NAVIGATING NEW YORK WATERS

NYIA 2019 ANNUAL CONFERENCE REVIEW
MAY 29-31 • THE SAGAMORE RESORT • BOLTON LANDING, NY

TAKING A LOOK BACK AT THE SAGAMORE

New York Insurance Association
THE PERFECT OPPORTUNITY TO ...

CONNECT WITH NYIA AND INSURANCE INDUSTRY PROFESSIONALS
<table>
<thead>
<tr>
<th>Page</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>thank you message</td>
</tr>
<tr>
<td>5</td>
<td>event highlights</td>
</tr>
<tr>
<td>6</td>
<td>the location</td>
</tr>
<tr>
<td>8</td>
<td>opening ceremony</td>
</tr>
<tr>
<td>10</td>
<td>rollout announcement</td>
</tr>
<tr>
<td>12</td>
<td>keynote &amp; sessions</td>
</tr>
<tr>
<td>16</td>
<td>golf tournament &amp; putting contest</td>
</tr>
<tr>
<td>18</td>
<td>chair’s reception</td>
</tr>
<tr>
<td>22</td>
<td>members’ meeting, luncheon, exhibitors and door prizes</td>
</tr>
<tr>
<td>26</td>
<td>nautical networking boat cruise</td>
</tr>
<tr>
<td>32</td>
<td>banquet reception</td>
</tr>
<tr>
<td>36</td>
<td>banquet dinner</td>
</tr>
<tr>
<td>40</td>
<td>chair’s distinguished service award</td>
</tr>
<tr>
<td>44</td>
<td>leadership</td>
</tr>
<tr>
<td>45</td>
<td>on deck at “the rec” – fun, games &amp; friendly competition</td>
</tr>
<tr>
<td>58</td>
<td>sponsors</td>
</tr>
<tr>
<td>60</td>
<td>exhibitor trade show participants</td>
</tr>
<tr>
<td>63</td>
<td>committee members</td>
</tr>
<tr>
<td>63</td>
<td>2020 annual conference</td>
</tr>
</tbody>
</table>
Dear Friends and Colleagues,

Thanks to the devoted membership of the New York Insurance Association, the 2019 Annual Conference at The Sagamore Resort in Bolton Landing, New York was another great success. The theme of the 2019 conference was Navigating New York Waters. New York has proved to be a difficult landscape for the insurance industry and other commercial industries alike. At this year’s conference, NYIA and its members gained insights on how to plot a successful course for the unpredictable terrain of the current insurance marketplace.

More than 230 insurance industry professionals traveled to Bolton Landing to hear from 14 expert speakers. This year’s agenda featured sessions on the experiences of a former regulator turned insurance professional, the unique perspective of the CEO on industry challenges, a legal update on the court happenings impacting the insurance industry and a session on a new trend in insurance, insurance on-demand. Attendees also had the opportunity to hear from the deputy superintendent of insurance for the New York State Department of Financial Services, Laura Evangelista, as well as key legislators.

In addition to the informative education sessions, numerous vendors participated in the exhibit show and provided information about the services and products they provide. Those who enjoy hitting the links participated in a golf tournament and a putting contest—complete with the chance to win $10,000.

We hope to see you at next year’s Annual Conference in Rye Brook, New York at the Hilton Westchester, Wednesday, May 27 through Friday, May 29, 2020.

Please share this review with your industry colleagues so they can get a sense of what NYIA has in store for next year.

Sincerely,

Ellen Melchionni
NYIA President
EVENT HIGHLIGHTS.

1. KEYNOTE ADDRESS
delivered by the Department of Financial Services’ Laura Evangelista

2. CONFERENCE CLASSICS
Small Company Roundtable & Town Hall Meeting

3. LEGISLATORS
ready to discuss key legislation that will impact your company & industry

4. TECHNOLOGY & SERVICE PARTNERS
participated in the exhibitor trade show and provided information about the services and products they offer

5. BOAT CRUISE PARTICIPANTS
enjoyed the two hour Nautical Networking Boat Cruise

6. SPEAKERS
with a wide range of experience and expertise, presented on an array of timely topics

7. EDUCATIONAL SESSIONS
featured solutions to some of the most critical issues facing property and casualty insurers

8. NETWORKING OPPORTUNITIES
with professionals and leading experts from the property and casualty insurance industry

9. TOTAL PARTICIPANTS
80
the location.

Bolton Landing, New York
Lucy Wronski sang the National Anthem, then attendees remained standing and joined in saying the pledge of allegiance. Elizabeth Heck, chair, asked that attendees take a moment of silence to recognize all of our service men and women, our fallen heroes and all those NYIA members who are no longer with us.

