

NSIPA *Newsline*

May/June 2002 • Volume 26, Issue 6

Officer's Message

By Robert Frenzer, 2nd Vice President

Service is the mission of premium audit. It should be part of the mission statement and core philosophy of all premium audit organizations. We exist to serve the industry by providing a stable classification and rating system. The actuaries do an excellent job of analyzing losses and premiums and predicting adequate future rates, and these actuaries depend on you, the auditor, to ensure the data they receive is accurate and reliable.



The essence of a stable classification system is the non-discriminatory treatment of our policyholders. This means we must be very disciplined in applying the rules the same way to all policyholders. We must avoid "deals" or other arrangements that select classes or measure exposures differently for one insured than for other insured's in the same class of business. There are ways for underwriters to reward insureds that are less likely to incur losses, through the use of credits and dividend plans. These rating tools are the proper method to match premiums to loss characteristics, rather than wrong classifications for artificially depressed exposure bases.

An excellent example of the importance of proper classification and exposure development are code 8810 and code 8803. In theory, both of these classes describe clerical employees. Because 8803 describes traveling clerical employees one would expect a slightly higher expected level of losses due to the higher hazards related to traveling. In fact, the rate for 8810 is many times higher than 8803, and the reason is that there are a number

of employees who are included in class 8810 that should more properly be included in the governing classes of their employers. Some of these misclassified employees are injured and file claims, and so the expected losses for the class 8810 continue to climb every year. 8803 is an example of a class that is accurate and only includes those that belong by definition, thus the rating for the class is stable and predictable. I suspect 8742 is another class that is affected by misclassification and has expected losses inflated by those misclassified employees.

In today's marketplace this is as much a risk as ever due to the "hardening" of the market. Most commercial companies are raising prices to cover expected losses, and this situation will continue to create situations where misclassifications are used in an attempt to manage insurance expenses.

As an auditor you are aware of this situation and diligent in maintaining the integrity of the rating system, and thank goodness you are. The commercial insurance rating system would be quite chaotic without the efforts of the auditors who ensure everyone a level playing field. When I talk to insurance managers and executives outside the premium audit specialty, they are keenly aware of the important role the auditor plays in ensuring the integrity of the rating process. This is a good thing to remember when you are "in the trenches" and maintaining the balance needed between good customer service and accurate classifications and exposures. If it was an easy job anybody could do it, but your ability to maintain the integrity of the system and still communicate patiently and effectively with policyholders is what sets you apart.

Thanks again for your efforts – keep up the good work! 🐦

From the Executive Office

By Brad L. Feldman, MPA, Executive Director

I wanted to take a moment to thank all of you who have become NSIPA Select partners. As NSIPA looks at ways of increasing its services that it can provide to members, non-dues revenue is definitely one of those resources that we are expanding. Our hope is that not only increases non-dues revenue, but also offers information for services that are available to our members. If that happens, then we have created a win-win situation.

Our 2003 NSIPA Select partners thus far are (see their logos in this issue)

Support Level

Accurate Premium Audit, Inc.
ServCom Associates, Inc.

Contributor Level

Lowry & Associates, Inc.

Partner Level

Crowell & Associates, Inc.
Key Reports, Inc.
Northeast Audit Services, Inc.

We would also like to thank our NSIPA Annual Seminar participants, exhibitors, and sponsors for their support of this year's event!

As a current member of NSIPA, you should have just received your first membership renewal notice for the 2002-2003 membership year. So that your membership does not lapse for the upcoming year, check your contact information and process the form with the \$75.00 payment. We have enclosed a return envelope for you to use to send your application and member payment to us. Thank you! 🐦

What's a Premium Auditor?

