



Main Street

INDUSTRY NEWS

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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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Small Business Worry: Cyberattacks | 24

The U.S. Chamber of Commerce's first quarter small business index is quite revealing. It seems the nation's small businesses are now as concerned with being a victim of a cyberattack as they are supply chain problems and disruptions or another pandemic.

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Apparently, and not knowing, or understanding, much about the history of how insurance coverage is regulated, the House Financial Services Committee — passed by a 47-2 vote — has pushed a bill to the floor of the U.S. House to study wildfire risk and insurance.

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Universal Drugstore is an online pharmacy. It recently did some research on mental health and ranked the nation's states for the best and the worst for mental health.

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P&C UNDERWRITING: LOSSES DROPPED IN 2023

AM Best issued a report on net underwriting for property-casualty insurers in 2023. The loss was a net \$21.2 billion. That's a bit better than the \$29.9 billion lost in 2022.

Most of the underwriting losses can be traced to storm losses.

On a positive note, investment income for 2023 was more than double to \$90.1 billion. That came from a \$51.1 billion change in net realized capital gains at National Indemnity. Other than that, net investment income was more or less unchanged from 2022 to 2024.

AM Best's report said the combined ratio is a bit better than 2022. The final 2023 combined ratio is 101.6. In 2022 it was 102.4.

One reason for the continued high combined ratio is catastrophe losses. It added up to 8.7 points in 2023. That's up from 7.3 points in 2022.

Net written premiums rose 10.4% to \$837.7 billion. Losses and loss adjustment expenses jumped 10% to \$612.5 billion.

Expenses for underwriting increased 6.4% to \$208.3 billion.

Overall, AM Best said big losses in personal lines — especially homeowners insurance — are mainly responsible for the less than satisfying underwriting results.

Source: [Business Insurance](#)

JD POWER'S HOMEOWNERS INSURANCE SATISFACTION SURVEY



THE WORST SATISFACTION LEVEL IN 7 YEARS

It wasn't a very good year for insurers writing homeowners policies in 2023. The United States saw 28 events that had \$1 billion in damage or more. Total losses of the 28 events hit \$92.9 billion.

That many catastrophes naturally leads to a lot of complex claims and forces insurers to extend the time it takes to make damage

assessments, repairs and payments. And that, the J.D. Power 2024 U.S. Property Claims Satisfaction Study concludes, has led to the lowest customer satisfaction level in seven years.

Mark Garrett is the director of claims intelligence for J.D. Power. He notes the number of catastrophes is not the only

problem. COVID put a huge strain on the nation's supply chain and materials to fix things often take a long time to obtain.

"Catastrophic weather events are straining an already fragile system still experiencing supply chain issues that affect the availability and cost of materials," Garrett said. "The biggest declines in satisfaction are related to explaining the claims process to customers and showing concern for their situation. To navigate this difficult stage, insurers need to redouble their efforts to proactively manage customer expectations and streamline the claims process."

Where insurers get crossways of consumers is claims that take over three weeks to process. Garrett notes this is why it is important for insurers to improve their communication with claimants and turn the longer wait time into some sort of positive.

The 2024 study notes the average claim cycle is 23.9 days. That's up six days from 2023. A catastrophic event could stretch the claim cycle to 34.2 days. That, too, affects customer satisfaction.

Rising premiums aren't helping either.

Garrett suggests insurers find ways to get claimants to use digital reporting tools. They — he said — can often speed up the process. "Insurers are offering digital tools and managed repair partners to help streamline the process, but these efforts are met with mixed results," he noted.

Another important cog in the satisfaction survey comes with policyholders having to interact with a number of different representatives on a claim. This is where improved communication comes into play.

The list below is how consumers ranked insurer satisfaction. The average number for the study is 869.

Amica — 906

AIG — 889

Erie Insurance — 888

Farmers — 883

American Family — 877

Nationwide — 877

Chubb — 876

State Farm — 873

Auto-Owners Insurance — 869

Liberty Mutual — 869

Average — 869

Allstate — 868

Auto Club of Southern California — 864

The Hartford — 864

CSAA (AAA) — 859

ASI Progressive — 851

Safeco — 851

Travelers — 845

Homesite — 820

*** USAA — 899, however this insurer — as most of you know — is only available to members, and former members, of the U.S. military.

Sources: [Insurance Business America](#) and [PropertyCasualty360.com](#)

TRAVEL INSURANCE

RECORD PAYOUTS IN 2023



Summer is on its way and that means travel. Most of us — if we're paying attention to how difficult travel is these days — will purchase travel insurance.

Problems do arise.

These days — according to statistics compiled by the travel insurance marketplace, Squaremouth.com — travel insurers are becoming victims of the same issues faced by travelers. It says travel insurers saw a 30% jump in the amount paid for claims filed by policyholders in 2023.