Lucy Wronski, Vocalist

Elizabeth Heck, chair, recognized the present NYIA officers and directors and asked the attendees to join her in thanking each of the volunteers for their dedication, leadership and service to NYIA.

She acknowledged that the NYIA Annual Conference would not be possible without the continued support of our generous sponsors. And she thanked the sponsors for their commitment to the success of the event and the association.

"Their giving allows us to offer this premier property and casualty insurance industry event at an affordable price." - Elizabeth Heck
Ellen Melchioni, president of NYIA, shared the theme of the 2019 Annual Conference, *Navigating New York Waters*. Her opening remarks helped to explain why the theme of this year’s event was so fitting.

“It is no secret that New York is one of the toughest regulatory environments in the country. NYIA is here to assist our members with navigating those waters.

We warn you about the changing tides and help steer you away from dangerous rocks. While you may have a clear view of what is visible and within your sightline, the association provides members with intel about what might be lurking below the surface.

There were many changes in the legislature this year and that forced NYIA to chart a new course. There were 17 newly elected Senators, changes to committees and changes in leadership. The NYIA team has met with many of these new members and we’ve helped to educate them on our issues and the challenges we face here in New York.

Sometimes it feels like we are swimming upstream, but we continue to make progress and have chalked up some important wins. With only three weeks left in the legislative session, we will be very busy trying to advance the priorities that you identified.” - Ellen Melchioni
And Ellen Melchionni went on to announce the latest addition to the TGFI initiative.

“Aside from the educational programs and the legislative and regulatory efforts, NYIA continues to work on our Thank Goodness For Insurance (TGFI) initiative to advance financial literacy and promote our industry.

We are now pleased to give you a peek at the next phase which highlights homeowners’ insurance. All the landing pages are parallel with social media posts running down the right side of the pages.

We have created fun infographics to guide consumers with tips on how to protect your home, as well as being prepared for the unforeseeable with a graphic on What Your Homeowner’s Insurance May Cover, as well as a Home Inspection Checklist for first time home buyers.

To keep it interesting and interactive, we created another animated whimsical video featuring the same insurance woman that was used in the TGFI auto video.

We will continue to promote the TGFI campaign and we find opportunities wherever possible to weave it into discussions with public policymakers and other stakeholders.

We encourage members to circulate the TGFI link (https://thankgoodnessforinsurance.org) as well.”
Prepared for the unforeseeable?
Homeowner's insurance may cover...

- Fire, hurricane, hail, lightning, volcanic eruptions, falling trees, snow damage, explosions, riots, smoke damage, mold, terrorism, meteorites...
- Identity theft, counterfeited money, court costs, slander, court settlements, kidnap & ransom, crime scene cleanup.
- A stampede of animals, airplane engine falling from the sky...
- Broken or damaged water backup systems, service lines, equipment/appliances, roof leaks, detached garages, patios, swimming pools, gardens & yards, door locks, dog houses...
- Stolen or damaged art, jewelry, collectibles, china, silverware, furniture, clothes, exercise equipment, lost passports & valuable papers...

When purchasing homeowner's insurance, it is important to select the best policy for your needs. Coverage is based on your individual policy. Contact your insurance agent or company representative for more information about the coverage contained in your policy.

TIPS TO PROTECT YOUR Home

- Replace missing or damaged shingles
- Clean and maintain chimney annually
- Repair/replace loose siding
- Keep gutters and downspouts clear
- Test smoke and CO2 detectors regularly
- Regularly trim trees near home
- Keep pump in working order
- Remove snow from the roof
- Replace missing or damaged shingles

