

risk management MATTERS

A Risk Management Newsletter for NTCA Members

2012 RMC June 24-26 in NYC

IN THIS ISSUE

Presidential Matters	2
Safety Matters	4
Underwriting Matters	5
Safety Matters	6
Safety Matters	8
Claims Matters	10
Telcom Matters	12

As the Property-Casualty insurance and risk management arm of NTCA, Telcom has designed a practical and exciting two-day educational session that will provide you solutions in handling the current business insurance and risk management needs of your rural telecommunications cooperative or company.

We think of the members as part of our great-big family, and we invite you to bring your family along to the event too.

Hotel: Sheraton New York Hotel & Towers
810 7th Ave, New York, NY 10019

Reservations: (888) 627-7067

www.starwoodmeeting.com/book/telcom
\$269/Single-Double rate for Run of House; 1 Queen or 2-double beds. Valid credit card required at reservation. Cancellations must be made within 24 hours of arrival.

Block: For your convenience you can either book online at www.starwoodmeeting.com/book/telcom or by phone at (888) 627-7067 and say you are with the Telcom Insurance Group, the block is available until **May 20th, 2012.**

continued on page 11

TELCOM
INSURANCE GROUP

6301 Ivy Lane, Suite 506
Greenbelt, MD 20770



Presidential Matters

By Peter J. Elliott, CPCU

At recent National Telecommunications Cooperative Association (NTCA) meetings in San Diego, CA and Washington, DC, I have had the pleasure to visit and speak with many industry friends over the past few months. With the telecommunications industry in a state of flux due to changing regulation and laws, I would have expected to see signs of the challenges in the demeanor and even faces of those I met. Either everyone I was with was great card players with amazing poker faces or maybe they found comfort gained by being part of a group of friends fighting for a common cause. I can think of a few phrases that seem to back the second theory such as, “there is strength in numbers” or “I have your back”. Very few individuals like to go it alone and interestingly enough, the concept of banding together is a foundational base on which an associations like NTCA is built upon and also one of industry specific insurance programs or products like the one that NTCA and you created when Telcom Insurance Group was founded thirty years ago.

There are many common reasons for the creation of association groups and industry specific insurance programs. The first revolves around strength in numbers. This includes economic power and it can be in purchasing through informal negotiated group discounts or a more formal structure like what National Telcom Corporation, the parent company of the Telcom Insurance Group, does in transacting business as a reinsurance group Captive. The more common term for a buying group approach and what it offers, is economic power. Can other vendors outside of the group mimic this approach? The answer is “yes”. If another company wants to offer discounted tangible products, services, or insurance to a group they have the right to do so. There are foreseeable issues such as the fact that they

could just as easily stop offering whatever they have as they started because they are generally not tied into the group by legal contract. Another issue is that because of the lack of agreed terms, they generally are not giving anything back to the association. With regard to the last item that means they normally do not join the association and pay dues and these membership costs are a critical source of revenue to an association. So, if all things are equal which usually means costs are the same, then supporting your association by buying from the vendors or companies that have contractually committed to your group financially makes sense. In addition to an economic power group, programs and associations also have a greater voice with regard to impacting regulatory authorities or government representatives and the value of advocacy cannot be overlooked. One more example of a common foundation is education, which is developed from leaders of the group who live and breathe in the industry so what they bring is the highest-level of experience and knowledge.

We are not only an NTCA supporter, but we are also a member program provider. We renew our membership every year and have a contractual agreement to provide financial support as well. Not all of our competitors can say the same thing!

National Telcom Corporation (NTC), the Captive insurance company you own directly or indirectly through the National Telecommunications Cooperative Association (NTCA), and Telcom Insurance Services Corporation (TISC) the sales and Service Company which is wholly owned by NTC expects to handle the insuring process and not just part of it but all aspects. We focus in on complete customer satisfaction when



We renew our membership every year and have a contractual agreement to provide financial support as well

continued on page 3

Presidential Matters

continued from p.2

it comes to risk analysis, insurance and risk management solutions advice, policyholder service, and claims negotiations. Our organizational and ownership stability allows us the freedom to focus on managing the insurance process for you and to exceed your customer expectations. By all accounts and when benchmarked against the results of others in the insurance industry, the organization is an unqualified success story. The following provides a few of the highlights.

