the other side of the coin, commercial property has seen rates rise to double-digits again.

Source: [PropertyCasualty360.com](https://www.propertycasualty360.com)



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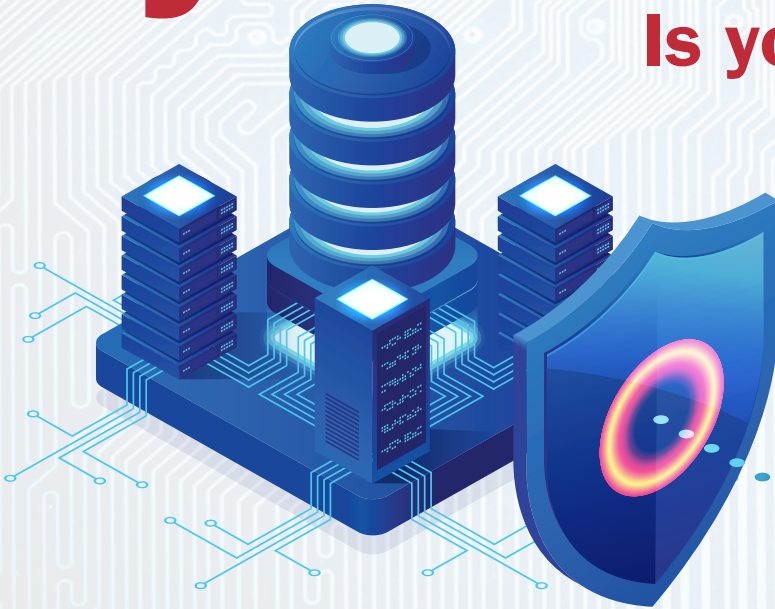
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The PIA Partnership completed an extensive research project examining the perspective of small business owners as they make insurance choices in today's online world. The research found that while choosing an independent agent continues to be preference, small businesses are adapting to change and want their agents to adapt with them.



Learn more at pianational.org/voiceofthecustomer

THE NATION'S LARGEST WORKERS' COMPENSATION CARRIERS

The National Association of Insurance Commissioners (NAIC) said through the first half of 2023, workers' compensation private carriers had a combined loss ratio of 47%. The NAIC said this is the about the same that we saw in the same time period in 2022.

The net combined ratio for work comp insurers for all of 2022 was 84%. In the same time period, state funds doing workers' compensation saw a combined ratio of 115%.

According to Bill Donnell, president and CEO of the National Council on Compensation Insurance (NCCI), the positive outcomes are because of a drop in the frequency of claims, the severity of those claims and costs being controlled by tighter fee schedules.

"Despite rising wages leading to higher indemnity payouts, this is balanced by increasing premiums based on wages, contributing to a continued decline in loss costs," Donnell said.

Top-10 Workers' Compensation Insurers (Data compiled by the NAIC):

1. Travelers

Direct Premium written: \$3.87 billion
Loss ratio: 43.01%
Market share: 6.63%

2. The Hartford

Direct Premium written: \$3.77 billion
Loss ratio: 43.82%
Market share: 6.46%

3. AmTrust Financial Services

Direct Premium written: \$3.43 billion
Loss ratio: 45.59%
Market share: 5.87%

4. Zurich

Direct Premium written: \$2.93 billion
Loss ratio: 36.25%
Market share: 5.03%

5. Chubb

Direct Premium written: \$2.38 billion
Loss ratio: 32.04%
Market share: 4.08%

6. Berkshire Hathaway

Direct Premium written: \$2.13 billion
Loss ratio: 50.21%
Market share: 3.64%

7. Liberty Mutual

Direct Premium written: \$2.09 billion
Loss ratio: 49.86%
Market share: 3.59%

8. New York State Insurance Fund

Direct Premium written: \$1.71 billion
Loss ratio: 64.55%
Market share: 2.93%

9. Blue Cross Blue Shield Blue Care Network of Michigan

Direct Premium written: \$1.67 billion
Loss ratio: 48.85%
Market share: 2.86%

10. Old Republic Insurance

Direct Premium written: \$1.47 billion
Loss ratio: 46.57%
Market share: 2.52%

Source: [PropertyCasualty360.com](https://www.propertycasualty360.com)



DOGS IN AUTOS

SOME TAIL WAGGING FACTS

Most of us think distracted drivers are people with noses buried in their smartphone while the vehicle is moving. There is another form of distraction that most of us don't note.

