



International  
Association of  
**Insurance  
Professionals**

**Toledo  
Association  
of Insurance  
Professionals**

January 2016

*Toledo Association of  
Insurance Professionals*

DESTINED FOR SUCCESS

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## President's Message

By Beverly Hammond

Happy New Year to each and every one of our members. I hope everyone was able to rest some and enjoyed the holiday with their love ones and friends. Let's make 2016 the year we continue to work together to increase our membership and make our association even more amazing.

At our December meeting we had the Executive Director of the Family House Renee Palacios give us information about the Family House and some of the things that we could do to help them. We donated all of the cookies that everyone brought in as well as shampoo, lotions, and bars of soap to help them.

At our January meeting Cynthia has a speaker lined up to speak on health and fitness and how it relates to our attitudes in the workplace. Let's see a good turnout at Packo's at the Park. Make you reservation with Ann Ireland.

Sharon Wood will be having the flyer for Education Night coming out soon. Please keep our February meeting in mind.

Candidate applications deadlines: If interested in holding a Regional position. Send your application to Tammy Wascher, Regional Vice President by January 15, 2016.

Thank you

**Beverly Hammond**

**President**

**Toledo Association of Insurance Professionals**

# Education

by Sharon Wood

Mark your calendar!

Education Night will be held at Radisson UT on Glendale Ave. in Toledo on February 10, 2016.

The course is "Hoarding – An Extreme Claim Situation" and is approved for 2 CE's.

Please consider joining us to learn about the interesting challenges of a Hoarding claim.

Final details are in the works and further information will be provided as soon as it is available.

Stay tuned!

# Safety

by Tracy Barber

**Cold Weather Pet Safety** – You are probably aware of the risks posed by warm weather and leaving your pet in the car. Cold weather also poses threats to your pet's health. Cold weather may worsen some medical conditions such as arthritis. Have your pet examined by a vet at least once per year to make sure they are as healthy as possible for cold weather. Shorten your dog's walks on very cold days. Dogs with health issues may have a hard time regulating their body temperature and may be more susceptible to problems from temperature extremes.

Provide choices for sleeping places based on their need for more or less warmth. Keep your pets inside as much as possible in below-freezing temperatures. Make noise when getting in your car to alert any outdoor cats who may take up residence under the hood due to the warm vehicle engine. Check your dog's paws frequently for signs of cold weather damage or injury. Maybe try clipping the hair between the dogs toes to reduce the chance of ice ball accumulation. Consider a sweater or dog coat, maybe even some booties. Make sure your house is pet-proofed.

Use space heaters with caution around pets, because they can burn or be knocked over, potentially starting a fire. Prepare a disaster/emergency kit for your pet in the event of a weather emergency. At least five days worth of food, water and any medication they may need.

# Programs

by Cynthia Matus

The Toledo Association of Insurance Professionals held the December Holiday meeting at Pam's Corner. Pam prepared a delicious salad bar, soups and cake for dessert on December 9th. The speaker for the evening was from The Family House, Renee Palacios, Executive Director. She gave us information on what the family house does for families. Did you know that the Family House in Toledo OH is one of the largest shelters in Ohio for families?

Thank you all for the donations to the Family House. I know that Renee was going back to the Family House that evening to set up the cookies for the evening snack time. I am sure that many of the families enjoyed all of the delicious holiday cookies. And also, thanks to all of the toiletry items that were donated.

Please remember to mark on your calendars to attend the January meeting on Wednesday January 13th. Registration will begin at 5:30 and the dinner, speaker and meeting will begin at 6:00. Our speaker for the evening will be Jennifer Kiernan, from the Employers Association and she will talk about fitness and health.

The venue will be Packo's at the Park. You can select your dinner selection that evening from the limited menu. Our group will have the back banquet room. The cost will be \$14.25. This will include the dinner, a non-alcoholic beverage and a dessert also.

Details will follow soon regarding the speaker for the March 9th general meeting.



# Legislation

by Michele Swan

## Tired of Unfair Certificates of Insurance Requests?

Over the years we have heard of many instances where general contractors, banks, government entities and other clients are unfairly demanding agents to list coverage information on the certificate of insurance that is not part of the insurance policy.

We now have a statutory solution to curb these unreasonable requests in Ohio. The next time a business or your client demands falsified or deceptive language to be included on a certificate of insurance, you should remind them that under Ohio's new law, the "Certificates of Insurance Act," it is expressly illegal for them to demand, and for you or any other agent to provide a certificate of insurance that attempts to amend, extend or alter coverage that is not provided in the insurance policy.

