

HELP WITH HOLIDAY TRAVEL, VISIT E&O HAPPENS TO REVIEW COMMON CAUSES OF AGENCY E&O CLAIMS & DON'T LET SURETY BONDS SCARE YOU

Help with Holiday Travel

Are your clients traveling for the holidays? Tell them to have fun, as I'm sure the weather won't be a factor...and if you believe that, I've got a bridge to sell you at the North Pole.

Travelers may deal with pesky interference from things like:

- Snow blocking roads and closing airports. Airports in colder climates are usually a lot better at clearing snow but that doesn't mean they don't cancel or delay flights and close down major highways. Warmer areas get less snow but their crews aren't as experienced at clearing it, so a few inches in Dallas might create longer delays than a foot or more in Chicago.
- Ice, sleet, or freezing rain creating slick roads, especially bridges, and delaying flights as planes need to keep being de-iced before take-off even if the airport isn't shut down.
- Hurricanes. (Yes, hurricanes!) Hurricane season doesn't end Nov. 1st, but Nov. 31st. Hurricane Alice formed on Dec. 30, 1954. Hurricane Kate made U.S. landfall on Nov. 21, 1985. Both dropped a lot of rain. Even if you aren't traveling to or from a hurricane-prone area, your flight (or connecting flight) might be affected.

Big "I" Markets partner Travel Insured International has informative blog posts about:

- Traveling During Hurricane Season
- Travel During Winter
- Travel During the Holidays

Travel Insurance can cover accident and sickness medical expense, emergency medical evacuation/repatriation, trip delays, cancellation, interruption, missed connections due to severe weather or many other reasons outside the traveler's control.

As a Big "I" Markets agent you can offer your clients travel insurance through our partner carrier Travel Insured International. Opt-in for "Cancel for Any Reason Coverage," and your clients may cancel their plans and get up to 75% of their total trip cost for any reason they choose. They just have to have purchased within 21 days of deposit (other eligibility conditions must also be met) and cancel 48 or more hours prior to scheduled departure in order to be eligible.

The TII travel blog also covers myriad travel related subjects, including travel agent myths, air travel tips, picking the right hotel, using a cellphone abroad, and more.

Obtaining coverage is easy:

- Review the product guide with your client. Use the Quick Quote Feature on the Travel Insured International site to calculate premium and add optional coverage if desired.
- Contact the carrier's help desk with any coverage or underwriting questions.
- When you are ready for coverage to be issued, you **MUST** click on "Request a Quote" to access the applications and enter client information. Then scan and attach the completed application as a "New Message" or email to kim.bromwell@iiaba.net. A credit card number is required to issue coverage.
- Travel Insurance is currently available to members in all states.

Travel Insurance International help desk can be reached at (800) 243-3174. Kim Bromwell can be reached by email kim.bromwell@iiaba.net or at (800) 221-7917 x5431. Submit business online at www.bigimarkets.com.

Please note that World Trip Protection PLUS not available in NY.

SPECIAL FEATURE

Visit E&O Happens to Review Common Causes of Agency E&O Claims

Knowing the common insurance agency E&O claims, understanding the root causes of E&O losses and implementing change can go a long way to eliminate E&O exposure in your agency. Being informed can point your agency in the right direction of knowing how to proactively avoid issues for your agency.

In general, E&O losses occur because of inadequate training and education, poor risk identification and analysis, lack of uniform practices and procedures, inappropriate organizational structure, lack of compliance with office practices and procedures, time constraints and/or chronic backlog.

As a Big "I" member you can get information on these topics through the Big "I" Professional Liability risk management web site at www.iiaba.net/EOHappens.

Log in with the same credentials you use to access Big "I" Markets, and click on the "Claims Happen" tab to access these materials and more.

Learn more about the Big "I" Professional Liability Program or request a premium estimate at www.iiaba.net/EO.

Don't Let Surety Bonds Scare You

Halloween brings to mind trick-or-treating, Jack-O'-Lanterns, goblins, ghosts, ghouls, witches, bats and black cats. It has always been a holiday filled with mystery, magic and superstition. The holiday originated through the ancient Celtic festival of Samhain. The festival was to mark the end of the summer harvest and the beginning of the dark, cold winter to come - a season strongly associated with death. The night of October 31st, the Celts believed that ghosts of the dead returned to earth. On this night, they would light bonfires and wear costumes to ward off these spirits. While traditions and celebrations of Halloween have changed and evolved from the original Celtic festival of Samhain, it's still a holiday that conjures up images of frightening things the human mind cannot fully comprehend.