Organizational Stability Leads to Solutions by Means of Insurance and Risk Management Services

The core staff of the organization has been together for quite some time and together the group has an impressive number of years experience working in insurance industry, more than 300 years. The fact that our staff, which totals 20, has been together as a team has produced a family-like atmosphere which projects out to the way we treat our customers. The years of experience means we have employees that have just about seen it all and they can rely upon how they handled real-life situations when they seek to solve a customer's concerns. Our customers have come to trust us, and they let us manage their needs. One of our tools is the Association's owned Captive insurance company, National Telcom Corporation, where insureds are part of a pool of members who band together for a similar cause which is to place their insurance and risk management needs with a company that is owned by their Association and thirty-nine member companies and only serves the NTCA membership. However, the Captive is not all we have to offer. As a solutions provider, we also have access to four additional insurance outlets that offer policies and services to the telecommunications industry. That means that even if a telecommunications company is required or just desires to have a competitive bid on their insurance that it all can be done by our Agency. This approach is efficient and effective, with no additional time drain on the customer, as we manage it all. We can offer up to four quotes for qualifying telecommunications companies. So leave the insuring to us! This approach has led each year, to continued growth. There are 247 NTCA members, who rely on us to fill an insurance need of theirs, and countless others that turn to us for risk management support. If you added all subsidiary companies which belong to this number of insureds, it is closer to 2,500.

Much like NTCA members understand the collective power of one on Capitol Hill, the same concept works in the insurance buying market which creates a group that essentially buys a product or service as one. Not only does this approach stabilize rates, but it also protects against other common disruptions when carriers eliminate specific lines of coverage or exit themselves from specific states. No NTCA member will ever hear an NTC representative say that we are not licensed in your state or we do not write that line of business. This only works and can only continue to work, if members from all areas realize the positive effects of banding together and working together for a common cause—the good of the overall group. The ability to solve problems allows for management of expectations.

Telcom's Annual Risk Management Conference

To learn more about NTC and the NTCA's Captive Insurance Program go to our website www.telcominsgrp.com, call us, or join us in New York City for our Annual Risk Management Conference held June 24-26. We are extremely excited to have Shirley Bloomfield, CEO of NTCA, as our keynote speaker providing her insights on the state of the rural telecommunications industry. Over this three day period, we will provide insurance and risk management education as well as networking opportunities that will be applicable to all members of the NTCA. We promise you will walk away with a better understanding of your insurance needs and the coverage that is available. By providing a solid educational base of the risks of telecommunications and the insurance solutions, we eliminate the discontent that customers might feel if they were not aware of an option that would have led to a better claim conclusion.

Thank You

NTC has achieved excellence in managing insurance and risk needs and meeting expectations with strong relationships, partnerships, and friendships that we have built. We strive for you to think of National Telcom Corporation as part of your staff, your world, your community, your friend base, and your life. Insurance is a matter of trust, and we appreciate the magnitude of this fact. Leave the insuring to us!

Safety Matters

By Tina M. Wynter

June—National Safety Month

June is National Safety Month and the National Safety Council encourages organizations and their employees to observe and participate. Weekly themes are selected based on where the greatest number of preventable injuries and deaths are occurring in workplaces, homes, and communities. 2012 themes are as follows:

Week 1 (June 3-9) **Employee Wellness**

Small changes can make a big difference to your health and wellness. If people made the choices to eat better, engage in more physical activity, and quit smoking, at least 80% of all heart disease, stroke and type 2 diabetes, and up to 40% of cancer, could be prevented, according to the World Health Organization.

Week 2 (June 10-16) **Work Ergonomically**

Ergonomics involves designing the job environment to fit the person and is important to take into consideration at work, but also while working on projects at home. It's about learning how to work smarter and preventing conditions such as overexertion.

Week 3 (June 17-23) **Fall Prevention**

Most falls are preventable. Many people attribute falls to being clumsy or not paying attention, but many risk factors exist. Risk factors include physical hazards in the environment, age-related issues and health conditions. Reduce your risk and find fall hazards in your workplace and home to prevent injuries and keep others safe round the clock.

Week 4 (June 24-30) **Safety Driving**

Driving is one of the most dangerous activities you will do each day. As traffic on the roads increases during the summer months, keep in mind tips on issues such as cell phone use, distracted driving, safety belt use, impaired driving and aggressive driving to stay safe when driving to work or for pleasure.

