

- **Introduction & Welcome** 9:00-9:05 am
- **Learnings from Errors & Omissions Claims Trends – James Redeker and Matt Davis, Swiss Re Claims Corporate Solutions**
  - E&O claims are the stuff of nightmares for agency owners and involved agency staff, but they are also a great source of risk management information! Claims experts will provide an overview of the E&O claims trends in North Carolina as well as nationally to provide insight on common sources of E&O claims. They will also present from an E&O perspective some claims developments that have arisen from the COVID-19 pandemic. In addition, they will share best practices, resources, and tools that can be used to avoid or reduce the E&O claims risk in your agency.
- **Break:** 9:55-10:05 am
- **Technical Guidance on Agency Issues and Concerns - Christopher Boggs, Executive Director Risk Management and Education for the Big "I" Virtual University and Stuart Powell, IIANC Technical Consultant**

Leading insurance industry experts will present information on some industry insurance trends and issues that are impacting agencies:

  - 1) Attempts by third parties to circumvent insurance laws and regulations to improperly entice an agency into giving them policy information through requests to register in their software system to provide certification of insurance.
  - 2) Recommendations on how to handle these third-party attempts and stay in compliance with certificate of insurance requirements.
  - 3) How to address a mortgage company that is requiring the agency to provide a copy of the insurance replacement cost estimator.
  - 4) Coverage issues relating to the COVID-19 pandemic.
- **Break –** 11:00-11:10 am
- **State and Federal Legislative Updates- Joe Stewart, IIANC Vice President of Governmental Affairs**
  - Expert on governmental affairs will provide updates on federal and state legislation that impacts insurance agencies.
- **Closing remarks and Adjournment–** 11:50-11:55 am