Halloween perpetuates and plays upon our fear of the unknown, surety bonds should not. When a client contacts your office with a bond need and your first reaction is heart-pounding fear, remember that Goldleaf Surety is here to be your backroom surety-only expert. When you have a client that calls to say they need a surety bond, Goldleaf can assist you in determining what your client needs and help navigate the underwriting process to make sure your client obtains the bond they need.

Put Goldleaf Surety's two-decade track record to work for your agency. Their goal is to make the process of securing the bonds you need as easy as possible. Whether you're looking for a license and permit bond, court or fidelity bond, bid or performance bond, or hundreds of other bonds, Goldleaf has the knowledgeable staff, processes, and partnerships to make it happen.

This Halloween, enjoy all the frightening traditions the holiday has to offer. But remember, when it comes to surety bonds, Goldleaf will take the fright out of the process. For assistance with all of your bond needs, you can access Goldleaf Surety through Big "I" Markets. Simply log in to www.bigimarkets.com, or email bigimarkets@iiaba.net and an underwriter will contact you.

WEBINARS

VU Webinars and Lightning Learning

Virtual University

WEBINARS - Two-hours with CE in select states.

- October 30 - 11:30 a.m. EDT - 9 Rules for Reading an Insurance Policy Based on the Law of Insurance Contracts
- November 12 - 1:00 p.m. EST - 3 Keys to Getting the Named Insured Correct
- November 20 - 11:30 p.m. EST - Rules for Developing the Correct Premium

View the complete calendar, registration links and see what states have CE approval online. Registration includes live webinar, on-demand recording and a transcript.

LIGHTNING LEARNING - Twenty minutes each with a focus on Bodily Injury & Property Damage Don't Always Trigger the CGL

- November 7 - 11:30 a.m. EST - The MOST Basic CGL Coverage Concept
- November 14 - 11:30 a.m. EST - Coverage Limitations in the CGL's Insuring Agreement
- November 21 - 11:30 a.m. EST - The CGL Actually Requires Legal Liability

Register once for the monthly Lightning Learning package and receive all three sessions for one low price. Registration includes live presentations and on-demand recordings.

VU Webinar and Lightning Learning questions can be sent to VU staff. The 2019 calendar and all links are available here.

TWO FOR TUESDAY TRIVIA

Prizes will be to the first response with the correct answers and then four selected at random from all received by 6 p.m. EDT on Wednesday. Win a \$5 gift card (Starbucks, Dunkin' Donuts, Baskin Robbins, or Krispy Kreme).

Congratulations to this week's winners - Rebecca Costa (NC), Sally Hart (ID), Julie Singley (AL), Diane O'Donnell (NE), & Mary Packnick (CT).

1. What are the two vision network plans offered through Big "I" Employee Benefits? - **VSP CHOICE NETWORK & DAVIS VISION NETWORK**

2. Ghost Insurance Policies don't (almost always) involve protection against a spectral visitation but are actually an illegal practice to avoid actually obtaining typically, what type of coverage? - **WORKERS COMPENSATION**

3. Under the "Ransomware/Fraudulent Instruction/Media Wrongful Acts Examples" in the Coalition Cyber article above, what percentage of organizations had to cease business operations immediately because of ransomware? - **22%**

TIE BREAKER

TB - On this date (10/22) in 1962 President John F. Kennedy announced what would become the Cuban Missile Crisis. What did Soviet Captain Vasily Arkhipov do that "saved the world" a few days later? - **LONE VOTE AGAINST (Had to be unanimous) LAUNCHING A NUCLEAR TORPEDO AT A U.S. SHIP**

LAST WEEK'S MOST CLICKED LINKS

Here are the top three items that got BIM agents clicking from our last edition... see what you missed!

1. Ransomware/Fraudulent Instruction/Media Wrongful Acts Examples
2. Jewelry Insurance
3. Sample Client Solicitation Letter

BIG "I" MARKETS SALE OF THE WEEK

Congratulations to our agent in Colorado on a Commercial Auto - Monoline sale of **\$22,655** in premium!