Fido or Fifi, head hanging out the window, or sitting on a driver's lap.

Is it really a problem? Do dogs distract? Yep. Or so says Erie Insurance from a survey the company did of dog owners who driver with their pets in the vehicle. A staggering 92% of them said their dog could cause a crash while they are driving.

A study done by Volvo in 2019 backs that up. The auto maker monitored 15 drivers with dogs that were restrained and unrestrained while driving. In the 30 driving hours, the driver with an unrestrained dog spent 3 hours and 39 minutes distracted by the pet while they were driving.

The drivers with restrained dogs were distracted just 1 hour and 39 minutes.

Only three states — Hawaii, New Jersey and Rhode Island — have laws that say a pet has to be restrained while in a moving vehicle. The bad news for legislators in other states thinking of establishing similar laws, 50% of the 92% of Erie Insurance's distracted drivers vehemently oppose laws forcing their dogs to be restrained.

ERIE FOUND THAT:

- 69% put their dogs in the back seat while they're driving
- 41% said they have their dogs in front sometimes
- 13% admit to driving with them on their lap

Those same drivers say they have to keep their pets entertained on a long trip. The biggest form of entertainment is letting Fido or Fifi put their head out the window. The big surprise is the 9% playing videos on mobile devices to keep their dog entertained.

By the way, men are more likely to entertain their dogs with a video than a woman.

Sources: [PropertyCasualty360.com](https://www.propertycasualty360.com) and [Business Insurance](https://www.businessinsurance.com)



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Events Calendar 2024

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Date	Class/Webinar	Where	When
June 5, 2024	When Natures Fury is Unleashed on Your Insureds Town - Part 1	NE/IA	Live Webinar: 9 - 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 19, 2024	Are Your Clients Ready for the Next Disaster - Wildfire!	NE/IA	Live Webinar: 11 - 2 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
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 9, 2024	An Hour with Nicole: Everything You Need to Know About Insuring Work-From-Home Exposures	NE/IA	Live Webinar: 10 - 11 AM
July 9, 2024	Claims That Will Convince Your Insured to Enhance Their Homeowners Coverage	NE/IA	Live Webinar: 12 - 3 PM
July 10, 2024	When Natures Fury is Unleashed on Your Insureds Town - Part 2	NE/IA	Live Webinar: 9 - 12 PM
July 11, 2024	An Hour with Sam: Physical Damage Coverage Concerns in the Personal Auto Policy	NE/IA	Live Webinar: 10 - 11 AM
July 16-17, 2024	CIC: Agency Management Institute	All States	Live Webinar: 8 - 5 PM
July 18, 2024	Cyber Coverage: Protecting Your Insureds From Hackers, Liars, & Really Bad Bots	NE/IA	Live Webinar: 12 - 3 PM
July 23, 2024	Certificates, Contractors, and You: Fights, Coverage Issues, Best Practices	NE/IA	Live Webinar: 12 - 3 PM
July 23, 2024	The Bad Thing Happened: Handling Commercial Claims & Coverage Disputes	NE/IA	Live Webinar: 12 - 3 PM
July 24, 2024	All-Things Ethics: Agent Obligations, Standards, Authority and More	NE/IA	Live Webinar: 8 - 11 AM
July 25, 2024	CISR: Insuring Commercial Property	All States	Live Webinar: 8 - 4 PM
July 25, 2024	Big Rig, Big Risk: Mastering Trucking Accounts	NE/IA	Live Webinar: 8 - 11 AM
July 25, 2024	Liar!: An Agent's Role in Identifying & Handling Fraud	NE/IA	Live Webinar: 12 - 3 PM
July 30, 2024	Insuring Vehicles, Equipment and Other Stuff That Moves – Personal & Commercial Lines	NE/IA	Live Webinar: 12 - 3 PM
July 31, 2024	An Hour with Dave: What Everyone Must Know About Flood	NE/IA	Live Webinar: 1 - 2 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 8, 2024	An Hour with Sam: Commercial General (CGL) vs. Farm Liability: Key Differences for Farm Accounts	NE/IA	Live Webinar: 1 - 2 PM
August 13, 2024	Ethical Dilemmas in Insurance and the Responsibilities of Agents	NE/IA	Live Webinar: 12 - 3 PM
August 13, 2024	Stinkin Rich, Insurance Poor: P&C Coverage Challenges for High-Net-Worth Individuals	NE/IA	Live Webinar: 8 - 11 AM
August 13-14, 2024	CIC: Commercial Property Institute	All States	Live Webinar: 8 - 5 PM

