** 2023 MIAI Support Staff Agenda**

**Thursday, May 11th**

8:00 – 8:55 Registration and Continental Breakfast

8:55 – 9:00 Welcome – Brian Dix (MIAI)

9:00 – 10:00 Underwriting – Liability Concerns (Val Kaiser-GMRC, Michael Manly-IMT Ins)

10:00 – 10:15 Break

10:15 – 11:00 Catastrophic Claims – Tom Schmidt-GMRC

11:00 – 11:15 Break

11:15 – 12:00 Roundtable Discussions over Underwriting and Claims

12:00 – 1:00 Lunch

1:00 – 2:00 Handling Day to Day Issues (Unruly Customers, What Info can you share with Customers, how to address agent concerns) Stacie Dykstra-Cain Ellsworth

2:00 – 2:15 Break

2:15 – 3:15 Round Table Discussions over day to day Issues

3:15 – 3:30 Break

3:30 – 4:30 Improving Team Dynamics in your office – Dr. Celina Peerman

4:30 Adjourn

ANTITRUST POLICY STATEMENT

Several federal and state antitrust laws govern our actions today. Any discussion of rate or product standardization, market division, fixing of profit levels or conduct that may be construed as suggesting boycott is absolutely prohibited. Conviction of violating federal and state antitrust laws may result in significant fines, mandatory jail sentences or both.

Meeting participants are reminded to stay within the agenda and to avoid any discussion of company-specific procedures or plans.

Legislative activities are protected by the 1st Amendment and are generally not subject to antitrust laws. Discussion must relate to plans to support or oppose legislation, regulatory action or judicial proceedings through traditional lobbying methods.

Federal law prohibits agreements between competitors that unreasonably restrain trade. Some agreements (like price-fixing or distribution of products) are illegal regardless of the effect on the market. Other types of agreements may be examined to determine whether there is an actual anticompetitive effect on customers or markets.

Congress has given a limited exemption to the insurance industry from certain otherwise prohibited activities by enactment of the McCarran-Ferguson Act, but members should realize: 1) that MIAI itself, as a trade association, has no such exemption; and 2) that the exemption provided to companies has definite limits. Insurance company practices (your activities included, both inside and outside of the meeting room) are exempt only if they: a) involve the business of insurance; b) are regulated by state law; and c) do not constitute an agreement to fix or standardize prices, rates or profits boycott, coerce and/or intimidate or an act to further any of these.

Iowa has an antitrust statute (the Iowa Competition Law) and other insurance statutes that have antitrust significance. These statutes are construed to complement federal law, i.e. to protect the public from agreements between competitors that have an anticompetitive effect on the marketplace.

The following are examples of actions that you should not initiate nor participate in as they may expose you, your company, and the MIAI to possible investigation and/or prosecution for violation of antitrust laws.

* Discussing price, profits, commission or any other cost components and elements.
* Discussing rates or the stabilizing of rates or other terms or conditions of any products to be offered for sale.
* Discussing underwriting criteria with an eye toward standardizing.
* Discussing matters that would adversely affect availability of insurance or services to the public.
* Discussing future rate plans including actuarial projections.
* Discussing “fair” profit levels.
* Developing “standards” for company operations.
* Suggesting certain credit policy.
* Referring to any company or agency by specific name in any example you may give as an illustration during our discussions.

If any of the above occurs, you should object to the action, have your objection noted in the minutes of the meeting and, if the discussion or practice continues, leave the room. You should also be sure to make your concern and objection known to an Association officer.

Please keep in mind that the prohibited actions discussed in this statement apply to conversations in an informal or social setting, not just regularly scheduled meetings.