

**2009 AASCIF
Conference Agenda
Policyholder Services
September 29th - October 1st
Safety & Health
September 29th - October 2nd
Albuquerque,
New Mexico**



Customer Service in a Challenging Economy

Wednesday, September 30, 2009

Industry Trends and Benchmarks

Ward Group

This session will review key operational and financial trends within the P&C industry with particular focus on workers' compensation performance compared to other industry benchmarks. The session will also present differences between average and high performers and the operating practices used by high performers to achieve better results.

CEO Summit - Four CEO's will speak to the affects of a challenging economy in their states.

Joint Session 1:

Predictive Modeling

Fair Isaac Corporation

- Business Applications
- Scoring an Account
- Customer Service - value of application tool

Joint Session 2:

Small Policyholder Services

- Providing excellent customer service to small businesses through:
 - innovative loss control strategies
 - targeted industry approaches
 - underwriting/pricing options
 - service center models

Joint Session 3:

Customer Education - Valuing Safety

- Link to Loss Control and Underwriting

Thursday, October 1, 2009

Policyholder Breakout Session in the morning

Employment Practices Liability Insurance

Aon/Benfield

- State Funds embark upon new coverage offerings

Premium Audit

- Best practices - audit selection
- Value to customer

Roundtable Discussion

Safety & Health Breakout Session continues

**Oct. 1st Thursday morning and
Oct. 2nd Friday morning,**

Safety & Health Presentations (*Tentative*)

Best Practices

- Group participation
 - Exchange of ideas, information and success stories relating to applied "best practices."

Pandemic Planning and Business Continuity

- Top priority for employers in U.S.
- Pandemic planning within California State Compensation Insurance Fund
- Key concepts in education, prevention and contingency planning

Safety in Motion

- A training and action system
 - Organizations can reduce the occurrence of musculoskeletal pain and injury- common and costly strains, sprains, back pain, tendonitis, nerve entrapments, slips and trips.

Stretch for Safety and Caregivers

- Features and benefits of a stretching program
- Daily ergonomic challenges and solutions

***Special Thanks
to Our Sponsor-
Safety In Motion***

Visit www.safetyinmotion.com



Highlights of Things to See and Do

Please visit the Albuquerque Visitors Bureau Website
<http://www.itsatrip.org/>