



# Big “I” Virtual University “Ask an Expert”

## Mini-Seminar Series *Fifteen 15-minute presentations*

***Live and In Person...***



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IIAB of America

## Grand Pavilion Exhibit Hall

### **Topics include:**

- CGL Faulty Workmanship Claims
- Auto Coverage Games
- Vermin and Varmints
- Insuring Teens on Their Own Policies...BAD Idea!
- Certificates of Insurance
- Adjusters Say the Darnedest Things
- Coverage Gaps Created by Tenants
- Catastrophic Homeowners Coverage Gap
- Homeowners Vehicle Coverage Gaps
- Auto Dealers – Loaners and Test Driving
- Rental Car Issues
- How to Calculate Business Income Limits in Minutes

**Morning Session:**  
9:20 a.m. – 11:35 a.m.

**Luncheon:**  
12:00 p.m. – 1:30 p.m.

**Afternoon Session:**  
2:00 p.m. – 4:35 p.m.

**Stay 15 minutes or stay all day!**

# Big “I” Virtual University “Ask an Expert” Mini-Seminar Schedule

Session	Time	Topic
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## Morning Sessions:

1	9:20 a.m.	<p><b>“CGL Faulty Workmanship Claims”</b></p> <p>Claims for damage to a contractor’s own work can be denied in two ways. First, on the basis that there was no “occurrence” or accident and, second, on the basis that one of several possible PD exclusions applies. In this segment, we’ll explore CGL “no occurrence” claims and discuss when faulty workmanship exclusions don’t apply (and why it is so important to carefully read the policy language).</p>
2	9:40 a.m.	<p><b>“Auto Coverage Games”</b></p> <p>A corporate owner or officer wants to insure his personally owned auto on the company’s Business Auto Policy. Heck, he wants to insure all the family vehicles under the BAP! Or how about this one...a corporate owner wants to rent a car, loan it to his daughter’s boyfriend for the summer, and insure under the corporate BAP. With apologies to Joe South, oh the games people play!</p>
3	10:00 a.m.	<p><b>“Vermin and Varmints”</b></p> <p>Back in the 70s, Jim Stafford sang, “I don’t like spiders and snakes.” Neither do adjusters. For that reason, they may deny claims for damage caused by raccoons, skunks, snakes, rats, bats, bees, turtles, goats, and many other critters. Often they do so on the bases that they are “vermin.” So, what is a vermin and does this exclusion differ in personal and commercial lines?</p>
4	10:20 a.m.	<p><b>“Insuring Teens on Their Own Auto Policies...BAD Idea!”</b></p> <p>Often insureds are advised to title a car in their child’s name (if possible) and place him or her on his or her own auto policy (usually at minimum limits) in order to insulate the parents’ assets. This may be setting up both the parents and the child for a catastrophic uncovered loss. Learn why this could be a fatal mistake in more ways than one.</p>
5	10:40 a.m.	<p><b>“Certificates of Insurance” – Part 1</b></p> <p>Part 1 of this topic will explore the scope of the certificates of insurance problem, including E&amp;O statistics, claim examples, and business costs. These problems are shown to arise from four types of certificate or contract requests: Uninsurable Requests, “Illegal” Requests, Inappropriate Requests, Impractical Requests. Numerous onerous request examples will be provided.</p>
6	11:00 a.m.	<p><b>“Certificates of Insurance” – Part 2</b></p> <p>Part 2 of this discussion of certificates of insurance explores potential remedies for the problems discussed in Part 1. These include educational and procedural solutions based on certificate case law and legal ones such as legislative and regulatory remedies. Also discussed are the latest issues with the new ACORD 24/25 and lender problems with the ACORD 27/28.</p>
7	11:20 a.m.	<p><b>“Raiders of the Lost Coverage: Insurance Jones and The Temple of Exclusions” – Part 1 (Personal Lines Edition)</b></p> <p>An alternative title for this session for you old Ark Linkletter fans could be “Adjusters Say the Darnedest Things.” To close out the morning session, we’ll share with you some of the most amazing personal lines claim denials our “Ask an Expert” service has ever received. You won’t know whether to laugh or cry.</p>

