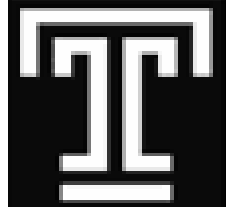




# RISKY BUSINESS

## MEMBER EDITION



**SIGMA  
CHAPTER**

A NEWSLETTER FROM THE SIGMA CHAPTER OF GAMMA IOTA SIGMA  
IN TEMPLE UNIVERSITY'S DEPARTMENT OF RISK, INSURANCE, AND  
HEALTHCARE MANAGEMENT

**FOX  
BUSINESS**

VOLUME XIII, ISSUE 2

WWW.SIGMACHAPTER.ORG

PHONE: 215.204.9368

JANUARY 30, 2006

## H. WAYNE SNIDER DISTINGUISHED GUEST LECTURER SERIES

**KAREN SPRING**

**MANAGING DIRECTOR**

**ST. PAUL TRAVELERS**

**WEDNESDAY, FEBRUARY 1, 2006 11:40AM TO 12:30PM**

**WALK AUDITORIUM RITTER ANNEX**

Karen Spring is Managing Director at St Paul Travelers. In her current role, she is responsible for the underwriting results of the Construction Division for the states of Pennsylvania, Delaware and Maryland. She manages a \$40M book of business for the Company. Prior to accepting her role as Underwriting Manager for the region, she held several positions throughout St Paul Travelers, including Environmental Claims, Finance, Personal Lines, Commercial Lines Marketing, and National Accounts Underwriting. She is also a graduate of The Travelers Financial Management Development Program, a 3 year rotational training program.

She is an alumna of the University of Connecticut, obtaining both an undergraduate degree in Finance and a Masters in Business Administration.

### CURRENT INDUSTRY EVENTS

#### NAIC Report Lists Top Consumer Complaints about Insurance Companies

##### Top 5 Types of Complains in 2005

|                                 | Total # | Percentage |
|---------------------------------|---------|------------|
| Delays                          | 48,840  | 21.96%     |
| Denial of Claim                 | 37,346  | 18.71%     |
| Unsatisfactory Settlement/Offer | 28,414  | 14.23%     |
| Cancellation                    | 12,865  | 6.44%      |
| Premium & Rating                | 12,259  | 6.14%      |

##### Top 5 Claims by Type of Coverage 2005

|                        | Total # | Percentage |
|------------------------|---------|------------|
| Auto                   | 80,867  | 40.51%     |
| Accident & Health      | 67,992  | 34.06%     |
| Homeowners             | 23,446  | 11.74%     |
| Life and Annuity       | 17,208  | 8.62%      |
| Commercial Multi-Peril | 3,580   | 1.79%      |

**Please email Stephanie Vietry at [svietry@temple.edu](mailto:svietry@temple.edu) with any current events you would like to have included in Risky Business.**

### Looking Forward

- \* Spring Break - March 6th-10th **35** days and counting...
- \* Annual Dinner - April 29th **89** days and counting...
- \* Graduation - May 18th **108** days and counting...

### Community Affairs Event

On **Saturday, February 4, 2006**, the Sigma Chapter will be volunteering at Philabundance from **9am-12pm**. Volunteers will be packaging and boxing food for local food charities. Also, on **Saturday, February 11, 2006** Sigma Chapter will be volunteering at the Ronald McDonald House from **11am-1pm**. Volunteers will be needed to clean the house.

**Please contact Tiffany Calhoun at [ua03663@temple.edu](mailto:ua03663@temple.edu) with any questions.**



**THE FOX SCHOOL**  
of Business and Management

TEMPLE UNIVERSITY

## INTERN SPOTLIGHT



During the summer of 2005, Sarah Leszczuk interned at ACE INA's reinsurance recoverables department, based in Philadelphia, PA. During her time at ACE INA, she was assigned mostly to do research on companies, and compile her data into Excel spreadsheets and Power Point presentations. Sarah was assigned to do a few other projects as well, one being to compile two "Watch Lists" for the Financial Security Committee with in ACE INA, one in June and another in September. These twenty page reports consisted of information such as rating changes, management changes, quarterly and half year results and legal issues concerning ACE INA's currently approved reinsurers. Along with that, she worked on a Reinsurance Reengineering Project, analyzed and compiled data concerning reinsurance cessions and collateral held during the late 1970's to aide in the sale of ACE American RE, and put together and presented a power point presentation on the basics of reinsurance. Sarah also enjoyed perks such as being taken out to lunch several times, had an "Intern Speaker Series" that was setup by ACE, and met numerous people and contacts from other departments within ACE INA. Overall, Sarah enjoyed her internship immensely, and loved the freedom that ACE INA gave her in her work environment.

## Professional Development Info.

The P.D. Team will be holding the second **Intern Interview Workshop** on **Saturday, February, 4, 2006** in **Speakman 114** from **8:30am-11:00am**. Also, there will be an **Etiquette Workshop** for members who have not yet completed one in the past. The Etiquette Workshop will be held on **Friday, February 10, 2006** in **Speakman 115** from **4:45pm – 6:00pm**.

For all members who plan on attending the Intern Reception, please contact **Jon Elder** at **Jelder@temple.edu** to sign-up for a mock interview.

## KEEP FEBRUARY 8TH OPEN

Just a reminder that **GAMMA GAMES** will be held next **Wednesday, February 8th, 2006** from **6:00pm to 8:00pm** in the **student pavilion**. Gamma games is one of the best events of the year. Teams are put together on a random basis and each team is representative of a color. Teams battle off in a bunch of different games to determine a winner. Gamma Games is a great chance to meet some of your peers and have some fun.



## Oh Dr. Cather!

Dr. Cather, what would your wife say to this?



"As I look around the room I can tell a lot of you are not married because you guys are still very happy." D.C.

## Top 10 Reasons to Attend the Wednesday Meeting

- 10.) To pickup your Birthday bag.
- 9.) You can laugh at all the officers who are in business casual.
- 8.) Eating lunch during the free period is overrated.
- 7.) Seeing Dr. Drennan for one hour is simply not enough.
- 6.) Trying to figure out which room the event is in is always fun.
- 5.) BA/RMI 100 requirements say I must attend.
- 4.) You find out where to get the pizza on Friday.
- 3.) You can change your seat each week.
- 2.) To see Dan Dotzer's face turn purple when he speaks.
- 1.) **To expand your network and learn more about the industry.**

| Monday | Tuesday | Wednesday  | Thursday | Friday  | Saturday  |
|--------|---------|--|----------|---|---|
| 30     | 31      | 1<br><u>Karen Spring of St Paul Travelers</u><br>11:40am -12:30pm in Walk Auditorium/Ritter Annex                                      | 2        | 3<br><u>New Member Orientation</u><br>11:40am to 12:30pm in Speakman 115  | 4<br><u>Intern Interview Workshop</u><br>8:30am-11:30am in Speakman 114<br><u>Philabundance</u><br>9am-12pm         |
| 6      | 7       | 8<br><u>Linda S. Kaiser of Cozen O'Connor Attorneys</u><br>11:40am- 12:30pm<br><u>Gamma Games</u><br>6:00pm-8:00pm in Student Pavilion | 9        | 10<br><u>Intern Presentation</u><br>11:40am to 12:30pm in Speakman 115<br><u>Etiquette Workshop</u><br>4:45pm- 6:00pm in Speakman 115 | 11<br><u>Intern Interview Workshop</u><br>8:30am-11:30am in Speakman 114<br><u>Ronald McDonald House</u> - 11am-1pm |