



**Risk and
Insurance
Management
Society, Inc.**

RIMS NEWS

THE AWARD WINNING HOUSTON CHAPTER

Outstanding Chapter Programming

Advancing the Risk Management Profession (Chapter of Distinction)

May 2007

In This Issue:

- President's Note
- A Look Back at the New Orleans Conference
- Spotlight on Gamma Iota Sigma – Alpha Upsilon Chapter
- Appreciation Day
- Houston Job Postings
- New/Renewed Members
- Vendor's Korner (Risk Management Tips cont from April)

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FROM THE PRESIDENT'S DESK...

RIMS 2007 Annual Conference and Exhibition in New Orleans the week of April 29th was well attended and organized. RIMS National did a great job of planning the event and the city of New Orleans was ready for us. There were many educational and networking opportunities as well as great entertainment and opportunities to help the New Orleans community. The Houston Chapter accepted an award for Outstanding Chapter Programming and was also named as a Chapter of Distinction for Advancing the Risk Management Profession. Several of our members were speakers at conference sessions and we are proud to have all of them as members of our Chapter.

The Houston Chapter's next monthly meeting will be held at the University of Houston Hilton on May 16th. Mary Isbell, Vice President – Risk Management, with Friedkin Companies, Inc., is our speaker this month and her topic is business continuity. Please plan to join us for a great topic presented by one of our own. As well as having a very successful career in the risk management field, Mary won the Heart of RIMS award in 2005 from RIMS National and we are excited about the opportunity to hear her speak.

I look forward to seeing everyone on May 16th!

Cindi Vickers

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Looking Back at New Orleans

Several of the Houston area attendees at the 2007 Conference were asked to share about their experience on the conference, their sessions and the City.

My experience at the conference was quite good. We had 55 attendees in the energy industry session on Monday afternoon. The conference was very organized overall. It was a great opportunity to meet with certain underwriters and other service providers we use on our account.

I didn't get out of the Quarter and downtown area so I can only comment on that part of the city. Other than services being a little slow in the hotels, I didn't see any issues. The Quarter actually looks a little cleaner. Food was great as always.

Everyone with whom we came in contact that was from New Orleans seemed to really appreciate that we were there. I spoke with a gentleman who had been at the convention center during Katrina and was air lifted out via helicopter. He said the whole experience was surreal. He just couldn't believe he was actually living through something like that. We also met a contractor that had moved to New Orleans after the storm in order to help with construction. He's had big pieces of equipment stolen from a site and other issues with the criminal element there. He's had some trouble being paid by insurance companies for the work he's performed. He was frustrated, but did not have a plan to leave New Orleans yet.

That's about all I can offer at the moment.

Patti Carroll, ARM
Vice President, Insurance & Risk Management
TOTAL American Services, Inc.

1. Overall good experience for me; was really only there (at the conference) Wednesday.
2. It's probably best to heed the warning to stay around downtown/French Quarter. It's amazing to see how many people commute from the Westbank these days...traffic at 10:30am on 90 back into New Orleans was bumper to bumper for the entire toll road portion and the MS river bridge (probably a 3 mile stretch).
3. My session: Aftermath: Managing a Hurricane Claim was well attended for a Wed – 9:00am session (35 people). We had the diehards there! I think folks listened to what I had to say – I had 7 or 8 questions afterwards. It was my RIMS session speaker debut – it was a great experience.
4. As always, this year's conference provided a forum for Risk Managers to efficiently network with their brokers,

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Meeting Dates

May 16, 2007
Appreciation Day

June 20, 2007

July 18, 2007

August 15, 2007

September 19, 2007

October-Fall Conference
10-19-07

November 14, 2007

December 12, 2007

vendors and carriers.

Virgil Mead, Risk Manager
Group 1 Automotive

I was actually quite impressed with the convention center and the surrounding area - other than a blue tarp on the roof here and there, unless you went outside of downtown/French Quarter - you would never know they were devastated by a hurricane 18 months ago.

The conference seemed well attended given the hesitancy I know I was concerned about as early as February this year. Mark and I spoke on PD and BI claims (101), and had about 60 - 70 people in the Tuesday morning 9:00 a.m. session.