August 13-14, 2024	CIC: Commercial Property Institute	All States	Live Webinar: 8 - 5 PM
August 15, 2024	The Fine Print: Understanding the Contractual Obligations of Your Insured	NE/IA	Live Webinar: 12 - 3 PM
August 20, 2024	Mastering Business Income: Tools & Tips to Keep Insureds Flush	NE/IA	Live Webinar: 12 - 3 PM
August 20, 2024	CISR: Agency Operations	All States	Live Webinar: 8 - 4 PM
August 22, 2024	Marriage, Kids, Money, Assisted Living and Everything Between: Home and Auto Exposures For Life	NE/IA	Live Webinar: 8 - 11 AM
August 22, 2024	Social Security and Medicare: Your Questions Answered	NE/IA	Live Webinar: 12 - 3 PM
August 27, 2024	An Hour with Nicole: Why Personal Lines Deductibles Always Confuse Insureds	NE/IA	Live Webinar: 10 - 11 AM
August 27, 2024	Inflation and Personal Lines: Helping Insureds Understand Why It Matters and What to Do	NE/IA	Live Webinar: 12 - 3 PM
August 27-28, 2024	CIC: Insurance Company Operations Institute	All States	Live Webinar: 8 - 5 PM
August 27-28, 2024	CIC: Insurance Company Operations Institute	All States	Live Webinar: 8 - 5 PM
August 28, 2024	An Hour with Dave: Coverages That Keep a Business Income Loss From Bankrupting You	NE/IA	Live Webinar: 1 - 2 PM
August 29, 2024	Liar!: An Agent's Role in Identifying & Handling Fraud	NE/IA	Live Webinar: 8 - 11 AM
September 4, 2024	CPIA 1: Position for Success	All States	Live Webinar: 8:30 - 4:15 PM
September 10, 2024	An Hour with Nicole: Everything You Need to Know About Insuring Work-From-Home Exposures	NE/IA	Live Webinar: 10 - 11 AM
September 10, 2024	Claims That Will Convince Your Insured to Enhance Their Homeowners Coverage	NE/IA	Live Webinar: 12 - 3 PM
September 12, 2024	The STORM 2024 Edition: Commercial and Personal Lines Coverage Concerns in the Wake of a Big One	NE/IA	Live Webinar: 10 - 11 AM
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September 17, 2024	The Bad Thing Happened: Handling Commercial Claims & Coverage Disputes	NE/IA	Live Webinar: 12 - 3 PM
September 17, 2024	CISR: Commercial Casualty II	All States	Live Webinar: 8 - 4 PM
September 19, 2024	Commercial Property: Recent Changes and Crucial Concepts	NE/IA	Live Webinar: 12 - 3 PM