HOME INSPECTION Checklist

1. Ensure the foundation is not cracked and is structurally sound
2. Look for missing roof shingles
3. Check attic and insulation for mold
4. Make sure foundation, porches or decks are not cracking or peeling
5. Ensure walls, ceilings and floors are structurally sound
6. Test for faulty electrical outlets, light switches, and outlets
7. Confirm that stairs, steps and railings are up to code
8. Safeguard sidewalks and remove snow from trip hazards
9. Make sure pergolas and awnings are stable
10. Look for leaks or weak plumbing fixtures
11. Check for water and sewer leaks
12. Make sure thermostats, heating, cooling and ventilation systems are working properly
13. Look to see if doors and windows are airtight
14. Test for radon
15. Model this exact inspection and have them conduct an inspection.
Laura Evangelista, executive deputy superintendent of insurance for the New York State Department of Financial Services (DFS) delivered the keynote address at this year’s conference. Laura talked about the critical role of property and casualty insurance companies in New York and the importance of regulatory and industry collaboration.

Ellen Melchionni, President, New York Insurance Association, Inc.; Laura Evangelista, Executive Deputy Superintendent of Insurance, NYS DFS and Elizabeth Heck, President & CEO, Greater New York Mutual Insurance Company

The conference officially got underway Thursday morning with a Q&A session entitled Regulatory Reflections: A Conversation with Jim Wrynn. Insurance professional and former insurance department superintendent, Jim Wrynn, who is currently senior managing director of FTI Consulting and NYIA chair Elizabeth Heck, president and CEO of Greater New York Mutual Insurance Company, together chronicled Wrynn’s more than 30 years of industry experience. They discussed flood insurance, the terrorism risk insurance act, cybersecurity and the future of the insurance industry.
An insightful CEO panel discussion, View from the Helm: Staying the Course in New York, was led by moderator NYIA first vice chair Mark Prechtl, executive vice president and CEO of Chautauqua Patrons Insurance Company. The session featured panelists Richard Creedon, chairman of the board and CEO of Utica National Insurance Group; Norman Orlowski, president and CEO of Erie and Niagara Insurance Association and Peter Vercillo, president and CEO of Dryden Mutual Insurance Company. The discussion explored the unique nature of the New York insurance marketplace and provided a CEO’s perspective on how to best prepare for future industry challenges like talent acquisition, the modern consumer experience, the regulatory climate and data analytics.
The morning sessions concluded with the panel discussion *Flying with the Legal Eagles: Being Forewarned is Being Forearmed*, featuring moderator Marc Craw, senior counsel at MLMIC Insurance Company and panelists Michael Brown, partner at Nicoletti Gonson Spinner Ryan Pinter LLP; Brian Heermance, partner at Morrison Mahoney LLP; Dan Kohane, senior member at Hurwitz & Fine, P.C. and William Matlin, partner at Hoffman Roth & Matlin, LLP. These legal aficionados gave conference attendees an educational and engaging update on what is happening in the courts such as litigation costs, distinctions among the various jurisdictions, the Scaffold Law and the impact on our industry.

During Friday morning’s opening session, a panel of New York legislators answered questions about their priority issues and provided perspective on property and casualty legislation being considered. Legislators spent a considerable amount of time discussing the latest happenings in the Capitol and the need for legislation to allow for innovation and modernization in the New York insurance marketplace. The Town Hall Meeting featured moderator William Melchioni, vice president and co-head, U.S. state government affairs at American International Group, Inc. with panelists Assemblymembers Kevin Cahill, Will Barclay and Andrew R. Garbarino.
Another fantastic Friday session followed with an engaging presentation from Stephanie Gould Rabin, head of corporate strategy and senior vice president at Holborn Corporation. The session Is There a Demand for Insurance On-Demand? featured interactive audience polling, analysis of recent consumer surveys and discussed the trends and implications of insurtech/predictive analytics and emerging on-demand products.

**INSURANCE ON-DEMAND?**

Stephen Harris, President & CEO, Sterling Insurance Company and Stephanie Gould Rabin, Head of Corporate Strategy and Senior Vice President, Holborn Corporation

...AND SMALL COMPANY ROUNDTABLE

Cassandra Anderson, Vice President, New York Insurance Association, Inc. and Edward Harper, President and CEO, Statewide Underwriting Services

Always last, but never least, on the program was the annual Small Company Roundtable moderated this year by Edward Harper, president and CEO of Statewide Underwriting Services. The roundtable was the perfect opportunity for regional companies to discuss common issues of concern and best practices. Our smaller insurance companies shared their experiences with cybersecurity and financial examinations and offered advice and insights on how to balance the cost and time of day-to-day operations. Additionally, companies discussed data analytics, new technology and the latest legislation effecting the insurance industry.
always time for golf.