Not only that, but the amount being reimbursed average six-times the cost of the purchase of a policy.

By the way, this year the average cost of travel is \$7,719. That's up 11% from the \$6,943 average in 2023. So if statistics hold, 2024 could be a tough year for travel insurance companies, too.

Here is a list of the claims filed last year, the average amount of the claims, the highest claim paid per category and the percentage of claims filed in a category.

1. TRIP CANCELATION

Percent of claims: 25%
Highest claim: \$49,427.92
Average claim: \$4,854.22

2. EMERGENCY MEDICAL

Percent of claims: 24%
Highest claim: \$48,380.33
Average claim: \$1,456.24

3. TRAVEL DELAY

Percent of claims: 14%
Highest claim: \$3,398.75
Average claim: \$473.71

4. TRIP INTERRUPTION

Percent of claims: 13%
Highest claim: \$58,607.58
Average claim: \$2,782.68

5. MISSED CONNECTION

Percent of claims: 9%
Highest claim: \$2,168.26
Average claim: \$471.69

6. CANCEL FOR ANY REASON

Percent of claims: 6%
Highest claim: \$26,620.00
Average claim: \$2,111.13

7. BAGGAGE LOSS

Percent of claims: 5%
Highest claim: \$1,439.88
Average claim: \$208.18

8. BAGGAGE DELAY

Percent of claims: 4%
Highest claim: \$649.88
Average claim: \$207.51

9. MEDICAL EVACUATION

Percent of claims: 1%
Highest claim: \$27,592.34
Average claim: \$10,838.83

Source: [Insurance Business America](#)

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



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BRIDGES

AN INFRASTRUCTURE CRISIS

The bridge that collapsed in Baltimore has a lot of us thinking about the condition of the bridges we use. Some of us use one or more on a daily basis. And bridges are critical to the nation's economy and the supply chain.

There are 42,000 bridges in the United States that have spans of 20 feet or more. Over 167 million vehicles traverse them each day. Thousands of them are very old and 80% of them are in need of repair.

Some are in desperate need because the structures that hold them up are beginning to fail. A decade ago the number of failing bridges was 15,800. No doubt that number has increased a lot since then.

The Biden administration pushed an infrastructure repair bill through Congress. In 2021 the Department of Transportation began to spend the \$40 billion on bridges. That money will be spent over five years.

Though Transportation Secretary Pete Buttigieg says the law is already funding 7,800 bridge repair projects, that figure isn't going to come close to touching the estimated \$319 billion needed to address the crisis.

"The bottom line is that America's bridges need a lot of work," Buttigieg said. "The sooner we can address those significant bridges, the less likely they will be abruptly taken out of service, or worse, experience the risk of a collapse."

National bridge inventory analysis from 2023 said of the 42,000 bridges in the United States, 7% are in poor condition.

CONDITION OF BRIDGES IN NEBRASKA & IOWA

Iowa: 23,720 bridges

4,558 / 19% — are in poor condition

Nebraska: 15,348 bridges

1,213 / 8% — are in poor condition

Source: [Associated Press](#)

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MANAGEMENT AND REPLACING EMPLOYEES WITH AI

Four in 10 managers in the U.S. want to use AI to replace employees. The 41% figure comes from a study by the presentation maker, Beautiful.ai. The 3,000 managers surveyed said the high-quality output of AI will make that possible.

Another 40% of the 3,000 managers hope to replace a lot of their employees this year with cheaper AI tools. And when they do that, they are hoping the AI will make the team function as it had with more employees.

Worse news for employees. Of the 3,000 managers, 48% said their business will be better off financially if a large number of employees are replaced by AI tools this year.

Some employees won't need to worry about their jobs. They'll still have them but AI will mean lower salaries because less human-done work is needed.

HERE ARE THE STATISTICS AND THE ANSWER TO THIS QUESTION: WILL AI TOOLS REPLACE EMPLOYEES IN 2024

- Agree — 41%
- Disagree — 20%
- Neutral — 39%

How do employees feel? Not all that secure. Beautiful.ai found that employees are terrified



that AI tools will make them less valuable at work. Another 62% think AI tools will eventually replace them.

The survey found that 50% of managers worry that AI will replace them, too. Or, at best, reduce their pay because they become less valuable to the company. And 48% of managers also think AI is going to cause big declines in wages across the U.S. in 2024.

- 64% of managers are using AI tools for employee management on a daily, or a weekly, basis
- 90% of managers are using AI tools to improve productivity
- 10% aren't using AI tools at all
- The 64% using AI say the productivity level they are getting is equal to what they get out of experienced or expert managers

"Things like task and project management, content generation, and presentation design are obvious ways that managers can incorporate AI into their workflows — but the possibilities are endless and unique to each role, team, and company," the Beautiful.ai report said.