September 19, 2024	Forward and Backward: Insuring Emerging Risks, Surviving Deteriorating Markets	NE/IA	Live Webinar: 8 - 11 AM
September 24, 2024	All-Things Ethics: Agent Obligations, Standards, Authority and More	NE/IA	Live Webinar: 12 - 3 PM
September 23, 2023	Scholarship Golf Outing	York, NE	11:00 AM Shot Gun Start
September 24, 2024	Farm Seminar	York, NE	9:00 AM-3:30 PM
September 25, 2024	CISR: Insuring Personal Auto Exposures	All States	Live Webinar: 8 - 4 PM
September 26, 2024	“Wait...What the #^&* Just Happened?!” Fourteen Personal Lines Issues To Know Before It’s Too Late	NE/IA	Live Webinar: 8 - 11 AM
September 26, 2024	Flood Insurance: What You Need to Know	NE/IA	Live Webinar: 12 - 3 PM
October 8, 2024	CPIA 2: Implement for Success	All States	Live Webinar: 8:30 - 4:15 PM
October 8, 2024	An Hour with Nicole: Why Personal Lines Deductibles Always Confuse Insureds	NE/IA	Live Webinar: 10 - 11 AM
October 8, 2024	Inflation and Personal Lines: Helping Insureds Understand Why It Matters and What to Do	NE/IA	Live Webinar: 12 - 3 PM
October 10, 2024	Social Security and Medicare: Your Questions Answered	NE/IA	Live Webinar: 12 - 3 PM
October 10, 2024	Transportation Insurance: A Non-Standard Business Exposure	NE/IA	Live Webinar: 8 - 11 AM
October 15, 2024	CISR: Insuring Personal Residential Property	All States	Live Webinar: 8 - 4 PM
October 17, 2024	Bots, Crypto, Weed and Other Risks You Never Imagined Insuring (But Here We Are)	NE/IA	Live Webinar: 12 - 3 PM
October 17, 2024	Stinkin Rich, Insurance Poor: P&C Coverage Challenges for High-Net-Worth Individuals	NE/IA	Live Webinar: 8 - 11 AM
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	Live Webinar: 8 - 5 PM
October 24-25, 2024	James K Ruble Graduate Seminar	All States	Live Webinar: 8 - 5 PM
October 29, 2024	Liar!: An Agent's Role in Identifying & Handling Fraud	NE/IA	Live Webinar: 8 - 11 AM
October 29, 2024	Mastering Business Income: Tools & Tips to Keep Insureds Flush	NE/IA	Live Webinar: 12 - 3 PM
October 30, 2024	An Hour with Cathy: Certificates of Insurance - Headaches and Remedies	NE/IA	Live Webinar: 1 - 2 PM