Of course, the weather from Friday - Tuesday was absolutely beautiful compared to the last RIMS conference - it was moderately warm (low - mid 80's) and mostly sunny - but the humidity level was low, which made all the difference. Of course, Wednesday the humidity was back, but I was on a plane back to Houston!!

At the end of the day, I congratulate the entire RIMS staff for a great conference and for sticking with their plan to stay in New Orleans, I know the folks there appreciate it greatly.

Julie R. Jackson, Director, Risk Management & Insurance
Targa Resources, Inc.

I echo what Patti, Julie and Virgil said. I thought the conference went very well. Seemed to be one of the better attended conferences from the past few years. The weather was outstanding which definitely helped.

The downtown, French Quarter and Garden District all seemed to have recovered quite well. I was also in Metairie for a meeting and while there is still reconstruction going on it does not have the total destruction appearance of a year ago. I will say I was southeast of New Orleans a few weeks ago and the small towns along the river still show very high levels of damage. I don't think these towns will ever recover.

Julie's and my session went very well. We had between 60 - 70 people. The audience seemed engaged and attentive.

Overall I think it was a success I had a cab driver thank us for bringing the conference and all the people to New Orleans. He felt it would have a large positive impact on the city.

Mark O'Rear, Director
Navigant Consulting

Spotlight on: Gamma Iota Sigma Alpha Upsilon Chapter



To quote their web site, "Gamma Iota Sigma is a professional fraternity organized to: promote, encourage, and sustain student interest in insurance, risk management and actuarial science as professions; encourage high moral and scholarship attainments; and facilitate the interaction and cooperation of educational institutions, industry, and professional organizations by fostering research, scholarship, and improved public relations

"Gamma Iota Sigma got its start as a national fraternity when the Griffith Foundation for Insurance Education filed for incorporation in 1965. Ohio State University was recognized as the Alpha Chapter within one year. Shortly afterward, Gamma Iota Sigma branched out to other states and even to Canada and now recognizes 46 Chapters with several others seeking to be chartered.

"On April 11, 2003 the Alpha Upsilon chapter of Gamma Iota Sigma was chartered at University of Houston. This became the 44th out of what is now 46 chapters. Some of the events Gamma Iota Sigma has been involved with are: Leadership and Ethics seminars, the Global Energy Management Institute, the Houston Association of Insurance Women's Golf Tournament, the New York City Management Conference, RIMS, CPCU, and many more."

Chapter members have been joining our RIMS chapter meeting for several years now. Six of the chapter members graduated on May 12, 2007. Akash Patel, Carlo Alcala, Clinton Nguyen, Jeffery Ly, Joseph Canlas and Randy Locke are looking forward to exciting futures in the industry.

I asked Carlo, the outgoing President, to share some of his thoughts and experiences with us.

(csb) Where is your hometown?

(ca) I've lived in Houston for as far back as I can remember

(csb) What made you make UH your choice for college?

(ca) My sophomore year I made a switch in majors from English to business. At the time I was attending the University of Texas at San Antonio, however, I chose to transfer to UH because of the reputation of the Bauer College of Business.

(csb) What made you decide on Risk Management as course of study?

(ca) I first joined Gamma Iota Sigma my first semester at The University of Houston and at the time I quite honestly knew nothing about what Risk Management was about. It was through my experiences in Gamma, the events I attended, the people I met, that my interest in Risk Management was really heightened to the level it is today.

(csb) Age if you care to share?

(ca) 23 years old

(csb) Something you will remember about your life at UH?

(ca) I'll definitely remember my experiences with Gamma Iota Sigma, which has played a significant role in my professional development to date. This group gave me the opportunity to branch out in ways that I wouldn't have otherwise taken upon myself on my own. Through GIS I've built a true understanding of what it is like to be a leader. It's taught me to overcome situations and feelings of uncertainty when other people are relying to you and looking to you for guidance. It's taught me the importance of keeping a positive outlook, and inflecting positivity upon others. It's an experience that I will take with me throughout the rest of my life, both in a professional capacity and a personal one as well.

(csb) Tell us something about the Risk Management Program or Gamma that stands out?

(ca) Our Risk Management Program at UH and Gamma Iota Sigma has made great strides over the course of the past couple of years. We've recently established a Risk Management and Insurance Track for Finance students, a program that is unique to colleges in the state of Texas. We're adding more classes to the program, and will hopefully have a full major in the near future. I believe that there's certainly a marriage between the Risk Management program at the University of Houston, and Gamma Iota Sigma. Our group and our supporters help drive student interest in Risk Management and Insurance as fields of study and as career choices.