These are all valid themes and most of us can apply these safety measures to our daily lives, whether it is at home or at work. For more information regarding National Safety Month and help on how your organization can observe National Safety Month, visit www.nsc.org/nsm. Use the resources easily available to you for your company and your community to promote safety year-round, but with an added focus this June. As a benefit to our Policyholders, Telcom can provide you with written materials and/or safety videos regarding these themes to assist you with your observance. Contact Tina Wynter at tmw@telcominsgrp.com if you are interested in receiving additional safety materials.



Underwriting Matters

By Todd N. Travis, AU

Contractors Equipment Coverage

Contractors equipment coverage is designed to cover all types of mobile equipment that is primarily used away from an insured primary business location. The key term here is mobile and this may include a vast array of items from large pieces of construction equipment such as backhoes and pole diggers, to smaller hand tools and electronic equipment and even cameras. Contractor's equipment is not restricted to any single location so it applies at job sites as well as while equipment is in transit. Contractor's equipment coverage is an important part of the property insurance package as increasingly, we find that our customers are investing their capital in such items as a way to keep up with the ever growing market place. Having the proper equipment on hand enables them to react quickly to expansion and to perform maintenance and repair on a timely basis. Making sure that your equipment is covered correctly is a key issue, as anyone who has ever suffered a loss of such an item can tell you that it can be very expensive to repair or replace the equipment let alone to loss of time and opportunity.

Contractors equipment coverage generally provides coverage against most basic causes of direct physical damage such as fire, theft, windstorm, and vandalism. There are the standard exclusions to this coverage which include mechanical breakdown, wear & tear, war, nuclear hazard and employee theft. To have contractor's equipment coverage, the items to be covered must be scheduled. This schedule should include details about the items such as the year, make and model as well as any serial and model identification numbers. The goal with contractors equipment coverage is after a loss is to bring the insured back "as close as possible" to the same item that suffered the loss. Because of this it is very important to have as much detail on the scheduled item as possible with also includes what the estimated replacement cost of the item would be, instead of using an annual depreciated value. Although it is not always possible to find the exact year make and model, there is usually something that can serve a functional replacement,

meaning it performs the same tasks and is of like kind and quality. This coverage differs greatly from what an auto insurance policy would provide, which is to pay only the actual cash value based on industry tables and charts. Again the main goal is to bring the insured back to as whole as possible after a loss.

There are also several coverage extensions that are provided by a standard contractors equipment coverage policies. One is Debris removal, which will cover expenses to remove debris from a covered item that is created by a covered cause of loss. Second is Pollutant Cleanup and removal (though usually limited) which covers expenses to extract pollutants due to their release from a covered item from a covered cause of loss. Third, Fire Department Service Charge to cover cost from a responding fire department to save or protect covered equipment that is covered. Other possible extensions of coverage include Crime Reward, where there can be reimbursement to you up to a certain dollar amount for a reward that you pay for information that leads to the arrest and conviction of those who committed a crime that resulted in a loss of covered property. Contractors Rental Expense which will pay for expenses incurred for the rental of substitute equipment when necessary due to a loss of covered property.

Contractor's equipment coverage can be endorsed to your policy at any time when the proper equipment schedules are submitted. It is also a good idea to review your equipment schedules on a regular basis to make sure they are up to date. Some carrier's policies limit the age of the contractors equipment for replacing it. Telcom's policy removed the age limitation for replacement cost coverage for scheduled contractors equipment.

To ensure that your equipment has the proper coverage please contact your Telcom Insurance representative for a comprehensive review of your policy. Call us at 800-222-4664 or email us at TIG@telcominsgrp.com if you would like a review.



Telcom's policy removed the age limitation for replacement cost coverage for scheduled contractors equipment

Safety Matters

By Marilyn A. Blake, AU. CRM

Hurricane Preparedness...Saves Lives and Property

Typically hurricane season is defined as June 1st through November 30th. If you live in a hurricane affected area, please do not delay in getting yourself prepared. If the past several years have taught us anything at all it is if you are not ready then you could be in big trouble. As always, follow the instructions of your local city and state authorities as to what evacuation procedures should be taken. There is no way to predict how devastating the resulting damage from a storm can be, but always have a plan and have your supplies ready.

