Participants in the conference came from all sectors and all levels of the property and casualty insurance industry, as well as a wide range of associated industries.
Dear Friends and Colleagues,

Thanks to the devoted membership of the New York Insurance Association, the 2016 Annual Conference at the Turning Stone Resort in the heart of New York State was another great success. The theme of the 2016 conference was *Connect. Collaborate. Change.* and this year attendees truly unified to connect and collaborate to move the industry forward with positive change.

More than 250 insurance industry professionals were brought together to hear from 18 expert speakers. One change that attendees were eager to learn more about was the new leadership at the Department of Financial Services (DFS). Superintendent Maria Vullo delivered the keynote and her first address as the new head of the department. She provided the audience with a dynamic overview of her goals, philosophies and vision for not only DFS, but more broadly the role of financial services in the state.

In addition to the informative education sessions, 20 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. After the banquet dinner on Thursday, attendees laughed off their meals thanks to the entertainer’s punch lines.

We hope to see you at next year’s Annual Conference in Buffalo, New York at the Hyatt Regency, Wednesday May 31 through Friday June 2. Please share this review with your industry colleagues so they can get a sense of what NYIA has in store for the 2017 Annual Conference.

Sincerely,

NYIA OFFICERS & DIRECTORS

**Steven Coffey, Chair**  
President & CEO  
Broome Co-operative Insurance Company

**Elizabeth Heck, First Vice Chair**  
President & CEO  
Greater New York Mutual Insurance Company

**Mark Prechtl, Second Vice Chair**  
Executive Vice President/CEO  
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**Norman Orlowski, Treasurer**  
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**Matthew Benedict**  
President and CEO  
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**Mark Dombrowski**  
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**Mark Gardner**  
Regional Counsel  
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**Jay Martin**  
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Medical Liability Mutual Insurance Company

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

**Raymond Waugh**  
AVP, P&C Legal, Business Operations  
Nationwide Insurance

255 attendees  
105 member companies  
8 sessions  
1 keynote address  
7 networking opportunities  
20 exhibitors

NYIA 2016 Annual Conference • Review
New York Insurance Association, Inc.

Know better New York connections

Because NYIA’s focus is solely New York, we are able to provide our members with timely and relevant information on legislation, regulation and other issues affecting the industry in the state.

NYIA is the oldest state property and casualty insurance trade association in the nation, tracing its roots back to 1882. The current association was formed in 1997 by the unification of the New York Insurance Alliance and the New York State Insurance Association. As the industry changed, stocks, mutuals and cooperatives had far more issues in common than they did differences. It became apparent that New York’s property and casualty insurance industry would be best served by a single voice for the New York industry.

That voice is now NYIA.

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THE VENUE

Turning Stone Resort
GET CONNECTED at the conference and beyond

Join the #NYIA2016 conversation! NYIA’s social media channels are a great place for those in the property and casualty insurance industry to access enriching information and to engage with others in the profession. Catch up on social media coverage of the conference by searching for hashtag #NYIA2016 on Twitter and Facebook. NYIA is active on the social media networks below.

Facebook

You can view our Facebook page (no Facebook account needed) by visiting facebook.com/newyorkinsuranceassociation or by scanning the QR code to the right with your mobile device.

If you already have an account, we encourage you to like NYIA’s Facebook page so you can stay up to date on NYIA’s programs and get information on all things property and casualty insurance. You can view the conversation about the NYIA Annual Conference using the hashtag #NYIA2016. If you don’t have a Facebook account, sign up at www.facebook.com.

Twitter

You can view NYIA’s twitter feed (no Twitter account needed) by visiting twitter.com/nyinsuranceassn or by scanning the QR code to the right with your mobile device.

If you have an account, we invite you to follow NYIA on Twitter. Search for our handle, @nyinsuranceassn, or scan the QR code above. Review the 2016 Annual Conference conversation by tweeting with the hashtag #NYIA2016. We encourage you to tweet at us about what you enjoyed most at the conference. If you don’t have a Twitter account, you can sign up by visiting www.twitter.com.