PIAA has prepared an [implementation toolkit](#) for members to utilize in their interactions with certificate requestors. The kit includes:

- [A letter for clients about the "Certificate of Insurance Act"](#)
- [ODI's press release on protocols and oversight for certificates of insurance](#)
- [A summary of the law](#)
- [A copy of the law](#)
- [FAQs](#)
- [IIABA's Virtual University section on certificates of insurance](#)

## What does the law do?

The "Certificates of Insurance Act" ensures that businesses are protected and insurance coverages stated in the certificate can be found in the policy, and if not, there will be consequences. The legislation makes it expressly clear that agents and businesses who violate the law will be subject to penalties, fines and possible actions taken against their insurance licenses, including losing their licenses altogether.

The bill ensures that certificates will be used for their intended purpose and helps prevent their misuse in the marketplace. The only parties adversely affected are those who would demand or issue an improper or misleading certificate of insurance that does not accurately depict the underlying insurance coverage.

## Isn't this activity already illegal?

Yes...but it is qualified in many ways. First, the Ohio Department of Insurance (ODI) issued [a bulletin](#) in 2009, stating that it is an unfair and deceptive act for an agent to misrepresent the terms or benefits of an insurance policy. However, ODI has not pursued these type of actions against agents and it refers to a deceptive act instead of using an express reference to certificates in the code.

Second, the illegal activity only applied to the agent, not the business making an unfair demand. So under the bulletin, a business could pressure an agent to provide falsified information on a certificate and that was not an illegal act. The only illegal act that occurred was if the agent would have acquiesced to the client's unfair request. The new law makes it expressly illegal for both the business and the agent.

Third, there is no section in the Ohio Revised Code that acknowledges or recognizes certificates of insurance. Ohio, like over 25 other states, now has a body of law that addresses the use and effect of certificates of insurance.

## Why will this be effective?

We now have an express statute on certificates of insurance. We expect ODI to increase their oversight and regulation of unfair certificate demands. This new law empowers regulators to more effectively monitor activities surrounding certificates of insurance. Twenty-five states have enacted laws similar to Ohio's "Certificate of Insurance Act." We have been told by our colleagues in those states that unfair requests for certificates of insurance decreased significantly after the passage of the law and with a proactive education effort by the agent community to the business community.

## Unfair requests are only part of the problem. How does this law address all the other issues with certificates of insurance?

This is an important first step in addressing the many issues with certificates of insurance, however, it is not a solution to all

the problems that exist. To enact this legislation, PIAA had to work with many stakeholders on developing a bill that all parties were comfortable with. In the process, PIAA educated members of the Ohio Legislature on certificates of insurance.

If we see there are additional legislative solutions necessary and available to address the certificates problem, we have already established a foundation of knowledge in the Legislature on this complex and insurance- specific public policy issue. With only two insurance agents in the 132 member Legislature, the initial education process on a topic like this is important when pursuing future reforms.

#### **How did this get passed into law?**

PIAA worked with joint sponsors Reps. [Barbara Sears](#) (R-Monclova Township) and [Scott Ryan](#) (R-Newark) in the House and Sens. [Kevin Bacon](#) (R-Minerva Park) and [Bill Beagle](#) (R-Tipp City) in the Senate to introduce the legislation.

PIAA members identified this issue as their top public policy concern in the [2014 membership survey](#) and your [Government Affairs Team](#) took steps necessary to address the issue. PIAA advocated for the passage of the legislation through our members' grassroots activities, including: meetings held in key legislators' districts and our Advocacy and Political Committees lobbying in support of the issue at our Statehouse Advocacy Day.

Several PIAA members provided expert testimony in support of the measure before the House and Senate Insurance Committees. Those members included: [Ann Larimer](#) of Marsh & McLennan Agency, [Ralph Guarasci](#), CIC of Insurance Agencies of Ohio, [Bill Bishop](#) of Associated Insurance Agencies Inc. and [Tom Baker](#), CIC of Baker & Associates Insurance Agency.

#### **When is the law effective?**

March 21. Gov. Kasich signed the law on Dec. 22 and it becomes effective 90 days after the signing.

#### **How will we know if the law is effective?**

It will primarily be anecdotal evidence at first. We will gather feedback from members in small and large group settings, analyze the amount of contacts we receive on certificates of insurance issues, the actions taken by ODI and another member survey at the appropriate time.

#### **Questions?**

Contact Jeff Smith, PIAA director of government affairs and legal counsel at (800) 555-1742 or [jeff@piaaohio.com](mailto:jeff@piaaohio.com).

<http://www.ohiopia.com/newsdetails.aspx?article=152928260>

### **Upcoming Association Conferences:**

#### **General Meeting**

January 13, 2016: Packo's at the Park

#### **Board Meeting**

January 27, 2016: Knight, Crocket, Miller Insurance

#### **Regional**

April 14-17, 2016: Connecting at the Crossroads  
Hosted by Indiana Council  
Courtyard Muncie @ the Horizon  
Convention Center, Muncie, Indiana

#### **International**

June 16-18, 2016: Richmond, VA