## Afternoon Sessions:

8	2:00 p.m.	<p><b>“Commercial Property Coverage Gaps Created by Tenants”</b></p> <p>Whether you insure landlords or tenants, there is a good chance their insurance programs include undetected coverage gaps. These arise from triple net leases, a little known property entrustment exclusion in the CP 10 30, and tenants improvements and betterments. Also discussed is why CGL fire damage legal liability is virtually worthless.</p>
9	2:20 p.m.	<p><b>“Catastrophic Homeowner Coverage Gap: ‘Where You Reside’”</b></p> <p>Do you ever have insureds go into nursing homes and not come out, insureds who unexpectedly relocate, insureds who move out in the night during a foreclosure, insureds who temporarily rent their homes, insureds who buy homes for their parents/children, insureds who allow a home purchaser to move in before the closing, insureds who renovate a newly purchased home before moving in...often without your knowledge. Did you know that all of these insureds may have NO coverage on their dwellings?</p>
10	2:40 p.m.	<p><b>“Homeowners Vehicle Coverage Gaps”</b></p> <p>Do your insureds own riding lawn mowers? Do your insureds own, rent, or use ATVs? Do your insureds have custody of a company car? Do your insureds ever rent jet skis? If so, they may have a host of uninsured exposures.</p>
11	3:00 p.m.	<p><b>“Auto Dealers –Test Driving and Loaner Autos”</b></p> <p>Do your insureds ever test drive dealer cars? Do they ever get a loaner vehicle while their auto is being repaired or serviced? If they wreck them, their PAPs respond for damage to the auto, right? After all, we know that whatever coverage you have on your PAP, it extends to a nonowned auto, right?</p>
12	3:20 p.m.	<p><b>“Rental Car Issues”</b></p> <p>We all know that PAP coverages transfer to a nonowned auto, including a rental car (at least that’s what we thought until the last topic). Regardless, there are some specific problems with rental car exposures in both personal and commercial lines that could leave your customers with thousands of dollars in uncovered claims.</p>
13	3:40 p.m.	<p><b>“How to Calculate Business Income Limits in 15 Minutes”</b></p> <p>In this segment, you’ll learn a new technique for “ballparking” a business income limit without using a BI worksheet. This method may be used as a tool when quoting business income coverage. In most cases, all you will need from a retail prospect is an annual income statement and monthly sales projections.</p>
14	4:00 p.m.	<p><b>“Raiders of the Lost Coverage: Insurance Jones and The Temple of Exclusions” – Part 2 (Commercial Lines Edition)</b></p> <p>An alternative title for this session for you old Ark Linkletter fans could be “Adjusters Say the Darnedest Things.” Similar to the morning session, we’ll share with you some of the most amazing <i>commercial</i> lines claim denials our “Ask an Expert” service has ever received. You won’t know whether to laugh or cry.</p>
15	4:20 p.m.	<p><b>“Open Session”</b></p> <p>In this open (actually closing) session, you’ll have the opportunity to “Ask an Expert” any question you like. Maybe it’s a follow up on an earlier topic or perhaps a subject not even on today’s agenda. While we have the typical 15 minutes scheduled, we’re prepared to discuss whatever you’d like until they run us out of the exhibit hall (or the bar opens).</p>

# About the FREE Big “I” Virtual University

The Big “I” Virtual University (VU) is a FREE online educational and research resource for Big “I” member agencies. Access requires a user name and password that is unique for each agency staff person. Your VU login can be obtained by emailing [logon@iiaba.net](mailto:logon@iiaba.net) and providing your name, agency name, and contact information.

The Virtual University consists of a research library, “Ask an Expert” service, online courses, newsletter, and other features. You can access the VU by going to [www.independentagent.com](http://www.independentagent.com) and clicking on the “Virtual University” link at the top of the page.

**Research Library.** The library comprises the bulk of the 4,000+ pages of content on the VU. The Insurance Library includes coverage articles, sample checklists, charts, white papers, and limited access to ISO policy forms. The Business and Technology Libraries feature articles on agency management, E&O loss control, sales and customer service skills, and how to use technology effectively in the agency.

**“Ask an Expert” Service.** One of the most popular features of the VU is the ability to pose questions to a panel of over 50 subject matter experts from around the country. We estimate that we have answered over 20,000 questions on coverages, agency management, technology, and other areas, and have assisted hundreds of member agents in getting claims paid that were initially denied.

**Online Courses.** We currently have over 100 online courses that provide varying amounts of CE depending on your state of licensing. Insurance topics range from how to calculate business income limits to workers compensation experience rating. We also have a complete curriculum of sales and customer service training programs. Most courses have a registration fee, but we have dozens of SkillSoft courses available to Big “I” members at no cost.

**FREE Newsletter.** Our award-winning bi-weekly newsletter, *The VUpoint*, is emailed every other Friday to over 25,000 subscribers. The newsletter is absolutely free...you do not even have to be a Big “I” member to subscribe (we have subscribers in over 70 countries). Each issue usually features six articles on personal lines coverages, commercial lines coverages, agency management, sales and marketing, customer service, and technology.

**Other Features.** The Lounge area of the VU includes an Incredible Links section with hyperlinks to insurance-related information all over the internet, as well as a Surveys & Polls area. We also have several private lounges for special constituents like education directors and technical affairs personnel. We have a growing Podcast resource page and the VU performs several webinars each year.

**Testimonials.** Don’t take our word for it...here are what your peers have to say about the Big “I” Virtual University:

***“I can’t tell you how much easier the VU has made my job. This is the best membership benefit IIABA has developed in years.”*** — Jack Chapman, Bowersox Insurance Agency, St. Louis, MO

***“This virtual university is the greatest thing I have seen our association do.”*** — Bruce Ward, Ward Brothers Insurance, Humble, TX

***“I used Ask the Expert myself for the first time this week on a tricky coverage question that we were debating internally at our Weekly Producer Sales meeting. If not for Ask the Expert, it probably would have taken hours of my time, over several days, to research various sources, to come up with the info that I received in about 24 hours from VU. An incredible member benefit!”*** — Tom Minkler, Clark Mortenson, Keene, NH

***“The quality of VU is the standard in which we measure all member benefits.”*** — Andrew Valdivia, White & Company Insurance, Santa Monica, CA

***“This service, alone, is worth the price of membership in IIABA.”*** — Tom Hornung, Thomas J. Hornung & Associates, Wilmington, DE

For more information: [www.independentagent.com/VU](http://www.independentagent.com/VU)

To get your login: [logon@iiaba.net](mailto:logon@iiaba.net)

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