History teaches that a lack of hurricane awareness and preparation are common threads among all major hurricane disasters. By knowing your vulnerability and what actions you should take, you can reduce the effects of a hurricane disaster. **Hurricane Preparedness Week 2012 runs from May 27th through June 2nd.** Hurricane hazards come in many forms, including storm surge, high winds, tornadoes, and flooding. This means it is important for your company and your family to have a plan that includes all of these hazards.

Hurricane hazards come in many forms: lightning, tornadoes, flooding, storm surge, high winds, even landslides or mudslides can be triggered in mountainous regions. Look carefully at the safety actions associated with each type of hurricane hazard and prepare your family/business disaster plan accordingly. But remember, this is only a guide. The first and most important thing anyone should do when facing a hurricane threat is to use common sense.

WATCH vs. WARNING... Know the Difference

A HURRICANE WATCH is issued when your part of the coast indicates the possibility that you could experience hurricane conditions within **36 hours**. This watch should trigger a review of your disaster plan. Protective measures should be initiated, especially those that require extra time such as securing property, sandbagging, fueling vehicles and generators, defining key employees, setting up a command center, and keeping your insurance (Telcom and NTCAs) contact information close at hand.

A HURRICANE WARNING is issued when your part of the coast indicates that sustained winds of at least **74 mph** are expected within 24 hours or less. This is the time to enact your preparedness plan.

Once the warning has been issued, your company and your family should be in the process of completing protective actions and deciding the safest location to be during the storm.

Hurricanes are classified into **five categories** based on their wind speed, central pressure, and damage potential. Category Three and higher hurricanes are considered major hurricanes; categories One and Two are still extremely dangerous and warrant your full attention.



By knowing your vulnerability and what actions you should take, you can reduce the effects of a hurricane disaster

Safety Matters

continued from p.6

What's YOUR Plan?

- ✔ You should have a disaster plan. Discuss the type of hazards that could affect your company and your family. We can't forget that not just your company that could be affected, but your employee's personally could be effected. Know your vulnerability to storm surge, flooding and wind.
- ✔ Locate a safe room or the safest areas for each hurricane hazard. In certain circumstances the safest areas may not be your office or home but within your community. In some cases, your telecom offices maybe the communities command center.
- ✔ Determine the best evacuation routes and establish a place to meet if you and your co-workers are separated. For your family, have an out-of-state friend as a family contact, so all your family members have a single point of contact.
- ✔ Have a "Pet Plan" in place before a storm threatens. Contact your vet or local humane society for information on preparing your pet for an emergency.

continued on page 9

Saffir-Simpson Hurricane Wind Scale

CATEGORY	WINDS	DAMAGE
1	74-95 MPH	<ul style="list-style-type: none"> • Minor damage to exterior of buildings • Toppled tree branches, uprooting of smaller trees • Extensive damage to power lines, power outages
2	96-110 MPH	<ul style="list-style-type: none"> • Major damage to exterior of buildings • Uprooting of small trees and many roads blocked • Guaranteed power outages for long periods of time – days to weeks
3	111-130 MPH	<ul style="list-style-type: none"> • Extensive damage to exterior of buildings • Many trees uprooted and many roads blocked • Extremely limited availability of water and electricity
4	131-155 MPH	<ul style="list-style-type: none"> • Loss of roof structure and/or some exterior walls • Most trees uprooted and most power lines down • Limited road access due to debris • Power outages lasting for weeks to months
5	More than 155 MPH	<ul style="list-style-type: none"> • A high percentage of buildings will be destroyed • Fallen trees and power lines isolate most areas • Power outages lasting for weeks to months • Most areas will be uninhabitable

2012 Atlantic Hurricane Names

Alberto
Beryl
Chris
Debby
Ernesto
Florence
Gordon
Helene
Isaac
Joyce
Kirk
Leslie
Michael
Nadine
Oscar
Patty
Rafael
Sandy
Tony
Valerie
William

Safety Matters

By Marilyn A. Blake, AU. CRM

Lightning Safety: On And Off The Job

Lightning is the #2 storm killer in the U.S., killing more than hurricanes or tornadoes on average. Only floods kill more. But the real story of lightning isn't the deaths, it's the injuries. Only about 10% of those struck are killed; 90% survive, but of those survivors, many suffer life-long severe injury and disability. These injuries are primarily neurological, with a wide range of symptoms and are sometimes difficult to diagnose. Lightning also causes about \$5 billion of economic loss each year in the U.S.