Source: [Insurance Business America](#)

INSURANCE RATES RISING BUT WORRIES EXIST

MarketScout's first quarter of 2024 Market Barometer looks pretty much like the last 20 or so. The average raise in commercial rates is 3.9%. The company is now owned by Novatae Risk Group and its CEO Richard Kerr said the rate hikes come with lots of worries about risk via catastrophes and liability outcomes.

“January and February posted very modest rate increases; however, rates were trending upward more aggressively in March,” Kerr said. “Property insurers are nervous about the 2024 catastrophe season. Liability insurers are more calm but economic conditions and incurred, but not yet reported, claim estimates may impact rates later in 2024.”

Kerr also pointed out that the 3.9% is much less than the 5.6% in the fourth quarter of 2023.

Here is how things looked in the quarter:

- Commercial property — rose 6.3%
- Business interruption — up 5%
- BOP — increased 3.7%
- Inland marine — jumped 3.3%
- General liability — rose 3.25%

- Umbrella excess — up 6.3%
- Commercial auto — increased 3.7%
- Workers compensation — even at 0%
- D&O liability — jumped 2.7%
- ELPI — rose 1%
- Fiduciary — up 1%
- Crime — increased 1.3%
- Surety — rose 1%

The National Alliance for Insurance Education and Research took a look at personal lines. They, too, have seen steady increases. Personal lines average rose 4.75% from the fourth quarter of 2023 to the end of the first quarter of 2024.

- Homes valued at under \$1 million had an average increase of 4.7%
- Homes valued over \$1 million saw a rise of 5.3%
- Auto rates averaged a 5.3% hike
- Personal articles rose 3.7%

Source: [Insurance Business America](#), [Business Insurance](#) and [Insurance Business America](#)

Events Calendar 2024

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

Date	Class/Webinar	Where	When
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 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

PIA NE IA EVENTS

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
September 16, 2024	Are Your Clients Ready for the Next Disaster - Wildfire!	NE/IA	Live Webinar: 11 - 2 PM
September 17, 2024	Cyber Coverage: Protecting Your Insureds From Hackers, Liars, & Really Bad Bots	NE/IA	Live Webinar: 8 - 11 AM
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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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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SMALL BUSINESS WORRY CYBERATTACKS

The U.S. Chamber of Commerce's first quarter small business index is quite revealing. It seems the nation's small businesses are now as concerned with being a victim of a cyberattack as they are supply chain problems and disruptions or another pandemic.

The why is many small businesses now being the targets and victims of ransomware, email compromises and phishing attacks. Unlike big business and large corporations, small business owners don't really have the time, the money, or the resources to defend

against a cyberattack.

Thomas Sullivan is the vice president of small business policy at the chamber. He said the chamber index found 60% of small business owners concerned and things have grown so bad that many small business owners are now investing in cybersecurity tools and consultants.

"In 2018, if I had said 'phishing tests,' people would think they'd be going to a Bass Pro Shop," Sullivan said. "Now, small-business owners know exactly what I'm talking about, and that is huge progress."

The Survey Says

- 66% say they're concerned about cyber threats
- 58% are also very concerned about supply chain disruptions
- 71% of professional service organizations are very concerned about cyberattacks
- 74% of organizations with between 50 and 400 employees are very concerned
- 48% of small business owners trained their staff on cybersecurity awareness and protections in 2023
- 27% of small business owners say they are one disaster away from shutting down

Source: [AXIOS](#)

NAIC: 2023'S TOP 10 CARRIERS ALL LINES

The National Association of Insurance Commissioners (NAIC) just released its report on the top insurance companies in the country. This is all lines and not just commercial, or personal lines, etc.

The report is cumulative data from filings for commercial auto, personal auto, homeowners, workers' comp, medical professional liability, and other liability insurance companies. Only auto liability is left off.

The top 10 carriers have a total marketshare of 48.07%. In total, they wrote \$960,802,932,489 in direct premiums in 2023. Passenger auto providers wrote 33% of all the written premiums. That total is \$314,788,570,644.

