



Program

Coffee: 7:15 AM East and West Lounges, Circus Room
Program: 7:45 AM – 12:00 PM Braden Auditorium

General Session & Conferment

Harry Hofer, CLU, AIC (Moderator)
Learning and Development
Illinois Operations Center
State Farm Insurance Companies
Bloomington, Illinois

Larry L. Klein, CPCU, AAI, AIM
Chief Underwriting Officer
Warranty Business Unit of Zurich NA
Vice President - Pricing
GE-Zurich Warranty Management, Inc.
Schaumburg, Illinois

M. Paul Collier
Executive Director
The Biometric Foundation
Gaithersburg, Maryland

Therese M. (Terri) Vaughan, CPCU
Commissioner of Insurance Division
Iowa Department of Commerce
Des Moines, Iowa

Luncheon
Bone Student Center Ballroom – 12:00 PM – 2:00 PM

Invocation
Kurt Litwiller, Pastor, Boynton Mennonite Church

Keynote Speaker
Shirish Patel from National Aeronautics and Space Administration (NASA)



This program has been approved for 3 hours
of continuing education credit by the Illinois
Department of Insurance (course number 18063).



As a Chartered Property Casualty Underwriter, I shall strive at all times to live by the highest standards of professional conduct. I shall strive to ascertain and understand the needs of others and place their interests above my own, and I shall strive to maintain and uphold a standard of honor and integrity that will reflect credit on my profession and on the CPCU designation.

Congratulations to September 2002 – June 2003 CPCU Completers

Keri Alfano
State Farm Group

Stephanie A. Anderson
State Farm Group

Kathy Barron
State Farm Group

Julie Bell
State Farm Group

Kimberly Ann Bray
State Farm Group

David H. Brownell
State Farm Group

Michael L. Carroll
Hawk Agency Inc.

Tom E. Case
State Farm Group

Laura Clark
State Farm Group

Robin Scott Cochran
State Farm Group

David B. Cook
State Farm Group

Diana S. Denning
Pekin Insurance Company

Douglas B. Durako
COUNTRY Insurance &
Financial Services

David G. Foreman
RI Insurance Company

Jamie A. Gallagher
State Farm Group

Monica Katrice Gillespie
State Farm Group

Jennifer D. Gonzalez
State Farm Group

Mike A. Haile-Mariam
COUNTRY Insurance &
Financial Services

Michael W. Harris
State Farm Group

Timothy M. Harris
Nat. Assn. of Ind. Insurers

Susan M. Harsha
State Farm Group

Andrew W. Hauck
State Farm Group

Wensley John Herbert
State Farm Group

Ami Hileman
State Farm Group

Carolyn Hodgkins
State Farm Group

Jeffrey R. Howard
COUNTRY Insurance &
Financial Services

Julie Johnson
State Farm Group

Carol M. Hornmeyer
RI Insurance Company

Bonnie Kuebler
State Farm Group

Tara Lamson
State Farm Group

Brad Lanier
State Farm Group

Robert D. Lattanzio
State Farm Group

Kristina C. Link
RI Insurance Company

Tim Litwiller
State Farm Group

Brian Livengood
State Farm Group

Michael F. Lockett
State Farm Group

Mark Pierson Lucas
Great Central Insurance

Sharon R. Lundy
State Farm Group

Todd MacDonald
State Farm Group

Lori Manning
State Farm Group

Darin L. Markert
COUNTRY Insurance &
Financial Services

Michael Martineau
State Farm Group

Robert J. Mc Dade
COUNTRY Insurance &
Financial Services

Steve Modine
State Farm Group

Susan Molzof
State Farm Group

David Michael Moore
State Farm Group

Michael Moore, Sr.
State Farm Group

Joseph Natoli
State Farm Group

Lisa Nave
State Farm Group

Amy Pemberton
State Farm Group

Russell Perkins
State Farm Group

Anne E. Pickett
State Farm Group

Janice Poppen
State Farm Group

Andrew G. Rader
State Farm Group

Todd E. Ransom
RI Insurance Company

Connie Reeser-Hall
State Farm Group

Cheryl A. Robinson
Pekin Insurance Company

Jeff Allan Roget
State Farm Group

Althea Rolfs
State Farm Group

Cynthia Rolfs
State Farm Group

Richard K. Rollins
State Farm Group

Sally K. Sadlo
State Farm Group

Kyle D. Sanders
State Farm Group

Douglas Savage
State Farm Group

Jeffrey R. Schlattman
State Farm Group

Gregory V. Shell
Auto Owners Insurance Co.