LinkedIn

You can view NYIA’s LinkedIn page by visiting linkedin.com/company/new-york-insurance-association or by scanning the QR code to the right with your mobile device.

Be sure to follow NYIA’s LinkedIn so you can keep up with the latest from NYIA and the happenings in the New York property and casualty industry. We talked about the conference on LinkedIn too, so be sure to read the conversation. If you don’t have a LinkedIn profile, sign up at www.linkedin.com.
keynote address

11:15 – 11:45
KEYNOTE ADDRESS

This year’s keynote address was highly anticipated as it was the first speech given by then Acting Superintendent Maria Vullo, the new head of the New York State Department of Financial Services (DFS). Vullo stated that she wants her tenure to be marked by creative ideas, bold actions and collaborative innovation. She also articulated that she is a true believer in a fair process and thoughtful deliberation and that under her leadership she wants DFS to speak with a clear and consistent voice. She stressed the importance of recognizing that a regulator can work for the good of businesses and consumers alike. “I want the New York insurance market to be robust and known for its innovation and nimbleness,” Vullo said. “So DFS, under my watch, will promote and applaud industry innovation and successes. And, DFS, under my watch, will also work to increase access to financial services in all communities of this great state. I am both pro-business and pro-consumer—I do not believe that these terms are mutually exclusive.”

Maria Vullo, Superintendent, New York State Department of Financial Services

sessions

8:30 – 9:30
BUILDING TRUST IN ORGANIZATIONS

After a welcoming Chair’s Reception on Wednesday night, the conference officially got underway Thursday morning with featured speaker Dr. Robert Hurley who discussed Building Trust in Organizations. Dr. Hurley, who is also a professor at Fordham University, said that while trust is increasingly scarce, it can be built and managed. He acknowledged that there is a lack of confidence in business as a whole, and there is low trust in financial services as it is an industry that has been stigmatized. Dr. Hurley illustrated how an organization can build trust with people by identifying meaningful similarities, aligning interests, displaying benevolent concern, demonstrating capability, being predictable and showing integrity, and communicating well.

Dr. Robert Hurley, Director, Consortium for Trustworthy Organizations
9:30 – 10:30
TOP OF MIND:
NEW YORK STATE OF INSURANCE
The next session on Thursday morning was a panel comprised of seasoned industry leaders. The panel presentation, Top of Mind: New York state of insurance, addressed a variety of key topics central to insurance company operations ranging from the importance of consumer choice and differentiation of risk to predictions of when the interest rate environment might change to how the industry can better demonstrate our customer-centric nature. Other topics that were examined include the transition occurring in the insurance workforce and attracting talent to our industry, as well as the changing demographics of the average insurance buyer. Attendees valued hearing the perspectives of their peers and asked great questions and generated conversation related to common areas of concern.

Moderator: Steven Coffey, President & CEO, Broome Co-operative Insurance Company
Panelists: Edward Amsler, President & CEO, Donald J. Fager & Associates; Elizabeth Heck, President & CEO, Greater New York Mutual Insurance Company; Norman Orlowski, President & CEO, Erie and Niagara Insurance Association; and Robert Wong, President & CEO, Associated Mutual Insurance Cooperative

11:45 – 12:30
TAKING FLIGHT: THE HIGHS AND LOWS OF DRONE TECHNOLOGY
Jay Jablonski, vice president of HSB Professional Loss Control presented Taking Flight: The highs and lows of drone technology. Jablonski reviewed the variety of applications as well as exposures associated with unmanned aircraft. He also addressed the wide array of issues that continue to evolve as both capabilities and regulations constantly change. The talk gave attendees a great deal to consider as the Federal Aviation Administration continues to make major decisions about the use of drones, including recently publishing the first set of operational rules for routine use of unmanned aircraft for commercial purposes. The presentation ended with Jablonski giving the audience a sense of just one of the many capabilities of drones when he flew a drone equipped with a camera and attendees were able to see the live footage of the room projected on a screen.