golf tournament

Sagamore Golf Course
Golfers embraced the warm weather during the morning golf session. Thank you to our golf breakfast sponsor North Country Insurance Company and the golf beverage cart sponsor Chautauqua Patrons Insurance Company. Golf prizes were awarded for Longest Drive (par 5) and Closest to the Pin Contest (all par 3). The following were the recipients of each award:

Longest Drive:
- Men: Tim Bourdon
- Women: Rachel Kelly

Closest to the Pin Contest:
- Hole 3: John Genn (11’ 4")
- Hole 8: Bill Melchionni (3’ 0")
- Hole 11: Kyle Burch (19’ 7")
- Hole 14: Jeff Clevinger (27’ 0.5")

putting contest

This year’s golf putting contest, sponsored by Hurwitz & Fine, P.C., tested the putting prowess of three golfers (Charley Makey of Merchants Insurance Group; Tom Wronski of United Frontier Insurance Company and Duke Horigan of Arch Re) who made the initial 10 foot putt. Tom Wronski of United Frontier Insurance Company was the final qualifier in the contest and made a valiant effort at the 50 foot putt.
came together to **navigate** the unpredictable waters of **new york**

**CATCHING UP WITH FRIENDS**

**chair’s reception**

The Chair’s Reception was held in the beautiful Shelving Rock Terrace on Wednesday evening. NYIA Chair Elizabeth Heck welcomed attendees and recognized the conference sponsors. Thank you to our beverage sponsor **Statewide Underwriting Services**, and our cuisine sponsor **Greater New York Mutual Insurance Company**.

**Bob Faustman, Mike Devlin, Matt Benedict**

**Liz Heck**

**Chris Mieczko & Michael Daly**

**Angela & Frank Spiotta, Bruce & Jeanette Tehan**

**Brian & Jen Rourke, Betsy & Phil Conaty**

18 • conference review • chair’s reception
members’ meeting, luncheon, exhibitors and door prizes

MEBERS’ MEETING & LUNCHEON

meeting & luncheon

During the Members’ Meeting, NYIA treasurer Norman Orlowski updated attendees on the association’s healthy financials. Craig MacCormac, chair of the Education and Conference Planning Committee presented an overview of 2019 programs and plans for the 2020 NYIA conference at the Hilton Westchester in Rye Brook, New York.

Matt Benedict, the chair of the NYIA PAC Committee thanked PAC contributors and reported on the contributions given to legislators so far in 2019, and encouraged companies to consider giving.

In addition, Jeff Rice, treasurer of the New York Insurance Scholarship Foundation (NYISF) provided an update about the work of the foundation and thanked foundation contributors.

Thank you to our lunch sponsor Kingstone Insurance Company and the lunch beverage sponsor Fire Districts of New York Mutual Insurance Company, Inc.

exhibitor door prizes

Attendees were sure to visit all the exhibitor tables to hear about their exciting products and services that could have the solutions their company is looking for!

Many exhibitors gave away door prizes. Several lucky attendees won some very generous items. Door prizes were announced after the members’ meeting.

Prizes included: 4 golf shirts; bottle of maple syrup; $150 Visa gift card; $100 Amazon gift card; $100 Visa gift card; gift basket; JBL bluetooth speaker; website vulnerability assessment & malware; Echo Dot; and smart sensor water leak & freeze detector.
EXHIBITORS READY TO HELP

Bob Ridinger

Richard Litchfield

Michael Daly
Conference attendees had the opportunity to set sail and stay social on The Sagamore’s impressive 72-foot vessel, The Morgan. The afternoon Lake George boat cruise promised and delivered some of the best views the Adirondacks have to offer. Eighty attendees took part in the afternoon cruise which sailed North on Lake George and into the channels.
together for
our final evening
good food, great entertainment and the best people

BANQUET DINNER

John Harris, David Wagner, Bill Winters, John Genn, Robin & Scott MacNeil, Carol Genn

Jan Scites, Lucy Wronski, Tom Wronski, Dave Clow

Chris Cornell, Bob Pastel, Cassandra Anderson, John Pruitt, Greg Cooper, Eddie Harper