Gerrit Sinclair
State Farm Group

Jennie Smith
State Farm Group

Natalie R. Smith
State Farm Group

Timothy W. Smith
COUNTRY Insurance &
Financial Services

Howard J. Stevens
State Farm Group

Karen Stites
State Farm Group

Dana E. Vice
Pekin Insurance Company

Susan Wagoner
State Farm Group

Connie L. Wasson
State Farm Group

Richard M. Whitlock
COUNTRY Insurance &
Financial Services

Dave Williams
State Farm Group

Les Willis
State Farm Group

Deborah A. Wolford
State Farm Group

Mary Yoder
State Farm Group

Lynne M. Yowell
State Farm Group

**James Edward
Zimmerman**
State Farm Group

Kimberly Zimmerman
State Farm Group



Continuing Professional Development (CPD)

Jeffrey H. Abel	Jon Keith Frohock	Scott Anthony Minichiello	Terry Strange
Dixie L. Axley	John E. Fuchs	Julie Lynne Moore	Allison Stuepfert
Bruce Frank Babcock	Gerald Gilinsky	Robin Moore	Kevin J. Stuff
Michael James Barthe	Shawn R. Gravelle	Suzanne Murray	Shewn Suchman
Angela Marie Blair	Gloria DeAnn Green	Michael J. Nichols	Barbara Ann Taylor
Daniel L. Blodgett	John Ruq Groves	Barbara D. Norris	Karen Fulton Terry
Douglas M. Bova	Harvey J. Harms	Nancy J. O'Brien	Karyn L. Therman
Steven J. Braun	Kelly J. Heim	Joanne Ilene Ohler	Christopher J. Thomas
Vernon Brogla	Larry Heitz	J. Wesley Ooms	Joel J. Thomas
Tricia J. Brown	Kaye Henderson	Douglas A. Orwig	Andrea Lynn Tilford
Angela R. Brucker	Jennifer K. Ho	Jeffrey S. Page	Matthew M. Tonkovich
Timothy Robert Brunton	Laurie D. Hockenberry	Lori G. Palmer	Michelle R. Triplett
Lee W. Bullwinkel	Michael E. Hockenberry	Kelly R. Park	David A. Ueek
Herbert Edward Burdett	Charles A. Hodgkins, Jr.	Theresa A. Parlette	Tammy Van Egtern
Martin K. Buschar	Keoki H. Hwang	Todd Gordon Popham	Robert James Vandenberg
Brent Malik Bynum	Donna Lee Johnson	Catherine A. Rankin	Louis Villafuerte, III
Gary Ray Campbell	Lawrence P. Johnson	Suzann M. Reid	Vanessa A. Walker
Sonia Block Carter	Susan J. Johnson	Karmen L. Riggs	Donna Karen Wampler
Kathleen Carver	Susan K. Johnson	Colin D. Rosendahl	Robert L. Watkins
Alice Chien	James R. Jones	William Alan Roth	Brian J. Weiland
Elaine R. Clem	Johanna B. Kelly	Anne B. Ryburn	T. Sean Wells
Lynette E. Consalus	Wesley D. Kieser	Ann C. Sallen	Timothy A. Whitaker
Jeannette M. Cook	Victoria D. King	Chad Michael Sands	Glenn Edward Wilson
Dale N. Cope	Timothy B. Kiper	Charles D. Sang	David K. Wuethrich
Patricia J. Corrigan	Barbara Koenen	Ann K. Schimelpfenig	Jeffrey P. Wyrick
Donald Lee Current	Kelli C. Lane	Glen R. Schmidt	Jay A. Yoder
Maureen J. Davis	Robert Lauterbach, Jr.	Michelle R. Schweizer	Lawrence S. Zlotek
Mitch Deland	Donna M. Lavin	Michael Todd Scott	
Judy K. Dilley	Catherine M. Malin	Sandra S. Sharp	
Lori A. Doud	Timothy William Marron	Gary L. Shay	
James M. Dunne	Keith E. Marxkors	Becky Shealy	
Jill Anne Eberle	Randall Charles Mattoon	Sarah J. Shipley	
Rhonda Eckerty	John Ward McAfee	Mary Skelley	
Marie C. Eledge	Jennifer S. McFarland	Michael S. Smith	
Michael R. Emme	Brian M. McNulty	Randall S. Smith	
Warren Lynn Farrar	Terry K. McReynolds	Daniel William Snyder	
Jennifer Fasking	Mark G. McCarrell	Barbara Sparks	
Gilbert Ferraro	Jennifer L. McNulty	Joel M. Speer	
Mary Beth Fleury	W. Thomas Mellor	Lynn T. Splittstoesser	
Jeffrey Scott Fossett	David Menning	Gerald D. Stephens	