Jay Jablonski, Vice President, HSB Professional Loss Control
8:30 – 9:30
TOWN HALL MEETING
Friday morning’s opening session panel of legislative leaders answered questions on a wide range of topics including transportation network companies, redomestication of insurance companies and the role of the New York State Department of Financial Services. The legislators also discussed their expectations for the incoming superintendent of the state’s financial services agency.

Moderator: William Melchionni, Deputy Head, U.S. Federal & State Government Affairs, AIG
Panelists: Senator Neil Breslin, Senate Insurance Committee Ranking Member, New York State Senate; Assemblyman Kevin Cahill, Assembly Insurance Committee Chair, New York State Assembly; and Assemblyman William Barclay, Assembly Insurance Committee Ranking Member, New York State Assembly

9:45 – 10:30
KEEPING UP WITH THE CHAMELEON:
ADAPTING TO THE CHANGING COLORS
OF SOCIAL MEDIA
The ever-popular topic of social media was discussed by Roy Mura in this lively and interactive session. Mura is a well known insurance attorney who also has a penchant for social media. In fact, he announced that his talk at this year’s conference was the 100th episode of his social media presentation. He provided a myriad of tips, tricks and tidbits related to how insurance companies utilize virtual networks as both insurers and as businesses.

Roy Mura, Managing Member, Mura & Storm, PLLC

10:30 – 11:15
SMALL COMPANY ROUNDTABLE
The finale of the conference was what many regional companies say they enjoy most, the Small Company Roundtable. Matthew Benedict, president of Midstate Mutual Insurance Company was the moderator of this year’s roundtable. The discussion covered a range of issues, including what had become a consistent discussion thread throughout the conference—attracting talent. Regional company CEOs from across the state also discussed other timely issues such as data security and financial exams.

Moderator: Matthew Benedict, President, Midstate Mutual Insurance Company
NYIA would like to say thank you to the past leadership for their guidance in getting NYIA to where it is today.

In 1997, the New York Insurance Alliance and the New York State Insurance Association unified to create the current association.
"The conference was well organized and ran very smoothly."

"An excellent event overall."

"A great place to make connections and network."

"It is very helpful for the legislators to express their views on the industry."

"All speakers are very knowledgeable and provide thoughtful responses to questions."

"Great job as usual!!!!!!"

"Overall a very productive conference."

"As a first time attendee, I gained a lot of insight."

"This conference has become one of my favorite industry events to attend and I look forward to seeing everyone again next year."

"Exhibitors add to the conference offering and expands networks/relationships."
ATTENDEE SURVEY

- Fifty-six attendees responded to the survey, with 57 percent representing primary insurer member companies.
- Greater than 90 percent of respondents rated nearly all topics and speakers at the conference as good or excellent.
- Ninety-six percent of the respondents find it valuable/beneficial to have regulators speak at the conference.
- Ninety-three percent of the respondents find it valuable/beneficial to have legislators speak at the conference.
- Overall, respondents liked the conference location—with the vast majority rating Turning Stone as good or excellent.
- Respondents recommended the Sagamore, Rochester, Syracuse, the Finger Lakes, the Catskills, Mohonk Mountain House, Cooperstown and the Hudson Valley for future conference locations.
- Eighty-six percent of the respondents visited the exhibits at the conference. Two-thirds said they felt the exhibitors offered services/products that are of interest to their company.
- Almost all of the respondents would like to continue to see exhibitors at future conferences.
- Sixty-seven percent of respondents believe that NYIA should continue to offer an optional activity on Thursday afternoon. Respondents suggested such events as a walking or bus tour, baseball game, microbrewery tour, museum tour, fun networking opportunities, wine/beer or liquor tasting, architectural walking tour, boat cruise on Lake Erie, visit the Albright-Knox Art Gallery, tour of the Frank Lloyd Wright house, an outdoor activity such as ziplining, Buffalo & Erie County Naval & Military Park, Forest Lawn and Buffalo Museum of Science.