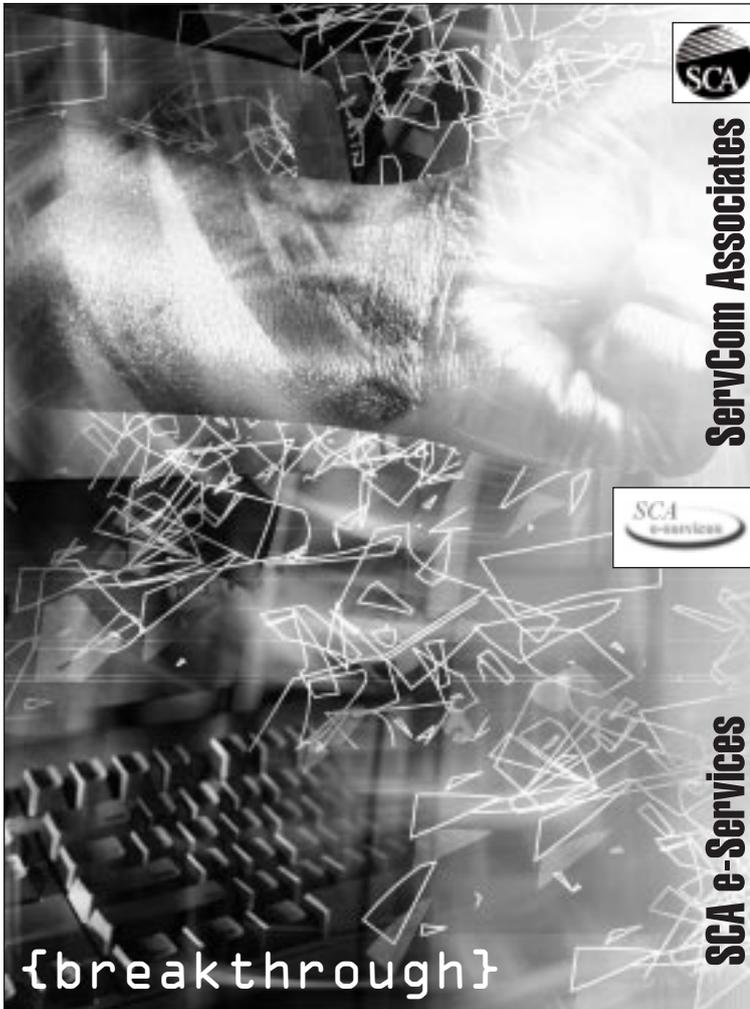
By Karen Kurth, President, IAACS

Greetings fellow auditors and IAACS members! Have you ever been asked the above question? Maybe I should ask, **how many times** have you been asked the above question? Well, if you've actually lost track of the number of times, you are not alone. I am constantly amazed at how little my family, friends, and people in the insurance industry, and the general population at large knows about the wonderful world of premium audit. I'm not sure what surprises me more, the fact that close family and friends have been asking me the same question (and getting the same answer) for the past 18 years; or that insurance people I encounter every now and then give me a blank look when I start extolling the virtues of a career in premium audit. As for the general population at large, I guess they have an excuse; after all, we are a rather small and I might add "select" group of individuals.

I have come to the conclusion that I need to come up with a better description of what I've been doing with the past 18 years of my life. It seems that no matter how many times I explain it to people, they just don't get it. At a recent family gathering, one close family member asked me a tax question followed by, "Boy, I'll bet you're glad when April 15th is over." I have to admit, I do look forward to April 15th being over because then accountants

can stop telling us they are too busy to see us, but I suspect my cousin still thinks I'm some kind of a tax auditor. Another family member actually asked me some questions about car insurance and why premiums seem to be on the rise. I thought to myself, "Oh brother, these are intelligent, educated people; what is it about my job that they don't understand?" In all fairness to my family, I do have a sister who is a bookkeeper for a large body shop and since she has been through many premium audits, she actually understands what we do (as a matter of fact, sometimes I think she understands it a little too well - like when she starts arguing why her "estimators" are clerical).

Now that I realize I need to find a better way to explain the work of a premium auditor, I am at a loss as to how to accomplish that task. For years I've been talking about commercial insurance, adjustable premiums, remuneration, additional premium, return premium, and classification. Since this terminology, regardless of how I put it together, seems to cause some confusion, I think I need to simplify my definition into 10 words or less. I'm thinking about something like, "Traveling accountant responsible for underwriting, public relations, and lie detection." I admit, it needs some work but it's a start. Does anyone have any ideas out there?



ServCom Associates



SCA e-Services

Physical Premium Audits

- Coverage in IA, IL, IN, KS, MN, MO, NE, ND, SD, WI.
- SCA currently has 60 physical auditors in ten states.