TOP 10 INSURERS IN THE COUNTRY AND THEIR STATISTICS:

1. STATE FARM

Direct premiums written: \$93,788,130,947
 Direct premiums earned: \$88,679,559,880
 Direct loss to EP ratio: 82.85
 Direct loss & DCC to EP ratio: 85.79
 Market share: 9.76%
 Cumulative market share: 9.76%

2. PROGRESSIVE

Direct premiums written: \$62,711,707,060
 Direct premiums earned: \$59,870,842,497
 Direct loss to EP ratio: 68.41
 Direct loss & DCC to EP ratio: 70.45
 Market share: 6.53%
 Cumulative market share: 16.29%

3. BERKSHIRE HATHAWAY

Direct premiums written: \$59,668,420,250
 Direct premiums earned: \$58,144,353,860
 Direct loss to EP ratio: 66.50
 Direct loss & DCC to EP ratio: 69.78
 Market share: 6.21%
 Cumulative market share: 22.50%

4. ALLSTATE

Direct premiums written: \$50,041,693,448
 Direct premiums earned: \$48,197,229,664
 Direct loss to EP ratio: 73.12
 Direct loss & DCC to EP ratio: 75.16
 Market share: 5.21%
 Cumulative market share: 27.71%

5. LIBERTY MUTUAL

Direct premiums written: \$45,794,527,660
 Direct premiums earned: \$45,264,052,658
 Direct loss to EP ratio: 64.89
 Direct loss & DCC to EP ratio: 68.89
 Market share: 4.77%
 Cumulative market share: 32.47%

6. TRAVELERS INSURANCE

Direct premiums written: \$38,596,540,132
 Direct premiums earned: \$36,532,033,345
 Direct loss to EP ratio: 58.95
 Direct loss & DCC to EP ratio: 63.26
 Market share: 4.02%
 Cumulative market share: 36.49%

7. USAA

Direct premiums written: \$32,002,399,677
 Direct premiums earned: \$30,046,228,814
 Direct loss to EP ratio: 76.56
 Direct loss & DCC to EP ratio: 77.64
 Market share: 3.33%
 Cumulative market share: 39.82%

8. CHUBB

Direct premiums written: \$31,691,802,538
 Direct premiums earned: \$30,871,545,006
 Direct loss to EP ratio: 58.70
 Direct loss & DCC to EP ratio: 63.29
 Market share: 3.30%
 Cumulative market share: 43.12%

9. FARMERS

Direct premiums written: \$27,220,677,002
 Direct premiums earned: \$26,575,265,934
 Direct loss to EP ratio: 64.77
 Direct loss & DCC to EP ratio: 66.02
 Market share: 2.83%
 Cumulative market share: 45.95%

10. NATIONWIDE

Direct premiums written: \$19,766,498,885
 Direct premiums earned: \$20,322,814,369
 Direct loss to EP ratio: 69.92
 Direct loss & DCC to EP ratio: 74.08
 Market share: 2.06%
 Cumulative market share: 48.01%

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

HOW'S YOUR MENTAL HEALTH? WORST & BEST STATES

Universal Drugstore is an online pharmacy. It recently did some research on mental health and ranked the nation's states for the best and the worst for mental health.

Universal Drugstore used research from the U.S. Bureau of Labor Statistics, the Kaiser Family Foundation, Mental Health America, the U.S. Centers for Disease Control and Prevention, and the Substance Abuse and Mental Health Services Administration.

The company looked at finances, relationships, work, do people have a sense of purpose and do they feel safe. Also included in the study is where people live and work, how prevalent is mental illness within the state and how much is the cost of care.

Also in the study is the number of psychologists per capita, the prevalence of mental illness in state and the number of beds available to them for treatment, and the cost of prescriptions.

Montana is the most mentally healthy. The Treasure States's number was 8.06 out of 10. It has the fewest mentally unhealthy adults who can't find care by population.



Montana residents also took the fewest number of mental health sick days in 2022.

Nevada is the worst state for mental health and got a score of 2.06 out of 10. It was on top for five key measurements including the highest number of mental health sick days taken. Nevada also has the most number of youth saying they're having depressive episodes. Nevada has the lowest number of psychologists per capita in the country.

MENTAL HEALTH: WORST STATES TO LIVE IN

1. Nevada
2. Oregon
3. Oklahoma
4. Arizona
5. Washington
6. Texas

7. Alabama
8. Louisiana
9. Georgia
10. New Mexico

MENTAL HEALTH: BEST STATES TO LIVE IN

1. Montana
2. Vermont
3. Massachusetts
4. South Dakota
5. Rhode Island
6. Illinois
7. Wisconsin
8. North Dakota
9. Nebraska and Iowa (tied)
10. Arkansas

Source: [FortuneWell](#)

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“

I never liked what was going on in Congress. But I felt there was nothing I could do. Then I joined PIA. Now, I'm making a difference.”

Sue Peachey

Peachey Insurance Agency
Pratt, KS

I AM PIA.

SUE PEACHEY felt frustrated by the lack of understanding about insurance issues in Congress. After joining PIA, she got involved. Now, she's the one meeting with members of Congress, telling them what's important to insurance agents.

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