Conversely student interest in the Risk Management and Insurance Industry really facilitates the growth of both Gamma and the RMI programs at UH. I'm optimistic about the level of growth we'll be seeing on both fronts in the near future. The scholarships that RIMS has made available to RMI students at UH was definitely a big help to us! It has attracted more interest in both Gamma Iota Sigma and UH's Risk Management and Insurance program.

Personally, joining Gamma Iota Sigma when I was earlier in my college career gave me a head-start in considering the RMI field as a career choice, and allowed me to better focus my college education and professional development on that end. My goal with the organization is to give other students the same experiences I've had, if not better.

(csb) Do you have a plan, what are you looking to do after graduation?

(ca) I'm ready to hit the professional world running!

(csb) Do you have a job to go to or will you begin your search after graduation?

(ca) Currently I'm interning for MetLife, although I'm a fully licensed representative for them. So far the plan is to stick with them post graduation, although my options are always open. I've recently grown more interested in the commercial lines side of the industry, especially with all the buzz looming around it recently. I think it's always good to have a plan, but I also believe it's also wise to keep an open mind.

We will look forward to the new students at our meetings and continued participation with our chapter activities as we continue to support their education at U of H.

Appreciation Day
Celebrated at the May Meeting

Be sure to bring your support staff to the May meeting.

Volunteers who worked on Chapter Events & Projects will be given a token and certificate of appreciation.

(We can make room if you haven't sent in your reservation yet. **PLEASE** RSVP to Victor Pivetta so the count can be changed. See the web site for a reservation form on the meeting notice.)

Houston Job Postings

Safety Consultant
Treasury Consultant -Risk Management
Risk Generalist/CSR
WC Claims Supervisor
Insurance Manager

[See chapter web site at RIMS.org for details.](#)

Property & Casualty Claims Supervisor
[See RIMS.org Jobs Listing for details.](#)

Welcome New/Renewed Members

DEPUTIES

Fort Bend ISD, Sheron Blaylock
American Bureau of Shipping, Todd Grove
Schulmberger Risk Management, Monique Martinez

ASSOCIATES

Barton Porter, McGriff Seibels & Williams

Identity Theft Fraud Expense Coverage

Identity theft. The fastest growing white collar crime in America. You've seen the credit card commercials. It sounds funny to hear all those different voices coming out of that 'lil 'ole lady's mouth, but it won't seem funny if it happens to you. All it takes is for someone to steal your name, social security number, credit card number(s), or some other piece of your personal information. They open a new credit card account and don't pay the bill or open a bank account and bounce checks. You're the one who ends up with a bad credit rating. How will you pay for the expenses to straighten out your credit information?

Depending on the actual coverage you purchase, Identity Fraud Expense Coverage can help to defray the expenses associated with the theft. Coverage (usually subject to a deductible) will generally pay for the following expenses arising out of a covered identity fraud:

- Costs for notarizing affidavits or similar documents attesting to fraud.
- Costs for certified mail to law enforcement agencies, credit agencies, financial institutions, or similar credit grantors.
- Lost income from time off work up to \$200 per day - not to exceed \$5000.
- Loan application fees when required to reapply for a loan denied due to identity fraud.
- Reasonable attorney fees to defend against lawsuits to remove any criminal or civil judgments or to challenge the accuracy or completeness of any information in your consumer credit report.
- Charges incurred for long distance telephone calls to merchants, law enforcement agencies, financial institutions or similar credit grantors, or credit agencies to report or discuss an actual identity fraud.

Tips for Hiring a Contractor

The house is old, so it is time for a change. Do I renovate, add-on, or tear down and build new. Once you have made that decision you need to choose a contractor to carry out your dreams. Chubb Insurance Group has the following tips to make that process a little easier.

Obtain Recommendations from Reputable Sources. Family, friends, neighbors. If possible inspect work the contractor has done in another home.

Verify That the Contractor is Legitimate. Check to make sure the contractor is licensed, bonded and properly insured. Ask for certificates of insurance for workers compensation and general liability.

Contact the Better Business Bureau (BBB). Call the local BBB or visit www.bbb.org to determine if complaints have been filed against the contractor.