Telephone Premium Audits

- National Coverage.
- SCA currently has 45 telephone auditors.
- All auditors work in a supervised office environment.
- SCA has the ability to handle a large volume of work.

Voluntary Audits

- National Coverage.
- Information is summarized and ready to bill.

Electronic return via Internet or e-mail available to all clients. Complete inventory information available via our website.

www.sca-serv.com • 800-662-0722, ext. 414

AuditDESK Management System©

- SQL Server based system that allows for fully electronic audit ordering to your employees as well as your vendors.
- All transmissions use XML and are done via the Internet.
- Scheduling and progress report data available to you and your staff each time the auditor logs in.
- Electronic review of audits from auditors and vendors.
- All management reports are run into Excel.
- Data can be exported to carrier billing system.

SCA Audit System©

- Excel based system is one of the most efficient on the market and is easy to train and use.
- Handles all types of audits including Workers' Compensation, General Liability, Garage Liability and Commercial Auto.
- The system automatically summarizes multiple state and location audits.

www.scaes.com • 800-662-0722, ext. 414

Techi Tips

By Connie Dopierala

As per your request, we are embarking on an Excel Spreadsheet series. The consensus was to assume that nothing was known and to start at the beginning. So I decided to start with the basic information that I use in my classes on spreadsheets. Most have found that this handy reference list has been helpful down the line and will provide a common language for this column as we try other things with spreadsheets.

Spreadsheet Basics

A spreadsheet is a computer application that allows users to enter data, such as numbers and formulas, and to use this data to perform multiple calculations. The term spreadsheet also can refer to a document created by this type of computer application.

The most popular spreadsheet applications are Microsoft Excel and Lotus 1-2-3. Other programs such as ClarisWorks and Microsoft Works contain spreadsheet components.

Spreadsheet Terminology

Absolute Cell Reference: The reference to a cell that does not change when a formula is copied or moved; an absolute cell reference contains a \$ symbol before the column letter and row number.

Active Cell: The cell currently selected in a spreadsheet, identified by its black border.

Cell: A rectangle in a spreadsheet, formed by the intersection of a row and a column that can contain text, numbers, or a formula.

Cell Reference: The coordinates of a cell according to its column and row position, also known as a cell address.

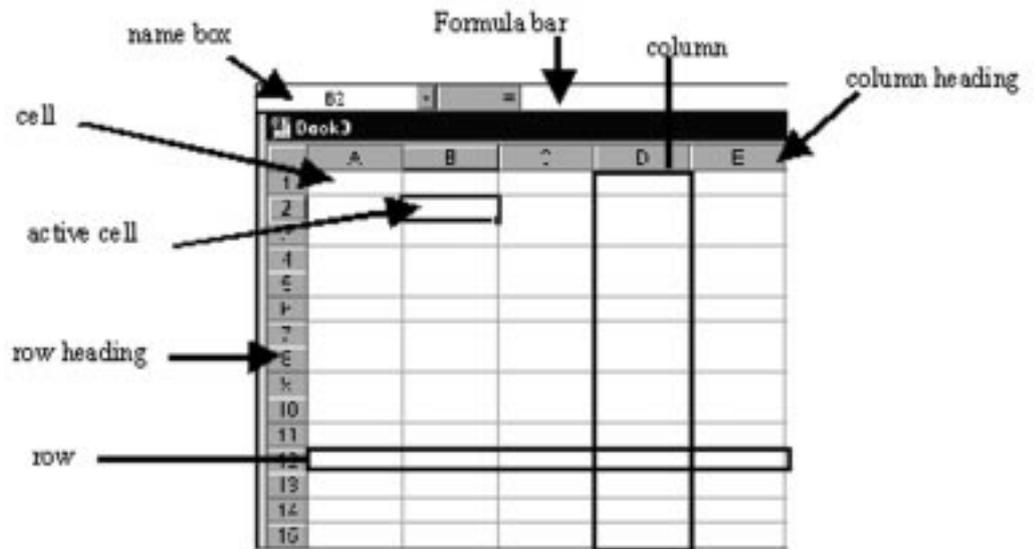
Column: A vertical line of cells in a spreadsheet identified by a letter.

Column Heading: A letter at the top of a column that can be used to select the entire column of cells.