Education is key! The vast majority of lightning casualties can be easily, quickly, and cheaply avoided if the proper rules are followed.

Lightning Safety For Outside Employees

If you can see lightning or hear thunder, activate your safety plan. Resume activities only when lightning and thunder have not been observed for thirty minutes. Preparedness can reduce the risk of lightning hazard and raise safety levels. Lightning is a frequent weather hazard impacting outdoor recreation and work situations.

Lightning's distance from you is easy to calculate: If you hear thunder, it and the associated lightning are within audible range...about 6-8 miles away. The distance between Strike A and Strike B can also be 6-8 miles.

Advance planning is the single most important means to achieve lightning safety. The following steps are suggested:

1. Designate a responsible person to monitor weather conditions. An inexpensive portable NOAA weather radio will provide regular weather condition updates.
2. An emergency procedure should include: **Suspend activities, Evacuate people, Monitor conditions, Resume activities.** Identify safe and unsafe locations before hand.

3. People who have been struck by lightning do not carry an electrical charge and are safe to handle. Apply First Aid immediately, if you are qualified to do so. Get emergency help promptly.

Safe Areas Include:

- Fully enclosed metal vehicle with rubber tires and with the windows up.
- Substantial and permanent buildings.

Unsafe Areas Include:

- Small structures including huts & rain shelters.
- Nearby metallic objects like fences, gates, instrumentation and electrical equipment, wires, and power poles.
- Also---**AVOID** trees, **AVOID** water, **AVOID** open fields, **AVOID** using the (hard wired) telephone and headsets.

Lightning Safety Crouch:

If hopelessly isolated from shelter during close-in lightning, adopt a low crouching position with feet together and hands over your ears and remove any metal objects from your person.

Personal Lightning Safety

1. Plan in advance your evacuation and safety measures. When you first see lightning or hear thunder, activate your emergency plan. That is the time to go to a building or a vehicle. Lightning often precedes rain, so don't wait for the rain to begin before suspending activities.
2. If you can see it (lightning) flee it; if you can hear it (thunder), clear it!
3. If outdoors...**Avoid** water; **Avoid** high ground; **Avoid** open spaces; **Avoid** all metal objects including electric wires, fences, machinery, motors, power tools, etc. Unsafe places include underneath canopies, small picnic or rain shelters, or near trees. Where possible find shelter in a substantial building or a fully enclosed metal vehicle such as a car,



Education is key!
The vast majority
of lightning
casualties can be
easily, quickly,
and cheaply
avoided if the
proper rules
are followed

continued on page 9

Safety Matters

continued from p.7

Stock Your Disaster Supply Kit:

- ✓ **Water** -at least 1 gallon daily per person for 3 to 7 days
- ✓ **Food** - at least enough for 3 to 7 days
 - non-perishable packaged or canned food / juices
 - foods for infants or the elderly
 - snack foods
 - non-electric can opener
 - cooking tools / fuel
 - paper plates / plastic utensils
- ✓ **Blankets / Pillows, etc.**
- ✓ **Clothing** – seasonal / rain gear / sturdy shoes
- ✓ **First Aid Kit / Medicines / Prescription Drugs**
- ✓ **Special Items** - for babies and the elderly
- ✓ **Toiletries / Hygiene items / Moisture wipes**
- ✓ **Flashlight / Batteries**
- ✓ **Radio** - battery operated and NOAA weather radio
- ✓ **Telephones** - fully charged cell phone with extra battery and a traditional (not cordless) telephone set
- ✓ **Cash (with some small bills) and Credit Cards** - banks and ATMs may not be available for extended periods
- ✓ **Keys**
- ✓ **Toys, Books and Games**
- ✓ **Important Documents** - in a waterproof container or watertight resealable plastic bag
 - insurance, medical records,
 - bank account numbers,
 - Social Security card, etc.
- ✓ **Tools** - keep a set with you during the storm
- ✓ **Pet Care Items**
 - proper identification immunization records / medications
 - ample supply of food and water
 - a carrier or cage
 - muzzle and leash
- ✓ **Gas/Fuel**-after a storm, many gas stations are destroyed or closed. Make sure to fill all of your vehicles before a storm

As always, if you need help with Hurricane Preparedness or assistance after your area has been hit by a hurricane, Telcom is always there for you – just a phone call or email away.