October 30, 2024	Ethical Dilemmas in Insurance and the Responsibilities of Agents	NE/IA	Live Webinar: 8 - 11 AM
October. 29, 2024	CISR: Elements of Risk Management	All States	Live Webinar: 8 - 4 PM
November 5, 2024	An Hour with Nicole: Everything You Need to Know About Insuring Work-From-Home Exposures	NE/IA	Live Webinar: 10 - 11 AM
November 5, 2024	Claims That Will Convince Your Insured to Enhance Their Homeowners Coverage	NE/IA	Live Webinar: 12 - 3 PM
November 5, 2024	CPIA 3: Sustain Success	All States	Live Webinar: 8:30 - 4:15 PM
November 7, 2024	An Hour with Sam: Liability Concerns in the Personal Auto Policy	NE/IA	Live Webinar: 10 - 11 AM
November 7, 2024	Certificates, Contractors, and You: Fights, Coverage Issues, Best Practices	NE/IA	Live Webinar: 12 - 3 PM
November 12, 2024	Flood Insurance: What You Need to Know	NE/IA	Live Webinar: 8 - 11 AM
November 12, 2024	Why Inadequate EPLI Will Close Your Business (and What to Do About It)	NE/IA	Live Webinar: 12 - 3 PM
November 14, 2024	CISR: Commercial Casualty II	All States	Live Webinar: 8 - 4 PM
November 19, 2024	All-Things Ethics: Agent Obligations, Standards, Authority and More	NE/IA	Live Webinar: 8 - 11 AM
November 19, 2024	The Bad Thing Happened: Handling Commercial Claims & Coverage Disputes	NE/IA	Live Webinar: 12 - 3 PM
November 19-20, 2024	James K Ruble Graduate Seminar	All States	Live Webinar: 8 - 5 PM
November 20, 2024	An Hour with Dave: All-Things Ordinance or Law (Personal and Commercial)	NE/IA	Live Webinar: 1 - 2 PM
November 21, 2024	"Wait...What the #^&* Just Happened?!" Fourteen Personal Lines Issues To Know Before It's Too Late	NE/IA	Live Webinar: 8 - 11 AM
November 21, 2024	Social Security and Medicare: Your Questions Answered	NE/IA	Live Webinar: 12 - 3 PM
December 3, 2024	An Hour with Nicole: Why Personal Lines Deductibles Always Confuse Insureds	NE/IA	Live Webinar: 10 - 11 AM
December 3, 2024	Inflation and Personal Lines: Helping Insureds Understand Why It Matters and What to Do	NE/IA	Live Webinar: 12 - 3 PM
December 5, 2024	Homeowners Deep-Dive: What You Need to Know About the Most Recent Forms	NE/IA	Live Webinar: 8 - 11 AM
December 5, 2024	Social Security and Medicare: Your Questions Answered	NE/IA	Live Webinar: 12 - 3 PM
December 9, 2024	How It's Built, How It's Used, Will It Survive: Elements of Property Underwriting	NE/IA	Live Webinar: 12 - 3 PM

December 10, 2024	PIA Annual Holiday Party	NE/IA	Lincoln, NE
December 10, 2024	Mastering Business Income: Tools & Tips to Keep Insureds Flush	NE/IA	Live Webinar: 12 - 3 PM
December 11, 2024	An Hour with Dave: What Everyone Must Know About Flood	NE/IA	Live Webinar: 1 - 2 PM
December 12, 2024	Ethical Dilemmas in Insurance and the Responsibilities of Agents	NE/IA	Live Webinar: 8 - 11 AM
December 12, 2024	Stinkin Rich, Insurance Poor: P&C Coverage Challenges for High-Net-Worth Individuals	NE/IA	Live Webinar: 12 - 3 PM
December 17, 2024	CISR: Insuring Personal Residential Property	All States	Live Webinar: 8 - 4 PM

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“We’ve gone from being in the red, to black, to taupe. Accounting is looking into it.”

PIA's 2024
ANNUAL
Convention

JUNE 25 - 26 | LINCOLN, NE

Hilton Garden Inn - Downtown/Haymarket

Highlands Golf Course



TUESDAY - DAY 1

Highlands Golf Course

10:00AM – Golf Registration Begins

11:00AM – Golf Shotgun Start

Hilton Garden Inn – Downtown/Haymarket

6:00PM – Cocktail Hour

7:00PM – Pin Prizes & Dinner

8:00PM – Pub Style Insurance Trivia
Prizes for 1st, 2nd, & 3rd place!

WEDNESDAY - DAY 2

Hilton Garden Inn - Downtown/Haymarket

7:30AM – Breakfast with Past Presidents
Everyone is welcome!

9:00AM – E&O CE: “What Went Wrong?”
After an introduction of the core concepts of E&O, join Ken to discuss causes and effects along with the timeline process of an E&O Claim, analyze recent actual claims, and review concepts and tools used to prevent E&O from occurring. (Approved for Utica Loss Control Credit/Pending 3 GEN CE Hrs NE)

12:00PM – Awards Luncheon
Agent of the year, company of the year, installation of officers

1:00PM – Panel
Discuss trending topics in the Insurance Industry with experts, including a Nebraska Department of Insurance representative and an attorney who specializes in defense work for insurance companies.