Officers of the Central Illinois Chapter of CPCU

Executive Board

President - **Kelly Heim**
Vice President - **Gary Shay**
Treasurer - **Dave Wuethrich**
Secretary - **Celeste Allen**
Past President - **Lori Neisler**

Board of Directors

Chapter Growth (Planning, Interest Inventory, Member Survey, Connections) - **Mike Barthe**
Communications & Marketing (Public Relations, Web Page, Newsletter, Speakers Bureau) - **Elwood Brown**
Education (Candidate & Professional Development, Review Day, Scholarship & Library) - **Mary Skelley**
Internal Affairs (Mentoring, Audit, Laws & History, Ethics) - **Colleen Wilson**
Member Activities (Good Works, Peoria & Champaign Connections) - **Jim Jones**
Member Events (Programs, Facilities, Database & Reservations, Summer Activities) - **Mike Hockenberry**
Special Events (1-Day, Workshop, New Designee) - **Jeff Janssen**

2003 - 2004 Committee Chairpersons

Annual Member Survey - **Subrena Robinson**
Audit - **Stephen Burns**
Candidate Development - **Angela Blair**
Chapter Planning - **Lori Neisler**
Connections - **Kelly Heim**
Database and Reservations - **Angela Slama**
Ethics - **Jim Jones**
Facilities - **Steve Leisure**
Good Works - **Joyce Etherton**
I-Day 2003 - **Michael Milligan**
Interest Inventory - **Mary Lynn Edwards**
Laws and History - **Bill Roth**

Mentoring - **Leanne Fritz**
New Designee - **Dale Cope**
Newsletter - **Sandra Sharp**
Peoria Connections - **Jim Ruth**
Professional Development - **Susan Johnson**
Programs - **Rex Presson**
Review Day - **Joanne Ohler**
Scholarship & Library - **Jackie Kirkley**
Speakers Bureau - **Mike Barthe**
Summer Activity - **Kerry Parker**
Web Page - **Scott Cooper**
Workshop - **Dan Blodgett**

2003 All-Industry Day Committee

Chairperson - **Michael Milligan**
Vice-Chair/Program Chair - **Angie Brucker**
Facilities Chair - **Karon Patterson**

Marketing Chair - **Lila Douglas**
New Designee Chair - **Janet Walker**

Jeff Abel
Dale Cope
Christy Danko
Sharon Dunn
Steve Gallick
Shawn Gravelle
Dan Hinshaw
Dan Jones
Anne Kasson
Brian McNulty
Jenny McNulty

Duane Meade
Robbi Muir
Avana Nice
Kim Novacek
Becky O'Neal
Karon Patterson
Andy Rader
Glen Schmidt
Judy Shira
Cindy Spires
Vern Veal