Get Written Estimates. Contact several contractors for an estimate in writing that includes any oral agreements that have been made. Should include a line-by-line breakdown of costs, including materials and labor. This should be free of charge.

Request Referrals. Ask for names and numbers of previous customers. Contact customers and ask about the work performed.

Consider Price and Quality. Price alone should not determine your choice of contractor. Evaluate the quality of the contractor's workmanship, and make sure quality materials and construction techniques are being used.

Obtain a copy of the Contract. The Contract should include a "hold harmless" clause in your favor. This clause specifies that the contractor will indemnify you for your liability to people who are injured or whose property is damaged during the course of the contractor's work. It should explicitly state the work to be performed, start and end dates, payment agreements and warranty info.

Avoid Pressure to Sign a Contract Immediately. Refrain from dealing with a contractor whose price will change if you don't sign a contract immediately.

Consider Hiring an Attorney. If a major job is to be done on your home or the project involves a considerable sum of money, hire an attorney to review the contract before you sign.

Notify Your Insurance Provider. You may have different insurance needs before, during and after the work is done.

Do you know ...what a photograph is?

If you have taken them, photos can be the best secondary insurance you have. Photos are a physical documentation of your home and belongings.

In case of theft or fire photos can help with recovery or replacement of lost items.

After a storm, the damage to home and belongings including furniture, appliances, walls, roofs, cars, etc. should be documented in photos for insurance claims.

So get out those cameras and start documenting your possessions and home. Keep a copy of documentation at home and a copy in another safe location (safe deposit box, out of town relative, at the office)

Part 2 of 2 (continued from April Newsletter)

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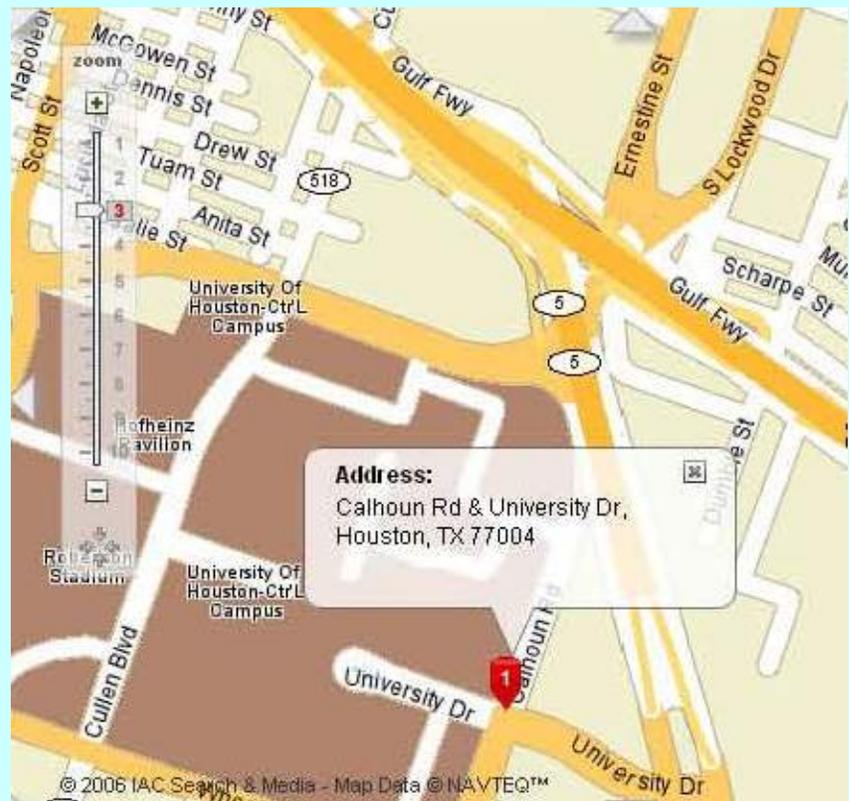


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Meeting Location



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I found out that lots of our members do not have the same system as I have and cannot “Copy and Paste the LINK” from the publication. For the map go to: <http://maps.ask.com/maps>. Please accept my apologies, The Editor

Please see our Chapter Website for additional information:

<http://www.rims.org/ChapterWebsite/RIMChapter.cfm?CWID=6652>