1:30PM – Ethics for Today’s Insurance Professional
With Ken, review the foundational concepts of “ethics” (both past and present), identify your own Core Values & Guiding Principles through classroom interaction, and explore the process of developing and applying an ethical decision. (Pending 3 GEN CE Hrs NE)

4:30PM – Thank You/Brief Dismissal

with Ken Hauck



Trivia Host/Speaker

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On February 21st of this year, UnitedHealth's ChangeHealthcare unit was hit by a cyber attack. Eventually, UnitedHealth paid the several million-dollar ransom demanded by the BlackCat gang.

For weeks the company has contended that non personal data was compromised. Apparently, UnitedHealth has now changed that tune. On Monday of this week the company said the criminals stole health and personal data from a "substantial proportion" of Americans.

That means a lot of people had their personal data exposed because ChangeHealth processed close to 50% of the medical claims posted in the U.S.

"A ransom was paid as part of the company's commitment to do all it could to protect patient data from disclosure," UnitedHealth Chief Executive Andrew Witty said. "This attack was conducted by malicious threat actors, and we continue to work with the law enforcement and

multiple leading cybersecurity firms during our investigation."

In addition to the loss of data, with ChangeHealth basically shutting down for several weeks, doctors and healthcare facilities are still struggling to get payments from the claims they posted earlier this year stretching to the present.

UnitedHealth says it's going to take several months to determine the full extent of the damage from the attack. The company did say on Monday that there is no evidence that the charts of doctors or full medical histories of individuals were taken by the thieves.

"We know this attack has caused concern and been disruptive for consumers and providers and we are committed to doing everything possible to help and provide support to anyone who may need it," Witty said.

Source: [Insurance Journal](#)



HOUSE COMMITTEE PASSES FARM BILL WITH CROP AGENT INFLATION ADJUSTMENT

On May 24, the House Agriculture Committee, led by Chairman GT Thompson (R-PA), passed H.R. 8467, the Farm, Food, and National Security Act, by a vote of 33 to 21. The bill passed with the unanimous support of Committee Republicans, along with the support of four Democrats, Representatives Yadira Caravao (D-CO), Eric Sorensen (D-IL), Don Davis (D-NC), and Sanford Bishop (D-GA). In advance of the markup, PIA sent a letter expressing our strong support for the bill.

Many of the bill's provisions, like boosting crop reference prices, expanding opportunities for producers to obtain new base acres, and increasing support for specialty crops, will strengthen programs within the Farm Bill.

PIA is especially pleased by the inclusion of provisions to fix a major problem—administrative and operating (A&O) inflation indexing—that has plagued crop insurance agents for years and that PIA has been actively advocating to correct. Specifically, we urged the Committee to include provisions of PIA-supported H.R. 8055, the Ensuring Access to Risk Management Act, in the main text of the Farm, Food, and National Security Act. The bipartisan H.R. 8055, introduced by Rep. Austin Scott (R-GA) with

original cosponsors Reps. Jimmy Panetta (D-CA) and Tracey Mann (R-KS), would reinstate an inflation adjustment factor for the cap on A&O and establish a minimum A&O reimbursement rate for specialty crop insurance policies. These provisions will help stop the financial crisis that crop insurance agents have faced since the inflation adjustment was eliminated nearly a decade ago.

NEXT STEPS: PIA will urge the full House to quickly vote on the Farm, Food, and National Security Act. While some Committee Democrats support the bill, most House Democrats and the Democratic-controlled Senate oppose parts of it, especially related to the Supplemental Nutrition Assistance Program SNAP. Congress also has limited time left in this session to negotiate and pass the bill.

Given the ideological distance between House Republicans and Senate Democrats over key issues in the bill, another extension, beyond its current September 30 expiration date, will likely be needed for many programs in the Farm Bill.

<https://piaadvocacy.com/2024/05/24/house-committee-passes-farm-bill-with-crop-agent-inflation-adjustment/>



EV OWNERS & AUTO INSURANCE - *UNHAPPY*

The J.D. Power 2024 US Insurance Shopping Study examined auto insurance and found differences in shopping satisfaction between electric and gas-powered vehicle owners. EV owners are less happy with their shopping experience.