Javier Tapia, David Thomas, Ray Hall, Florie Bourret-Heleine, Kim Davis, Carol Hall
we honored a very special member

BERNARD J. TURI
UTICA NATIONAL INSURANCE GROUP

CHAIR’S DISTINGUISHED SERVICE AWARD WINNER 2019

Bernard Turi
Senior Vice President, General Counsel, General Auditor & Chief Risk Officer,
Utica National Insurance Group

At the banquet, Elizabeth Heck, chair of NYIA recognized the members in attendance who previously served as chair of NYIA. Everyone applauded NYIA’s previous leadership for their role in taking the association to where it is today. Liz also recognized legislators in attendance. Richard Creedon shared some words about Bernie. This was the perfect segue to Liz’s presentation of the 2019 Chair’s Distinguished Service Award to longtime NYIA member Bernard Turi, senior vice president, general counsel, general auditor and chief risk officer of Utica National Group, who was selected as the 2019 honoree. Bernie gave acceptance speech and recognized his family in attendance.
“Bernie is an accomplished insurance professional who is admired by his peers. The combination of his passion for the insurance industry, expansive knowledge of the law and ability to effectively communicate is simply unparalleled.”

– Elizabeth Heck, President and CEO, Greater New York Mutual Insurance Company

The New York Insurance Association, Inc. (NYIA) honored Bernard J. Turi with the Chair’s Distinguished Service Award at the association’s annual conference May 30 in Bolton Landing, New York. Turi is senior vice president, general counsel, general auditor and chief risk officer of the Utica Mutual Insurance Company and the member companies of the Utica National Insurance Group.

Turi joined the company in 1987 as a senior claim specialist in the Errors and Omissions Claims Department. He was promoted to staff attorney in 1990 and associate claims attorney in 1995. He was named claims attorney/director of liability claims in 1999 and associate general counsel and claims attorney in 2004. He became director of risk and reinsurance in 2011 and additionally assumed the role of general counsel in 2013 before being promoted to his current roles in 2014. He also serves as chair of the Screening Committee of the Utica National Group Foundation. Turi is an officer of the company. He was first named as an officer as assistant vice president in 2004, promoted to vice president in 2007, and named senior vice president in 2011. Before entering the insurance industry, Turi worked as an associate in a litigation firm in upstate New York.

He served as a board member of NYIA from 2007–2017 and served as chair from 2014–2015. Turi continues to serve on several different association committees. He also serves on the board of directors and the Finance and Audit committees of the New York Property Insurance Underwriting Association, serves on the board of directors of the Motor Vehicle Accident Indemnification Corporation and was recently appointed by the superintendent of the New York State Department of Financial Services to serve as a member of the New York State Insurance Advisory Board.

Turi graduated cum laude from Niagara University with a Bachelor of Arts in political science. He earned a Juris Doctorate from Syracuse University of Law. He is admitted to practice law before the courts of the State of New York as well as the United States District Court for the Northern District of New York.
leadership, thank you.

NYIA extends its gratitude to the current and all the past leadership for their excellent guidance in getting NYIA to where it is today.

New York Insurance Alliance

1882-1887  H.P. Root  1966  Harold L. Davies
1888-1893  A.C. Brundage  1967  Harry H. Waterman
1894-1905  C.H. Stanton  1968  Irma A. Wagner
1905-1922  W.H. Vary  1969  Gunnard Sandberg
1922-1927  M.F. Webb  1970  John Potter
1928  C.L. Frost  1971  Earl Sincerbox
1929  Harold L. Banks  1972  John Beck
1930  W.F. Rasbash  1973  Keeton Lobdell
1932  Charles F. Thompson  1975  Jack McCarthy
1933  H.S. Fullager  1976  Herbert Shepherd
1934  Ray P. White  1977  D. Robert Persse
1935  A.M. Faulknor  1978  E. David Price
1936  L.J. Sampson  1979  Clyde B. Lockie
1938  E.W. Brigham  1981  Gary Swan
1939  R.V. Gage  1982  Martin P. Sheffield
1940  Leon W. Walworth  1983  Maurice A. Northrup
1941  A.C. Ewell  1984  James G. Wilkin
1942  H.G. Webster  1985  Stephen J. Dulfo
1943  William H. Leadbetter  1986  John K. Gampler
1944  Thomas F. Cotton  1987  John E. Seymour
1945  Frank P. Tucker  1988  William R. Scrafard
1947  W.H. Fennermore  1989  Steven J. Coffey
1948  William J. Hall  1990  William L. Heaton
1949  William A. Benton  1991  Wayne V. Rice
1950  Gilbert H. Padgham  1992  Lauren W. Lodge
1951  Frances Grimes  1993  David A. Langendorfer
1953  Raymond Peters  1995  Robert G. Jagow
1954  Earle Clarke  1996  Gerald R. Seeber
1955  F.J. Blodgett  1956  Marvin B. Secrist
1957  W.P.K. White  1958  Andy W. Lewis
1959  Mary W. Cleveland  1960  B.H. Kussie
1961  C. Warren Silsby  1962  Barton F. Storey
1963  Harry Wasserman  1964  Richard C. Bloom
1965  Lindon B. Morse