Formula: A mathematical equation that performs a calculation in a cell; formulas follow a specific structure that includes an equal sign (=) followed by the elements to be calculated (the operands) and the calculation operators.

Formula Bar: The bar at the top of a spreadsheet that displays the information entered in a cell.

Function: A ready-to-use formula found in spreadsheet programs that performs calculations, such as averages and sums.



Name Box: The box in a spreadsheet that lists the column letter and row number of a selected cell or a range of selected cells.

Range: A single cell or a rectangular group of adjacent cells within a spreadsheet.

Row: A horizontal line of cells in a spreadsheet, identified by a number.

Row Heading: A number at the far-left side of a row that can be used to select the entire row of cells.

Worksheet: A spreadsheet containing cells in columns and rows.

Important Symbols Used in Spreadsheet Formulas:

= Equal Sign: Used at the beginning of each formula entered (e.g., =A2+B2-C2).

+ Addition Symbol: Adds values (e.g., =A1+A2).

- Subtraction Symbol: Subtracts values (e.g., =B3-B4).

* Asterisk: Multiplies values (e.g., =C2*C6).

/ Slash: Divides values (e.g., =D1/D3).

: Colon: Used to indicate a consecutive range of cells in a row or column (e.g., =SUM(A2:A10), indicating the sum of the values in cells A2 through A10).

, Comma: Used to indicate a series of non-consecutive cells in a formula, (e.g., =(B6,C12,D15), indicating the sum of the values in cells B6, C12 and D15).

() Parentheses: Used in functions to contain a range of values or cell references to be calculated (e.g., =AVERAGE(F1:F6), indicating the average of the values in cells F1 through F6).

Charting Terminology

Chart: A visual representation of data.

Labels: Words or numbers, often found along the x and y axes, which identify information in a chart.

Legend: The area in a chart in which the colors or patterns used in the graph are displayed with the represented items identified.

Series: The basic unit of information in a chart, often contained in a single row or column in a spreadsheet.

Values: Numeric entries within a spreadsheet.

X Series: The labels and data charted along the x-axis, or horizontal axis.

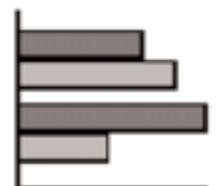
Y Series: The labels and data charted along the y-axis, or vertical axis.

Bar Chart: Compares data or values horizontally without reference to trends over time.

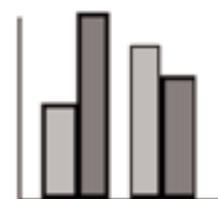
Column Chart: Compares data or values vertically without reference to trends over time.

Line Chart: Shows trends or changes in values over time.

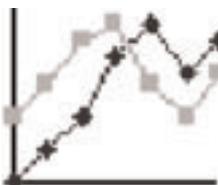
Pie Chart: Shows the ratio of individual values to a total, or parts to a whole.



Bar Chart



Column Chart



Line Chart



Pie Chart

What is an LLC?

By Rick Palmer, MBA

A Limited Liability Company (know as an LLC), like a corporation, is a legal entity existing separately from its owners. An LLC is created when proper articles of organization are filed with the proper state authority and all fees are paid.

An LLC is not a partnership or a corporation, but it combines the corporate advantages of limited liability with the partnership advantages of pass-through taxation (meaning there is no double-taxation of LLC's).

Where did LLC's Originate?

LLC's have their roots in the "partnership association" of 1874 and 1881 in Pennsylvania, Michigan, New Jersey, and Ohio. Although the partnership association did not survive as a viable business entity because too many restrictions on its structure hindered it, not so with modern day LLC's.

When Were the First LLC's Formed?

Wyoming passed its LLC act in 1977, and the first LLC statute was enacted. Between 1977 and 1988 other states were slow to adopt similar legislation. In those early years, LLC's were not popular mainly because businesspersons were uncertain about how the Internal Revenue Service (IRS) would treat the LLC's tax status. After several years of consideration, the IRS set forth regulations under which an LLC is taxed as a partnership rather than a corporation.

Since then all 50 states and the District of Columbia have enacted legislation regarding LLC's.

Why did LLC's Originate?

The original Wyoming statute was written specifically for an oil company that required a special form of ownership interest: requiring management by an administrator, limited liability, and a minimum 20-

year life continuity.

Who are the Parties to an LLC?

