



New Jersey Schools Insurance Group

6000 Midlantic Drive Suite 300 North
Mount Laurel, New Jersey 08054
(609) 386-6060 • FAX (609) 386-8877
www.njsig.org

Board of Trustees Meeting of March 28, 2018 Client Relations and Underwriting Report

CLIENT RELATIONS:

The Client Relations Department (Deb Rice – Supervisor, Representatives: Ivy Davis and Joe Semptimphelter, CSR: Erin Lovern and Communications Specialist: Lauren Schilling) have spent the past two months meeting with NJSIG Brokers regarding any concerns they may have as the 7/1 renewal date approaches. They also make it a point to discuss potential new business opportunities which has resulted in several new 2018 business submissions. In addition, they attend the various County ASBO's engaging with Members, potential Members, Brokers and potential Brokers. Their feedback to NJSIG as it relates to hot topics, competition in the marketplace, issues or concerns is vital to the continued success of NJSIG. They are the eyes, the ears and the relationship experts of NJSIG. The Client Relations Staff continues to add guidance and substance to the Sub-fund Meetings all of which were an overwhelming success.

Workers' Compensation 2018-19 Modification Factors have been released to the Broker Community as well as the renewal applications and schedules of building and vehicles where applicable. Completed applications have begun to arrive. Each application is reviewed to approve completion prior to Underwriter review. Attention to detail is a key factor in ensuring the Underwriters are not burdened with missing data, but instead can focus solely on preparing renewal terms and releasing competitive proposals.

UNDERWRITING:

Our Underwriting Department (Claire King – Supervisor, and Underwriters: Shevon Bennett, Deena Bormann and Carol Conniff, and Underwriting Assistant: Amber Fooder) is excited and ready to take on the 2018 renewal season. They engage each other with tough questions, unusual situations or policy interpretation and have proven to be a critical model for underwriting fairly, competitively and timely. I have no doubt they will deliver yet another successful renewal season outcome. In addition to Claire's supervisory role and technical responsibilities, she will also be working closely with me to determine membership with respect to the new business submissions.



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Our NJSIG Underwriting Assistant will also play an important role in the success. She will assist the Underwriters with accurately entering the necessary data for rating purposes.

Susan Cordwell and Raven Perry Ivery are our Certificate Processors and are responsible for the development and execution of certificates of insurance. Thousands of certificates are processed each year. In addition, Susan Cordwell is also responsible for the process of promulgating the WC Mods each year as well as verifying, researching and outlining any data needed to relay to the Brokers and Members. Raven has been training with the NJSIG Loss Control staff as well, and has already achieved designations relative to Risk Management. She has been instrumental in District Safety Committees and on-site property inspections. The transition from Underwriting to Loss Control is scheduled after September 1st.

LOSS CONTROL

Overseeing the Loss Control Department is relatively new to me but the knowledgeable, experienced and supportive team members have helped tremendously in the process. Terry Barlow, James Gabrieli and Sameer Sarfraz, the NJSIG Senior Representatives, are assisting with revamping some of the prior procedures to ensure that the lines of communication between NJSIG Underwriting, Client Relations, Legal and Loss Control remain consistent and steady. The Loss Control Representatives attend and present at District Safety Committees as well as provide training and inspections to our membership.

Michele Allen, NJSIG's Property Inspector, has spent the past few months identifying districts that are in need of inspection, preparing reports and working with the Loss Control and Underwriting Team members to develop and implement solutions to potential issues. She has also recently teamed with the Department of Homeland Securities training division to educate herself and her team members with respect to security as well as responsibilities as it relates to potential acts of terrorism in our NJ schools. She too will be attending and lending guidance at District Safety Committee meetings.



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Sue Williams (Training Coordinator) and Joanne Gunter (Secretary II), NJSIG's Loss Control Department, have been working on many new projects over the past couple of months. Joanne has been tasked with implementing and managing the Safety Grant process this year. Sue Williams has been with NJSIG for over twenty years. She continues to manage trainings, vendors, and communications.

In closing I just would like to say that these three departments truly work as one big team that has the utmost respect for each other. I am very proud and grateful to be a small part of their team. With people like these on board, I know we will all enjoy another successful NJSIG renewal.

Please let me know if you have any questions.

Thank you,

Kelly A. Machu

Kelly A. Machu, CSRM
Client Relations and Underwriting Manager