Safety Matters

continued from p.8

truck or a van with the windows completely shut. If lightning is striking nearby or your hair is standing on end and/or you hear “crackling noises” when you are outside, you should, **CROUCH DOWN**. Put your feet together. Place your hands over your ears to minimize hearing damage from thunder. **AVOID PROXIMITY** (minimum of 15 ft.) to other people.

4. If indoors...**Avoid** water. Stay away from doors and windows. Do not use the telephone. Take off headsets.

Turn off, unplug, and stay away from appliances, computers, power tools, & TV sets. Lightning may strike exterior electric and phone lines, inducing shocks to inside equipment.

5. Suspend activities for 30 minutes after the last observation of lightning or thunder.

Information was obtained from the National Lightning Safety Institute; www.lightningsafety.com.

Claims Matters

By Cheri L. Condee, AU

All Floods are not the Same...

Some develop slowly, over a period of days or even months, as we saw during the 2011 Missouri River floods, which were triggered by record snowfall along with near record spring rainfall. All six major dams along the Missouri River released record breaking amounts of water to try and prevent overflow, which led to flooding. Flash floods, however, can develop in just a few minutes, and it can be at any time of the year and a flash flood often has a dangerous wall of water that carries rocks, mud, and other debris and can sweep away most things in its path. Over-land flooding occurs outside a defined river or stream, such as when a levee is breached, or when extensive rainfall occurs from a hurricane. Flooding can also occur when a dam breaks, which produces effects similar to flash floods.

Flood Facts:

- Floods are one of the most common hazards in the United States
- Flood damage is not covered in most property policies
- Your business may need flood insurance even if it is not in a defined high-risk (inside the 500 year) flood plain
- Your business may need to purchase a separate policy from the National Flood Insurance Program (NFIP).

Recent Examples of Flood Claims:

In 2011, one state experienced extensive flooding caused by Hurricane Irene. A Telcom's insured had damage to many locations that were outside the 500 year flood-plain (areas determined by the NFIP). They had water damage to their overhead lines and poles, underground cables, several remote locations, and pedestals. There were extra expenses that included the fuel for the generators and trucks, as well as overtime hours for the employees performing the repairs. Coverage was afforded to these locations and is expected to be approximately \$250,000. This dollar amount is exclusive of what the insured's NFIP policies will pay for locations it covers.

Another example in 2011, an Insured's central office was flooded due to release of water from levees; equipment was removed, sandbagging done and generators set-up to run, in anticipation

of the flood. 24-miles of underground cable were also flooded and remote locations had to be set-up in order to continue service to customers. The carrier determined that all areas that were flooded were within a flood zone (within the 500-year flood plain). This insured did not have NFIP coverage (it would not cover buried cable anyway) and is looking to FEMA for assistance.

Flood Insurance:

It is important to remember that a flood insurance policy is a separate policy from your business insurance policy. This means that the flood insurance is subject to its own special terms and conditions.

Telcom provides limited flood coverage through our Captive Insurance Program with Great American Insurance Company. Coverage is limited to a total of \$1,000,000 for buildings and contents with a \$50,000 deductible and only applies to property located outside of the 500 Year Flood Plain. The 500 Year Flood Plain is a scientific calculation and does not necessarily equate to not having a flood in a 500-year period.

- Telcom, also, can provide a Flood Determination and Quote through the National Flood Insurance Program (NFIP). (By federal law, a flood insurance policy doesn't go into effect until 30 days after it is purchased)
- NFIP limits coverage for commercial property up to: \$500,000 for buildings and \$500,000 for contents.
- Your business may need to purchase a separate policy from the National Flood Insurance Program. The government draws a Flood Hazard Boundary Map that divides the country into flood zone risk areas, and their Flood Insurance Rate Map sets the coverage and premiums for those areas.

In a flood claim situation, Telcom understands the enormity of the task that lies ahead of our insureds and, as with any other claims matter. Telcom provides information and help for our policyholders. We really are "only a phone call away" and, if you have any questions or need additional information and resources; please visit the Telcom website: www.TelcomInsGrp.com or contact Cheri by calling: 800-222-4664x1082 or emailing clc@telcominsgrp.com.