The LLC owners are called members. These LLC members may also be its managers, or they may elect managers who have the ability to bind the LLC to contracts and who are responsible for the LLC's day-to-day operations.

An LLC is owned by its members, who may (member-managed) directly manage the LLC, or who may (manager-managed) appoint managers to directly manage the LLC for them.

The members may also apportion duties amongst themselves as they see fit, and may even appoint one of their member's president, or vice president, or secretary, or treasurer, with the appointed member to have the duties normally associated with such title or titles.

One of the virtues of an LLC is the ability to structure the LLC however its members want it to be structured.

What are the Advantages of Forming an LLC?

The primary advantage of forming an LLC is limiting the liability of its members. Unless they personally guarantee them, the members are not personally liable for the debts and obligations of the limited liability company (similar to a corporation). In a partnership or sole proprietorship, creditors may seize personal assets of the partners or sole proprietor to pay debts of the business (unlimited liability).

Additionally, (1) pass-through taxation is available, meaning that the earnings of an LLC are not subject to double taxation, but are treated like the earnings from partnerships, sole proprietorships, or S-corporations; and (2) the members have greater flexibility in structuring the LLC than is ordinarily the case with a corporation, including the

ability to divide ownership and voting rights in unconventional ways while still enjoying the benefits of pass-through taxation.

Thus, an LLC provides its members with limited liability and yet allows members to escape the double taxation pitfall found with the legal structure of a corporation. The LLC is also becoming more common as a business entity because any "person," either natural or legal, can be a member (i.e., another corporation can legally be a member to an LLC). Further, members may actively manage the LLC without incurring personal liability, as would a limited partner of a limited partnership.

What are the Disadvantages of Forming an LLC?

At first, the primary disadvantage of forming an LLC had been the IRS's delay in determining the tax status of an LLC. Since 1988, when the IRS determined the tax status of an LLC as a partnership, the primary disadvantage disappeared.

Now, the primary disadvantages are (1) the paperwork involved in, and the expense of, forming an LLC as the tax authorities require an extensive outline for forming an LLC; and (2) the record keeping after the formation of the LLC, the LLC members must keep detailed records. While LLC's have not been in existence in this country for nearly so long as corporations, and there is thus less law interpreting the LLC statutes and the rights of the LLC members, it is very likely that the development of the law will be similar to the law as it has developed over the years in the case of corporations.

How do LLC's Compare with Partnerships and Corporations?

An LLC's purpose is to

combine the limited liability for its members usually found in the corporate structure with the pass-through tax advantages of the partnership. So, an LLC has some characteristics of both.

The LLC's formation and liability characteristics are similar to the corporation: to form a corporation, the necessary documents must be filed with the designated state agency and corporations must otherwise comply with state laws. The corporation is liable for debt: shareholders are not personally liable. For an LLC, the members are not personally liable. Other characteristics may be similar to or differ from corporate characteristics, depending upon how the LLC members wish to structure the entity and comply with IRS regulations to receive favorable tax treatment (an LLC does have more flexibility than a corporation).

LLC's have also been compared to the Subchapter S corporate form of legal entity. A Subchapter S corporation is a corporation that allows the pass-through taxation feature of a partnership but maintains the corporate structure. Using a Subchapter S corporation form holds one major disadvantage: restrictions exist on the number and type of ownership. The Subchapter S corporate form is limited to 35 shareholders, and those shareholders are limited to natural persons. In other words, no other business entity can be a shareholder in a Subchapter S corporation. An LLC, on the other hand, can be composed of any legal entity: a person, a partnership, or a corporation; and it can have an unlimited number of shareholders.

LLC's may be similar to general partnerships in all aspects except formation and liability, again, depending upon how the LLC elects to structure itself. That is, as in a general partnership, financial

interests may be freely assigned. Like general partners, LLC members may withdraw and receive their interest, and they manage the LLC. An LLC's continuity of life parallels a general partnership's: it continues until the death, bankruptcy, or withdrawal of a partner (member), or after a period of time which the articles of organization sets forth.

Similarly, LLC's may parallel limited partnerships in the same aspects as they do general partnerships, but members have the same kind of limited liability that limited partners enjoy. LLC members, however, are able to participate in the LLC's management without the threat of losing their limited liability status.