“Electric vehicle (EV) owners are less satisfied with the auto insurance purchase experience than are customers insuring gasoline-powered vehicles,” the study noted. “The average purchase experience satisfaction score among EV owners is 663, which is 16 points lower than the average score among owners of gas-powered vehicles. This gap is attributable to lower satisfaction with the quote process and price of the policy because EVs are typically more expensive to insure than comparable gas-powered vehicles.”

J.D. Power spokesman, Stephen Crewdson said 49% of all auto insurance policyholders

shop for a new plan in the last year. Just 29% changed insurers in spite of the average cost of auto insurance jumping an average of 22.2% from February 2023 to February of this year.

“After the past few years of steady auto insurance premium increases, customers are no longer passively keeping an eye out for a better deal,” Crewdson said. “Instead, they are actively seeking new carriers to offset these rising costs. However, with rising premiums across the country and fewer insurers explicitly offering usage-based insurance — or UBI plans — during the quoting process, insurance shoppers are not finding many alternatives.”

The 2024 survey found UBI programs were offered to just 15% of those shopping for insurance. That’s down quite a bit from the 22% in 2023 and the 20% in 2022.

Source: [Business Insurance](#)

COMMERCIAL AUTO WOES AND A REPORT FROM THE NAIC

The hard market has hit commercial auto insurers with rate increases, dropping profits, and underwriting losses. The 2022 AM Best report found a \$3.3 billion underwriting loss, leading to 8% rate increases in early 2023.

A driver shortage adds to the challenges, with 64,000 open positions expected to peak at 82,000 by year's end. Increased demand for commercial goods has exacerbated the issue, causing companies to lower driving standards to attract drivers.

Another issue is nuclear verdicts in crash claims, which CBIZ says have increased 50% annually over the last decade. Auto accidents account for a quarter of these verdicts, averaging \$33.8 million per incident.

The cost of auto parts and vehicle repairs also rose 23% between 2022 and 2023 due to better technology, high demand, supply chain issues, and driver shortages.

Still, some insurance companies are doing okay with their commercial auto lines. These are the top 10 commercial auto insurers according to the National Association of Insurance Commissioners.

1. Progressive

Direct written premiums: \$9,716,926,679
Direct premiums earned: \$9,553,317,571
Market share: 15.18%

2. Travelers

Direct written premiums: \$3,441,405,342
Direct premiums earned: \$3,305,589,457
Market share: 4.38%

3. Liberty Mutual

Direct written premiums: \$2,716,060,083
Direct premiums earned: \$2,552,748,710
Market share: 4.24%

4. Old Republic

Direct written premiums: \$2,502,163,209
Direct premiums earned: \$2,347,729
Market share: 3.91%

5. Zurich

Direct written premiums: \$2,099,052,957
Direct premiums earned: \$1,995,924,878
Market share: 3.28%

6. Berkshire Hathaway

Direct written premiums: \$1,951,535,136
Direct premiums earned: \$1,804,053,339
Market share: 3.05%

7. Auto-Owners Insurance

Direct written premiums: \$1,843,846,507
Direct premiums earned: \$1,716,764,366
Market share: 2.88%

8. State Farm

Direct written premiums: \$1,674,411,299
Direct premiums earned: \$1,415,340,424
Market share: 2.62%

9. W.R. Berkley

Direct written premiums: \$1,362,619,305
Direct premiums earned: \$1,292,128,633
Market share: 2.13%

10. Nationwide

Direct written premiums: \$1,241,900,191
Direct premiums earned: \$1,490,307,563
Market share: 1.94%

Source: [PropertyCasualty360.com](https://www.propertycasualty360.com)



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When my state legislature tried to make up for a budget shortfall by unfairly taxing agencies like mine, PIA stepped in and stopped them.”

Trevor Campbell

Insurance Services Group
Edmonds, WA



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