New York State Insurance Association

1942  C.W. Brown
1943-1944  Thomas H. Silver
1945-1946  Charles E. Morrison
1947-1948  Howard G. King
1949-1951  Ralph A. Bloomsburg
1952-1953  E.A. Guest
1954-1955  Joseph P. Craugh
1956-1957  George J. Stone
1958-1959  William F. Dowling
1960-1961  Milton L. Baier
1962-1964  Emanuel Morgenbesser
1965  Robert J. Lotito
1966-1967  John R. Shaw
1968-1969  Elmer J. Steinbach
1970-1971  William Evans, III
1972-1973  Joseph J. Boland
1974-1975  Benjamin E. Gellerman
1976-1977  Neil Carter
1978-1979  William Ferris
1979  Kenneth P. Pangburn
1980-1981  Edward P. Lalley
1982-1983  Thomas P. Bonaros
1984-1985  Charles J. Claus
1986-1987  Mort Weinberg
1988-1989  Clyde B. Lockie
1990-1991  Frederick E. Bangs
1992  Anthony Camera
1994-1995  Andrew W. Attivissimo
1996  V. Peter Haug

New York Insurance Association, Inc.

1997  V. Peter Haug
1998-1999  John D. Reiersen
2000-2001  Victoria M. Stanton
2002-2003  Thomas A. White
2004-2005  Floyd Holloway
2006-2007  Wayne E. McOwen
2008-2009  Cecilia E. Norat
2010-2011  Richard Zick
2012-2013  Jeffrey W. Rice
2016-2017  Steven Coffey
Present  Elizabeth Heek

In 1997, the New York Insurance Alliance and the New York State Insurance Association unified to create the current association.
Thursday concluded with on deck at “the rec”-fun, games and friendly competition.

Attendees were able to participate in friendly games of pool, ping-pong, basketball, wiffle ball, corn hole, foosball and miniature golf. Those who were more musically inclined took to the stage for some great rounds of karaoke.
LET THE FUN & GAMES BEGIN...
WHO WILL BE PING PONG CHAMP?
CORNHOLE OR...
ROUND OF MINI GOLF
on deck at ‘the rec’—fun, games & friendly competition
FRIENDLY COMPETITION
PLAYING FOOSBALL
All Time American Favorite
A Game of Wiffle Ball
A FEW ATTENDEES
SHOT HOOPS
VERY TALENTED ATTENDEES PARTICIPATED IN KARAOKE

AND OTHERS JUST ENJOYING IT ALL

on deck at "the rec"—fun, games & friendly competition • www.nyia.org • 55
EVERYONE IS HAVING SUCH A GREAT TIME!

SHARING STORIES, SMILES & LAUGHTER
sponsors, thank you.

NYIA extends its gratitude to the sponsors below for their commitment, consistent generosity and support to ensure the success of the 2019 Annual Conference. Without them this conference would not be possible.
TRADE SHOW

Attendees had the opportunity to visit the exhibitors and view their many products and services. Our exhibitors were very generous and donated some amazing door prizes. At the conclusion of the Members’ Meeting the winners received their prizes, items. Door prizes include: 4 Golf Shirts, Bottle of Maple Syrup, $150GC Visa, $100GC Amazon, $100GC Visa, Gift Basket, JLB Bluetooth Speaker, Website Vulnerability Assessment & Malware, Echo Dot, and Smart Sensor Water Leak & Freeze Detector.

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