



Independent Insurance Agents  
& Brokers of America, Inc.

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**ACT MEETING**  
October 23-24, 2019  
Omni Hotel  
Fort Worth, TX

**HIGH-LEVEL SCHEDULE OF EVENTS**

**Wednesday, Oct 23, 2019**

11:30 pm - 12:15 pm	Lunch	<i>Fort Worth Foyer 5</i>
12:30 pm - 5:30 pm	ACT Meeting, Day 1	<i>Fort Worth Ballroom 5-8</i>
6:00 pm - 7:00 pm	Networking Event	<i>Houston St. Bar &amp; Patio</i>

**Thursday, Oct 24, 2019**

7:30 am - 8:30 am	Breakfast	<i>Fort Worth Foyer 5</i>
8:30 am - 1:00 pm	ACT Meeting, Day 2	<i>Fort Worth Ballroom 5-8</i>

**Please note dress attire is business casual.**

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## DAY ONE AGENDA

Wednesday, Oct 23

Room Location: *Fort Worth Ballroom 5-8*

- **Welcome & Meeting OPENING** 12:30-12:50 PM (20 mins)  
*ACT Chair, and Executive Director*
- **The Third Wave of Insurance** 12:50-1:35 PM (45 mins)  
*Haley Smith, State Auto Labs*
- **BREAKOUTS 1 & 2:** 1:45-2:45 PM (1 hour)  
*APIs - Work Group Chairs*  
*Customer Experience – Work Group Chairs*

**BREAK & Networking opportunities** 2:45-3:05 PM (20 mins)

- **BREAKOUTS 3 & 4:** 3:05-4:05 PM (1 hour)  
*Security Issues - Work Group Chairs*  
*Strategic Future Issues – Work Group Chairs*
- **Quick report-outs, ACT direction** 4:10-4:35 PM (25 mins)  
*Work Group Chairs*
- **Using Tech to Create a Self-Propelled Motivational Cycle** 4:35-5:15 PM (40 mins)  
*Seth Preus - Mivation*
- **DAY 1 CLOSING REMARKS** 5:15-5:25 PM  
*ACT Chair*
- **Networking Event** 6:00-7:00 PM  
*Houston St. Bar & Patio*

## DAY TWO AGENDA

Thursday, Oct 24

Room Location: *Fort Worth Ballroom 5-8*

- **Day 2 Welcome & Meeting OPENING** 8:30-8:40 AM (10 mins)  
*ACT Committee Chair*
- **\$20 Million Insurance Agency Best Practices** 8:40-9:25 AM (50 mins)  
*Dr. Billy R. Williams – Inspire a Nation*

- **Digital Journey Town Hall 9:25-10:10 AM (45 mins)**  
*Collaborative session on digital business – binding online, mid-term policy management, Town Hall-Style Panel*
- **Cyber Resources - The Coalition 10:10-10:50 AM (40 mins)**  
*Jason Bucher - The Coalition Inc., Carla McGehee - IIABA*
- **BREAK & Networking opportunities 10:50-11:10 AM (20 mins)**
- **The Communications Challenge 11:10 AM-11:55 PM (45 mins)**  
*Town Hall-Style Panel*  
*Moderator: Peter van Aartrijk*
- **The Industry Password Challenge 11:55-12:20 AM (25 mins)**  
*Irv Kantar, Business Manager - ID Federation*
- **ACT Future Focus, Meetings, Recognition 12:20-12:40 AM (20 mins)**  
*Ron Berg*
- **ACT MEETING CLOSING REMARKS 12:40-12:50 PM (10 mins max)**  
*ACT Chairman and ACT Executive Director*

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**NEXT ACT MEETINGS:**

**Wed & Thu, April 22-23, 2020**

Rosen Centre Resort – Orlando, FL

*In conjunction with the HawkSoft User Group National Conference*

**Wed & Thu, September 23-24, 2020**

Gaylord Opryland Resort – Nashville, TN

*In conjunction with the Applied Net National Conference*