How is an LLC Formed?

An LLC may be formed by just one person in some states and by two persons in other states. These persons sign and file "Articles of Organization" with the appropriate state agency. The Articles must include the following information:

- The LLC's name.
- The period of the LLC's duration (even if there is no duration that must be spelled out).
- The LLC's address.
- The name and address of a statutory agent for the LLC (the member responsible for filing).

The LLC's name must also include the words, "Limited Liability Company," or one of the following abbreviations: "Limited," or "Ltd." LLC does not stand for Limited Liability Corporation.

What Other Documents are Necessary?

Along with the Articles of Organization, which are necessary to establish the LLC of public record, the Operating Agreement sets forth the particulars of how the LLC will be governed. To be valid, the

Operating Agreement's terms should be written (although it is not stated in contract law as yet). The agreement is comparable either to a corporation's by-laws or a partnership agreement, and provides the framework within which the LLC will be governed. It is crucial to properly draft the Operating Agreement. An improperly constructed Agreement can result in the loss of the LLC's favorable pass-through tax status.

Some of the important provisions that the Operating Agreement should include are the following:

Detail how the management of the LLC is to be structured. Management can either be direct: all members are managers and hold authority to act on the LLC's behalf; or centralized—members elect a manager or managers who are then authorized to act on the LLC's behalf.

Outline the LLC's purpose.

Outline the capital contributions of the members.

Outline the plan for periodic distributions of income for the members (for tax purposes, member's should not be on payroll like a partnership or sole proprietorship).

Outline the transferability of a member's interest. A member's interest is treated as personal property.

Outline the duration of the LLC agreement and the dissolution at the end.

Who may be an LLC member?

Any "person," legal or natural: individual, partnership, business trust, corporation, or any other viable business entity may be an LLC member. Also, there is no limit to the number of members.

Taxation of LLC's

Generally speaking, LLC's are permitted, under federal law, to elect whether to be taxed as corporations, or to have pass-through taxation. For the most part, LLC's generally chose the pass-through taxation, so there is no double taxation like corporations.

In the state of Colorado, the statute governing LLC's was established in 1990. 

Discover the Leader in Insurance and Business Field Services: **cpspecialists.com**



Contact CP Commercial Specialists (CPCS) today and discover the industry leader with 23 Branch Offices and nationwide service. CPCS offers fully automated order receipt and delivery and can customize reports to meet your needs. Standard products include Premium Audit Services and Commercial & Residential Underwriting Surveys.

CP Commercial Specialists
11880 College Boulevard, Suite 400
Overland Park, KS 66210
888.827.2118
913.451.3222 Fax 913.451.3285
E-mail: cpcs.info@choicepointinc.com

CP Commercial Specialists™
A ChoicePoint™ Company



"The Value In Knowledge"

NSIPA Problem Clinic

By Jim Marks

This month's Problem Clinic should give everyone a 50/50 chance to be correct. Here are twenty (20) statements – some are true and some are false. The problem is to figure out which ones are true and which are false. Please send your answers using the format 1-t, 2-f, 3-t, etc. The statements need not be shown to win. Be careful to get the right number matched to the "t" or "f." To enter send your answers (guesses are accepted) to:

Jim Marks

Great American Insurance Co.
49 E. Fourth St., Suite 300 S
Cincinnati, OH 45202
Or by email to jmarks@gaic.com

(Hint: successful completion of PA92 would be helpful).