EXHIBITOR SURVEY

- More than one-third of the exhibitors responded to the survey.
- The overwhelming majority of the respondents thought audience quality, clients/prospective clients attending the conference and networking events/access to members were the top three factors in determining whether or not to exhibit at the conference.
- More than half of the respondents received leads from exhibiting at the conference.
- More than two thirds of exhibitor respondents felt that exhibiting at the conference was beneficial.
- All of the respondents said they would be interested in exhibiting at NYIA’s conference next year.
Wednesday's Activities

NYIA 2016 Annual Conference • Review

Golf Tournament

Kaluhyat Golf Course

Golfers embraced the warm weather and the golf.
Thank you to our golf breakfast and golf tournament sponsor 
Munich Re and Hartford Steam Boiler Inspection & Insurance Company and the golf lunch sponsor Utica First 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: Charlie Makey
- Women: Rosemary Skoda

Closest to the Pin Contest:
- Hole 5: Frank Kapish, 11’ 11”
- Hole 8: Kyle Burch 23’ 8”
- Hole 15: Jeff Rice 6’ 7”

Putting Contest

This year’s putting contest, sponsored by North Country Insurance Company, tested the putting prowess of seven golfers who made the initial 10 foot putt. Bill Winters of Tompkins Financial Advisors was the final qualifier in the contest and made a valiant effort at the 50 foot putt.
Chair’s Reception

The Chair’s Reception was held in the Atrium Foyer on Wednesday night. The beverages were sponsored by Broome Co-operative Insurance Company. The cuisine was sponsored by Guy Carpenter & Company, LLC. Chair Steven Coffey thanked the sponsors and welcomed everyone to the Turning Stone Resort.
Exhibit Show

Twenty companies participated in the exhibit show. Their offerings ranged from investment services to software solutions to fire investigation. Attendees valued the opportunity to learn about the exhibitors’ products and services.

Members’ Meeting & Luncheon

During the Member’s Meeting, NYIA treasurer Norman Orlowski updated attendees on the association’s healthy financials. Craig MacCormac, chair of the Education and Conference Planning Committee presented a review of 2016 programs and plans for the 2017 NYIA conference in Buffalo. In addition, Matt Benedict, the chair of the NYIA PAC Committee thanked PAC contributors and reported on the contributions given to legislators so far in 2016.
Banquet Reception

Special thanks to reception sponsor **Buffamante Whipple Buttafaro, P.C.** for the delicious cuisine and also to reception sponsors **Holborn Corporation** and **Grinnell Mutual Reinsurance Company** for the refreshing beverages.
Thursday Evening

The Banquet Dinner was held on Thursday, June 2. Chair Steven Coffey provided welcoming remarks. He thanked our dinner wine sponsors Holborn Corporation and Grinnell Mutual Reinsurance Company, audio visual sponsor Erie and Niagara Insurance Association, decor sponsor Mutual Boiler Re and centerpiece sponsor JLT Re.
Community Giving

After the banquet dinner on Thursday, the centerpieces were donated to the Hazel L. Carpenter Adult Home in Oneida, New York, which is committed to offering a dignified lifestyle in an environment that promotes happiness, life enrichment, independence, security and meaningful living to older adults. The residents seemed to truly enjoy the vibrant fresh flowers.
Chair’s Distinguished Service Award

William Melchionni, III  
Deputy Head, U.S. Federal and State Government Affairs  
American International Group, Inc.

At the banquet, Chair Steven Coffey 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. This recognition was the perfect segue to Steve’s presentation of this year’s Chair’s Distinguished Service Award.

Longtime NYIA member William Melchionni, Deputy Head, U.S. Federal and State Government Affairs of American International Group was the 2016 honoree. Bill is responsible for managing the government relations activities in the 26-state Eastern United States region on behalf of AIG and its operating companies including AIG Property Casualty, AIG Life and Retirement and United Guaranty.

“Bill volunteers countless hours to NYIA as well as many other overarching insurance industry efforts.” He is always looking for ways to improve the image of our industry and strives to make the insurance community a better place.