About the Speakers

- Harry Hofer, CLU, AIC**, is a Learning and Development Specialist for the Illinois Operations Center of State Farm Insurance Companies, where he focuses on management training and serves as a corporate coach to over thirty managers. Harry joined State Farm as an Auto claims representative in the Chicago area in 1996. In 1998, Harry moved to a position in Auto Claims Central located in State Farm's Illinois Operations Center. Harry joined the Education and Development department within Human Resources in 1999, serving in multiple roles, which included being an Agency Recruiter. Prior to joining State Farm, Harry served as Assistant Director of Admissions at Illinois Wesleyan University in Bloomington. Harry has been speaking professionally for a number of years. His topics include: fun in the workplace, self-awareness, customer service, and leadership.
- Larry L. Klein, CPCU, AAI, AIM**, is Chief Underwriting Officer for the Warranty Business Unit of Zurich NA, and Vice President of pricing for GE-Zurich Warranty Management, Inc. in Schaumburg, Illinois. A member of the Society's Chicago-Northwest Suburban Chapter, Klein is a past member and president of the Philadelphia Chapter. He also served on the 2001-2002 Board of Governors as a national section governor and as a third-year governor on the Executive Committee. Outside of Society service, Klein has co-authored the risk management and insurance chapter in *Doing Business in the United States*, published by Dow Jones Irwin, and has been published in the *John Liner Review* and *Risk Management Quarterly*. Klein earned his CPCU designation in 1976.
- M. Paul Collier** is currently the Executive Director of The Biometric Foundation. He is a founder of the consulting firm ID Technology Partners, Inc., and has held executive posts in the design and marketing of forensic and biometric identification systems since 1978. His background in biometrics encompasses commercial, government, and military applications. Mr. Collier has participated in virtually all government and industry biometric standards activities, which include the ANSI/NIST fingerprint interchange standard and the GSA Smart-card Biometric Subcommittee. Mr. Collier is a founding member of the International Biometrics Industry Association and the Center for Identification Technology Research within the National Science Foundation center for biometrics at West Virginia University. He has served on the Service Membership Advisory Board of the American Bankers Association and has testified before both US House and Senate committees as an expert witness on biometric technology.
- Therese M. (Terri) Vaughan, CPCU**, has served as Iowa's Insurance Commissioner since August of 1994. During her tenure, she has been an active member of the NAIC, serving as President in 2002. Prior to becoming Insurance Commissioner, Commissioner Vaughan was the Director of The Insurance Center and Chair of the Insurance Department at Drake University in Des Moines, Iowa. Prior to joining Drake, she was a consultant in the risk management and casualty division of Tillinghast, a Towers Perrin Company. Dr. Vaughan held previous academic positions at Baruch College of the City University of New York and at Temple University. She earned a Ph.D. in risk and insurance at the Wharton School of the University of Pennsylvania and a B.B.A. in insurance and economics at the University of Iowa. Theresa is a CPCU, an Associate of the Society of Actuaries, an Associate of the Casualty Actuarial Society, and a Member of the American Academy of Actuaries. She is the co-author of two college textbooks on insurance, *Essentials of Insurance* and *Fundamentals of Risk and Insurance*. A 1994 article coauthored by Commissioner Vaughan, "Insurance Regulation in the Public Interest: Where Do We Go From Here?" was recognized as the outstanding article of the year in the *Journal of Insurance Regulation*.
- Shirish R. Patel** is currently a Technical Avionics and Software Systems Integration Manager of Cargo Integration Test Equipment (CITE) and Level I integration for the National Aeronautics and Space Administration (NASA). Shirish manages the installation and removal of Engineering Ground Support Equipment (EGSE) and maintains flight hardware configurations. He has helped process and launch several notable missions, including the Hubble Space Telescope (HST) re-service mission in 1993, the STS-69/Wake Shield Facility free-flying experiment platform in 1994 (which flew in the low vacuum of space), the STS-67/Astronomy-2 (ASTRO-2) mission in 1995, and the first element of the ISS NODE-2A in 1998. Shirish immigrated to the United States of America in January 1979 and settled in Chicago. He received his Associate of Science Degree from Triton Junior College, Illinois, in August 1989. He received his Bachelor of Science Degree in Electrical Engineering with a minor in Math from Southern Illinois University in December 1990. Shirish began his career with NASA in January of 1991, where he was the first Indian American engineer recruited directly from college.

Central Illinois Chapter of CPCU

Antitrust Compliance Statement

March 4, 1996

From time to time, program speakers will appear at chapter meetings and present points of view with which the chapter's members and leadership do not agree. The Central Illinois Chapter of CPCU would like to make it clear that, as an educational organization, it fosters the exchange of views on subjects which are of interest to its members and the insurance industry. At the same time, the Chapter must guard jealously its neutral status on matters that may have a very material impact on their member sponsoring companies.

The chapter will not allow speakers, members, or guests to advocate any conduct which may encourage the violation of antitrust and other regulatory laws applicable to insurers here in the State of Illinois. Any indication that the Chapter facilities are being used for an improper purpose will prompt the chapter, through its leadership, to disavow any illicit activity. That may even include a call to adjourn. Examples of possible violations include the exchange of proposed rates, underwriting guidelines, and dealings with suppliers providing goods and services used in the resolution of pending claims.

Members employed by companies having more explicit statements dealing with these issues are encouraged to refer to them for further guidance.

Special Thank You To:

- State Farm Illinois Operations Center Public Affairs Department for its financial contribution to today's event.
- Steve Gallick of the State Farm Illinois Operations Center Public Affairs Department for developing the logo, programs, tickets, and fliers.
- John Baker of COUNTRY Insurance & Financial Services for taking photographs.

Suggestions/Comments

If you have any suggestions or comments for our 2004 All-Industry Day Program, please contact:

Jeff Janssen

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