1. The "Classification Table" of the CLM contains the necessary rating and classification information for all lines contained in the CLM.
2. Because of the lack of credibility insurers usually base a rate change on countrywide loss experience as well as statewide experience.
3. The rules of Business Auto Coverage of the CLM state that an insurer must treat a leased vehicle as owned if it is leased for more than 31 days.
4. Payroll of "common laborers" should always be placed in the highest rated classification applicable to the insured.
5. Garage Liability coverage excludes coverage to others property in the insured's care, custody, or control.
6. Garagekeepers Legal Liability only pays loss on an excess basis, which is above what the vehicle owners insurance pays.
7. In the trucking industry, a carrier is either an organization that carries goods for others under contract or as a common carrier.
8. Payments made to employees that are on active military duty should not be included as remuneration.
9. All insurance payments made under the Davis-Bacon Act should be included as remuneration.
10. Except in Pennsylvania and Delaware, the premium portion of overtime pay may be excluded from remuneration.
11. Under Workers' Compensation Rules, if an insured owns an aircraft a surcharge is made for each seat in the aircraft.
12. When auditing a municipality the amount paid to all independent contractors is deducted from total expenditures.
13. When auditing a municipality you separately rate any exhibition buildings.
14. When you audit an installation floater based on gross receipts, you can deduct the amount of property that the customer picks up and installs.
15. Businesses carry Accounts Receivable Coverage to protect themselves against losses from billing or accounting errors or omissions.
16. Crime coverage is a form of property insurance and the auditor is used to determine the proper exposure base and resultant premium.
17. Not all truckers require "Truckers Coverage."
18. Truckers Coverage and Motor Carrier coverage are the same.
19. On a general liability audit, all subcontractors hired by a manufacturing company are contemplated by the sales basis of the Manufacturing Classes.
20. Stevedoring is always excluded from the scope of a general liability classification and should be separately rated. 

Problem Clinic – Answer

Newsline, March/April, 2002, Issue

Who Wants to be a Millionaire?

We had one winner to our last month's Problem Clinic. Jerry Fulmer from Charlotte, NC. Congratulations to Jerry – we hope that you enjoy your NSIPA logo merchandise. The answers are below with the exception of the \$500,000 question. The correct answer should

be 9014 & 9082, but since this was not one of the options we did not use the question in determining a winner. On a sad note - with all the auditors that read the newsletter, no one caught the error. 100,000-b; 200,000-d; 300,000-b; 400,000-c; 600,000-b; 700,000-b; 800,000-a; 900,000-d; 1,000,000-c 

It Really Is Simple!

By Lynn Evans, Editor, IAASW Gazette

The Insurance Auditors Association of the Southwest just concluded its annual seminar in San Antonio, Texas. One of the most interesting and informative segments of the seminar was the film "It's So Simple" and the audience discussion it generated.

The film is about Southwest Airlines and their management philosophy. I don't know how many of you have ever flown on Southwest, but those who have must admit that they are different. They were the only one of the five major airlines who did not lay off any employees after the September 11 tragedy. Whatever they are doing, it works.

Herb Kelleher, COB, and his executives take the old "Golden Rule" to a new level and their employees love them for it. The motto for them has always been LOVE, and the employees truly love their jobs. They love their customers. They love each other. They love the managers and executives. They love to go to work because it is not work to them; it is being with their extended family. Southwest allows the employees to be themselves, to make decisions that go against prescribed company policy if they know it's the right thing to do, to help each other and the

customers, and to feel good about themselves. They all know each other on a first name basis – titles and egos definitely take a back seat in their jobs. What a concept!

How many of us would hire a young woman who had very little education, no experience, no particular skills, and no idea what she wanted to do with her life, all because she had a wonderful attitude, the desire for a job and the opportunity to do that job to the best of her abilities? Not many. Southwest Airlines did and she is now one of their most valued employees.

Our facilitator guided us into a discussion of how we, as auditors, could incorporate some of the Southwest Airlines philosophy into our jobs and our companies. Unfortunately, we ran out of time before we ran out of things to say. (Isn't that just like a group of auditors?) We hope to use the film again and explore other segments at a later date.

I won't reveal any more about the film because most of you have not had the opportunity to see it. I encourage all of you to view it, believe it, and use it. But most of all, I want to thank NSIPA for making it available to us. 

Editor's Corner

By Diane Washe

As another fiscal year comes to a close, I want to take this opportunity to thank the membership for their comments regarding the NSIPA *Newsline*. Each issue is a challenge, but one that I sincerely enjoy being a part of.

First of all, I want to thank the NSIPA board for their support and commitment to this publication. Through good times and bad, they have continuously supported any changes and expenses incurred by bringing this publication to you, the members. Secondly, I want to give the majority of the praise we have

received to the Executive Office. Their professionalism and expertise has proved to be a valuable one, as we continue to improve on the appearance of this publication.