–Steven Coffey, president and CEO of Broome Co-operative Insurance Company

Comedian

Jan McInnis

Thursday night’s entertainment was provided by comedian Jan McInnis, winner of D.C.’s HBO Stand-up, Stand-off Comedy Contest. Jan, who has been performing stand-up comedy since 1994, was not afraid to make a few lighthearted jokes using the insurance industry as the punchline. She didn’t take herself too seriously either and made jokes at her own expense, including laughing about her uniquely large feet. They say laughter is the best medicine, so Jan was just what the doctor ordered.
Education & Conference Planning Committee

Acknowledgement and thanks to the committee members for their guidance and leadership

Chair, Craig MacCormac
Hartford Steam Boiler Inspection & Insurance Company

Joanne Andela
Otsego County Patrons Co-Op

Steven Coffey
Broome Co-operative Insurance Company

Liesl Kreischer
Millville Insurance Company of New York

Kimberly Davis
Underwriters Rating Board

Floyd Holloway
State Farm Mutual Automobile Insurance Company

Brian Heermance
Morrison Mahoney LLP

Charles Makey
Merchants Insurance Group

Mark Prechtl
Chautauqua Patrons Insurance Company

Thomas Ruane
Security Mutual Insurance Company

Heather Shaughnessy
Mutual Boiler Reinsurance

Thomas Spataro
Guy Carpenter & Company, LLC

Bernard Turi
Utica National Insurance Group

Thomas White
Community Mutual Insurance Company

Richard Zick
Utica First Insurance Company

Edward McGettigan, Jr.
American Transit Insurance Company

#NYIA2017

Next year’s conference will be in Buffalo, New York May 31–June 2. Additional information will be available at www.nyia.org/events. If you would like to participate as a presenter, sponsor or exhibitor, please contact the NYIA office at 518.432.4227.

Presenters
Cassandra Anderson
(canderson@nyia.org)

Sponsorships
Emily Walker
(ewalker@nyia.org)

Exhibitors
Holly Osborn
(hosborn@nyia.org)

Buffalo members Norman Ortowski and Roy Mura look forward to next year’s conference.
NYIA extends its *gratitude* to the sponsors below for their commitment, consistent generosity and support to ensure the success of the 2016 Annual Conference. Without them this conference would not be possible.

### PLATINUM

**Aon Benfield**  
Hotel Key Cards

**Guy Carpenter & Company LLC**  
Chair’s Reception Cuisine

**Holborn Corporation and Grinnell Mutual Reinsurance Company**  
Banquet Reception Beverage & Dinner Wine

**Munich Reinsurance America, Inc. and Hartford Steam Boiler Inspection & Insurance Company**  
Golf Tournament & Golf Breakfast

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Pocket Agenda

### GOLD

**American Association of Insurance Services (AAIS)**  
Thursday Morning Audio/Visual

**Buffamante Whipple Buttafaro, P.C.**  
Banquet Reception Cuisine

**Erie and Niagara Insurance Association**  
Thursday Banquet Audio/Visual

**JLT Re**  
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**Medical Liability Mutual Insurance Company**  
Members’ Lunch Thursday

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Thursday Morning Session

**Utica First Insurance Company**
Golf Tournament Lunch

**SILVER**

**Broome Co-operative Insurance Company**
Chair’s Reception Beverage

**Chautauqua Patrons Insurance Company**
Thursday Refreshment Break

**e2Value, Inc.**
Friday Morning Session

**Fire Districts of New York Mutual Insurance Company**
Members’ Lunch Beverage

**Gen Re**
Thursday Breakfast

**MSO, Inc.**
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**Nationwide Insurance**
Friday Breakfast

**Trevett Cristo Salzer & Andolina P.C.**
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Putting Contest

**TREVETT CRISTO ATTORNEYS**
Right to the best.

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**North Country Insurance Company**
Putting Contest

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NYIA would like to say thank you to all the exhibitors who took part in the Exhibit Show at the 2016 Conference!

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Lori Dugas
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John Flory, Sean Phillips, Emily Gaylord & Joe Yetto
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NYIA

2017 annual conference

Hyatt Regency
Buffalo, New York
May 31 – June 2, 2017

Preparing for the Future

Don’t Forget

• Call for speakers open through December
• Solicitation for sponsors opens October 15
• Solicitation for exhibitors opens October 15
• Registration opens winter 2017
• Program details updated regularly on the website

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