Your business may need to purchase a separate policy from the National Flood Insurance Program (NFIP)

2012 RMC

continued from p.1

Sessions:

Monday, June 25th

Underwriting Focus

Rural Telecom challenges and opportunities

Shirley Bloomfield, a telecom industry expert and CEO of NTCA, will share her insights about current issues facing rural telecommunication companies. She'll discuss policy challenges, business strategies and collaboration opportunities that provide the platform for creating the future to help ensure that rural telecom companies, and the communities they serve, thrive into the future.

Commonly Misunderstood Insurance Coverages—Clarified and made Relevant

Peter Elliott, CPCU, will address insurance topics that have been trending in the news. The topics will include analysis of business income exposure and the twists and turns of the property coverage form that determine how your revenue replenishment will be settled, a review of common contract clauses that either will be insurance or self insured risk including a review of the general liability, commercial automobile, workers compensation and intellectual property infringement policies, a look at advertising injury protection and gaps as provided by the general liability policy, an overview of the risk of true broadcasting versus having a community information page and the insurance coverage and gaps that exist for both, a look at executive and professional liability emerging risks and how the insurance policies for both are evolving based on the issues, and finally he will discuss how the Telcom Insurance Telepak policy has been enhanced.

Tuesday, June 26th

Risk Management Focus

NTCA Benefits:

Jane Wigen, NTCA Member Relations Manager, will present information on the exciting tools, resources, and company-specific employee benefits consulting available to assist companies with shrinking revenue and benefit cost scrutiny. These resources assist members in evaluating and comparing market products, forecasting costs, and educating their employees on the exceptional benefits available through NTCA.

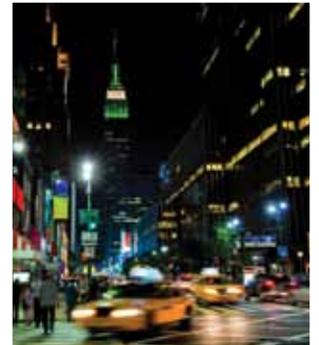
Employment Practices Liability—

Current exposures and ways to Mitigate them

Jack Greguoli, Regional Marketing Manager for Great American's Executive Liability Division, will be making a presentation on EPL claim trends and ways to mitigate them. Jack has been with Great American for 16 years and has seen and read about many different EPL claims and settlements in his tenure. His presentation is sure to be both entertaining and informative.

Cyber Risks and Treats of Telecoms

Great American Insurance Company, Jeremy Ong, Aaron Latto, and Paul Samson, will host a panel to discuss the whole picture: from risk management tips, to actual claims, to the Network Security Data Liability aka Cyber-liability policy that offers protection for your company. This will include a discussion of the social media exposures (ie. Facebook, YouTube, LinkedIn), mobile phone security, and possibly even Cloud computing exposures. Mobile phone security is a fast growing issue as smartphones have become the standard phone for almost all business users and also for most consumers. The computing power, capabilities, vast amount of 3rd party mobile apps that may have malicious software, and the amount of data smartphone can hold, as it certainly is a fast growing exposure.



He will discuss how the Telcom Insurance Telepak policy has been enhanced

Telcom Matters

We would like to welcome the following new members to our Telcom P&C and/or D&O family: **San Carlos Apache Telecommunications Utility** (AZ); **Wamego Telephone Co.** (KS)-- *welcome back*; **Heart of Iowa Communications Coop.** (IA); and **Southern Inspection** (GA). We also added a new member to the Stay Connected family: **Triniti Communications Intl** (OH).

Upcoming Holidays: Our offices will be closed on **Monday, May 28th** for the Memorial Day holiday and **Wednesday, July 4th** for the Independence Day holiday. Please report all claims directly to the carrier. If you need claims reporting phone/fax numbers, please dial our main line at 301-220-3200 for a complete listing.

We offer our Congratulations to the following Telcom family members:

- Peter Louviere, EATEL (LA), on his promotion to CFO of all EATEL and subsidiary companies.
- Irvin Williams of Sandhill Telephone Coop. (SC) is retiring July 1st. We wish him time to enjoy, and maybe play a little golf, in his retirement. We, also, welcome Lee Chambers, who will be the new general manager.

We offer condolences to the following Telcom family members:

- The family of Geri Fraijo (Monitor Coop. in OR) who recently lost her adult son in a boating/fishing accident.
- The family of Joy Thomas (Middle Point), who passed away from complications from surgery.