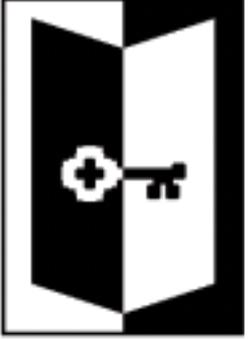
Last, but not least, I want to thank the entire contributor's of articles that have been published over the last year. We value the opinions and sharing of knowledge from our peers in the premium audit profession. Please keep them coming, as we continue to provide this valued publication to our membership. 



Key Reports, Inc.

Nationwide ALT-Audits
Flat Rate Pricing

1-800-383-4KEY




**ACCURATE
PREMIUM
AUDITS, INC.**



THE AUDIT SOLUTION

1750 Elm St. Suite 104, Manchester, NH 03104
Telephone: 800-633-8447 Fax: 603-645-8444

NSIPA Select

Supporter

 ACCURATE
PREMIUM
AUDITS, INC.
THE AUDIT SOLUTION

 ServCom Associates

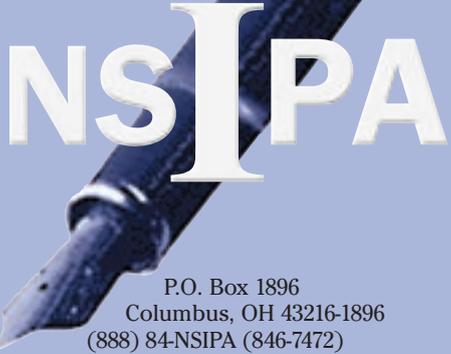
Contributor

 **LAI**
LOWRY & ASSOCIATES, INC.
"Security Compliance Services"

Partner

 **Key Reports, Inc.**

**Northeast Audit
Services, Inc.**



P.O. Box 1896
Columbus, OH 43216-1896
(888) 84-NSIPA (846-7472)
Fax: (614) 221-2335
NSIPA@NSIPA.org
www.NSIPA.org

2001-2002 Officers

President

William Johnson

Executive Vice President

Fred L. Lowry, Jr.

Senior Vice President

J. Kelly Crowell

First Vice President

Mario Fiel

Second Vice President

Robert E. Frenzer

Treasurer

Eugene D. Bowers, Jr.

Immediate Past President

Lisa A. Brien

Regional Vice Presidents

- Central States Sue Grover
- Northeast Mitchell Brickman
- Southeast Robert Buck
- Southwest Frank Cantu
- West Alfred Pagala

Staff

- Executive Director Brad Feldman
- Assistant Director Dixie Russell
- CE Director R. Tyler Stant
- Membership Director Sue Garrett

Editor

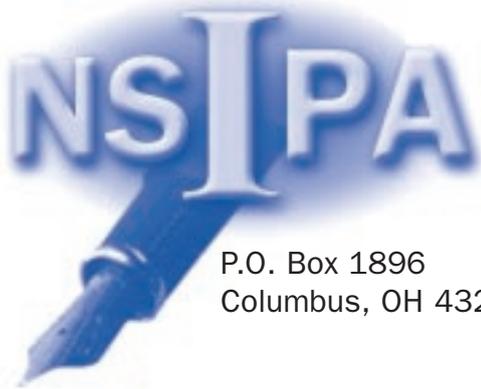
Diane Washe (814) 870-4850

Permission requests to reproduce written material should be sent to

NSIPA
P.O. Box 1896
Columbus, OH 43216-1896
(888) 84-NSIPA (846-7472)

Information appearing in this publication is obtained from sources we believe to be reliable. The information may not be a complete statement of all available data and is guaranteed as such. Conclusions are based solely on editorial judgment and analysis of technical factors and credit union industry information sources. The Newsline is copyrighted and portions may be reprinted with the permission of NSIPA. The Newsline is not responsible for the contents of its advertisements and advises all members to investigate claims before making any purchases.

© Copyright 2002 National Society of Insurance Premium Auditors



P.O. Box 1896
Columbus, OH 43216-1896

Presorted
First Class Mail
US POSTAGE
PAID
PEORIA, IL
PERMIT #800



ISO Premium Audit Xchange®

Your one-stop solution for ordering,
tracking, and retrieving premium audits

**To see ISOPAX in action,
stop by ISO's booth at the
NSIPA Annual Seminar.**

For more information, visit www.isopax.com,
or call ISO at 1-800-888-4ISO (1-800-888-4476).

