

Insurance Skills Center

EDUCATION REPORT



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Palm Springs Getaway 2003

PALM SPRINGS—You won't want to miss the Palm Springs Getaway Jan. 24-25, 2003 at the Spa Hotel and Casino in Palm Springs. In addition to the relaxing environment, here is some of what you can learn:



Friday, January 24

Hard Market Survival Strategies (a.m.) (includes lunch)

Legal Case Studies: You be the Judge (p.m.)

Saturday, January 25

Terrorism & Insurance (a.m.)

Lessons Learnt From Recent Corporate Scandals (p.m.)

The getaway is filed for 16 CE credits in California, Nevada, Oregon and Washington for both property/casualty and life licenses.

The getaway is set up so you can pick the classes you want to attend: only morning classes, only afternoon classes, three classes, all classes, it's your choice. Price varies by the number of classes you choose. There is a special rate for agents who register early.

Insurance Skills Center (ISC) has secured special lodging rates with the Spa Hotel and Casino of \$169/night, single or double occupancy. This rate is available until Dec. 23, and participants should call 800-854-1279 and mention the "Insurance Skills Center room block."

The early-bird registration fee is \$329 for IBA West members and \$349 for non-members. To view, print out or download the brochure and registration form, go to <http://www.insuranceskillscenter.com/>.

Earn CE Credits Online

HUNTINGTON BEACH—There is an easy way to earn CE credits during your lunch break and all you need is your computer and a modem. ACSR Online by Insurance Skills Center offers agents a convenient method to earn CE credit during the day in an online program that is informational and interesting. ACSR Online is an engaging and flexible course of study that is fun to access for your continuing education needs during the day or evening, 24x7. Log on and off as you please, the system remembers where you left off.

ACSR Online is available for personal lines (14 CE), commercial lines (20 CE), and account development (6 CE). This program is multi-suited for agents whose license is coming up for renewal or for new CSRs and producers who need to know

more about a certain line of insurance. Also, the commercial lines course is now approved in Washington for 24 CE.

Agents can demo the product by visiting <http://www.isc.learnsomething.com> to get a better understanding how easy and fun it is to obtain CE credits online.

Ask ISC

I actually have two insurance questions for you. The first is in regard to the California low cost program for auto insurance. Apparently the limits offered are 10/20/3. Since California law requires 15/30/5, how does the low cost system get away with only \$3,000 in paid coverage? My second question is a claim coverage question. We have an insured who owns a moving company. They hit a house with the moving van and damaged a custom garden window. The insurance company is paying the property damage but the claimant is also claiming lost wages so she can be home when the repairs are done as she doesn't want a contractor at her home with no one there. The insurance company has denied this portion of the claim contending she doesn't have actual damage as she can and is using her vacation time. I asked the insurance company if the claimant takes the insured to small claims court and gets a judgment against the insured, would they pay the judgment and they have said, "no as it is not 'property damage.'" Do you know of any examples of this type of situation with lost wages? Thank you!

*Stefanie Connolly
Bay Risk Insurance*

This week, Marjorie Segale, RPLU, CIC, ACSR, CISR replies.

- ◆ **Answer to question one:** When the low cost insurance program was signed into law by Gov. Gray Davis in 1999, the law overrode the minimum financial responsibility requirements for this program. 10/20/3 is the amount provided by this program. This program is eligible for San Francisco city and county as well as Los Angeles city and county residents only.
- ◆ **Answer to question two:** Although the company is technically correct that the claimant's lost wages are not "property damage" but in fact a consequence of the property damage done to her home, it seems yet another example of penny wise and pound foolish behavior. This could not be a large amount being claimed. The fact that the claimant is using her vacation time and thus not sustaining a dollar loss is a ridiculous statement and designed to do nothing but anger the claimant. She will certainly be using up time allocated for another purpose and when taking her vacation, will have lost the day and will not recover

the value. It is a prudent measure for the claimant to be home when the repairs are made—if the repairs are not made satisfactorily the first time, the insurer would then incur additional costs to correct the problem. For such a small amount for a single day lost wage and the possible prevention of repeated time and materials for repair, it would seem reasonable that the claims supervisor would treat this cost as a loss of use issue—which is certainly part of the “property damage” definition.

Thank you for the interesting question.

IMPORTANT DISCLAIMER. Information provided by the “Ask ISC” service is intended for educational and informational purposes only. Neither ISC nor IBA West endorse the advice of these professionals or make any warranty or representation, express or implied, with respect to the accuracy, completeness or usefulness of the information provided through this service. Information provided in this section represents the views of one or more experienced professionals on a given topic; it is not a recommendation that a particular course of action be followed. Readers are encouraged to consult with legal counsel or other professionals of their own choosing for advice on handling specific problems. Neither ISC nor IBA West assume, and will have no responsibility for, any liability or damage that may result from the use of any of this information.

Save The Following Dates In 2003

HUNTINGTON BEACH—Conference information and registration materials will be available soon.

Agribusiness Conference—March 20-21, Sacramento

The Conference will be held at the Radisson Resort Sacramento. Room rates are \$104/night. Reserve today at 916-922-2020, mention “Agribusiness Conference.”



Young Brokers & Agents Conference—June 5-7, San Diego

Visit <http://www.ibawest.com> to register, or reserve your lodging online.



Workers' Comp: Value-Added Service

TORRANCE—With a hardening market, the agent's value-added service in handling the client's experience modification (Ex Mod) is more important than ever. So what will distinguish you from your competitors? Having a better understanding of workers' comp will help you understand the marketplace, current laws and how the agent can impact their client's Ex Mod. Moreover, you'll learn what your client can do to impact their Ex Mod and positively impact their workers' comp costs.

Insurance Skills Center's Workers' Compensation Seminar will bring you up to speed on coverage issues and will be taught in these locations: Torrance – Nov. 6 and Modesto – Nov. 7.

Approved for **8 CE credits for p/c and life licenses**, the instructor will discuss workers' comp from A to Z including:

- ◆ Learn the impact of SB 71 and current marketplace status
- ◆ AB 749: What it means to broker/agents and the future of workers' comp
- ◆ How to properly handle clients with leased workers
- ◆ Explore the issue of “Independent Contractor vs. Employee”
- ◆ Review of available rating programs, non-participating and large deductibles
- ◆ Dusting off concepts of retrospective rating and programs
- ◆ Costs are on the rise—learn about the factors behind increasing medical costs, premium costs and other strains to the market

The registration fee is \$145. For more information, visit <http://www.insuranceskillscenter.com> to download the course calendar or register online. □

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