



# Tentative Agenda

## Wednesday, July 22, 2009

5:00 - 6:30 PM Welcome Reception  
*tentative*

## Thursday, July 23, 2009

7:30 - 8:45 AM Registration

8:00 - 8:45 AM Continental Breakfast

9:00 - 10:00 AM Welcome  
**Commissioner Jim Donelon**  
Order of the Day

10:00 - 11:30 AM Legislative Highlights  
and Hot Topics

11:30 - 12:30 PM Lunch  
**Guest Speakers,**  
**Louisiana Insurance**  
**Cmte. Chairmen, Sen.**  
**Troy Hebert and Rep.**  
**Chuck Kleckley** (invited)

1:00 - 1:45 PM Breakout Session 1

2:00 - 2:45 PM Breakout Session 2

2:45 - 3:15 PM Break

3:15 - 4:00 PM Breakout Session 3

## Friday, July 24, 2009

8:00 - 8:45 AM Continental Breakfast

9:00 - 10:00 AM Breakout Session 4

10:15 - 11:15 AM Breakout Session 5

***Tentative Wednesday Reception, Thursday breakfast and lunch, and Friday breakfast are included in the registration.***

## H O T

## T O P I C S

- Legislative Actions
- P&C Rate Filing Procedures
- P&C Form Filing Procedures
- Electronic Submissions
- Producer & Adjuster Licensing
- Life Filing Procedures
- Health Filing Procedures
- Complaint, Response & Resolution



### HOTEL AVAILABILITY

A block of rooms is available at the Astor Crowne Plaza in New Orleans for the nights of July 22-23.

The conference rate is \$99.00/night.  
Code: Louisiana Insurers' Conference  
Block is limited.

Conference rate expires **June 30, 2009.**

### **Astor Crowne Plaza**

739 Canal Street

New Orleans, Louisiana 70130

Toll Free (888) 696-4806 / Local (504)962-0500

FAX (504) 962-0503

[www.astorneworleans.com](http://www.astorneworleans.com)

Louisiana Insurers' Conference  
450 Laurel St.  
Suite 1400  
Baton Rouge, LA 70801

# 2009 6th Annual LOUISIANA FILING & COMPLIANCE SEMINAR

*In Conjunction with*

## Louisiana Insurers' Conference

Sessions facilitated by the  
Louisiana Department of Insurance



# Compliance & All that Jazz

**JULY 23 & 24, 2009  
ASTOR CROWNE PLAZA  
NEW ORLEANS,  
LOUISIANA**



# Registration



Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

**We are tentatively planning a welcome reception for Wednesday night. Would you be interested in attending?**

Yes  No

**In the schedule shown to the right, please indicate which sessions you plan to attend. Note that you should only check one workshop per Breakout Session.**

**REGISTRATION FEE: \$175.00**

Payment made payable to:

Louisiana Insurers' Conference  
450 Laurel St., Ste. 1400  
Baton Rouge, LA 70801  
Tax ID: 72-6023865

Phone: 225/343-2776

Email: jfuselier@pperron.com

|                           | Room 1   | Room 2   | Room 3  | Room 4  | Room 5   |
|---------------------------|--|--|---|---|--|
| <b>Breakout Session 1</b> | <b>Complaint Response Issues</b><br>Topics include - "You're Complaining About What?", Complaint Process, Company Response and Deadlines, and Documentation Requirements<br><input type="checkbox"/> (All Lines)   | <b>Industry Access System Surplus Lines Broker Tax Filing</b><br>A description and discussion of the use of the Industry Access System to make quarterly and annual surplus lines broker tax filings. This course will include a brief and basic primer of the Industry Access System.<br><input type="checkbox"/> (All Lines)   | <b>Health Form Filing</b><br>Topics include - Form Filing Requirements and Issues, Legislative Changes, and Q&A on SERFF & CRAFT Systems.<br><i>Registrant's Preferred Topics or Questions:</i><br>_____<br><input type="checkbox"/> (Health)                                 | <b>Producer and Adjuster Law</b><br>Topics include - Birth Date Renewals; Adjuster Continuing Education Requirements, Q&A on Producer & Adjuster Laws<br><input type="checkbox"/> (All Lines)   | <b>LIC Member Meeting</b><br><input type="checkbox"/>  |
| <b>Breakout Session 2</b> | <b>Complaint Response Issues</b><br>Topics include - "Your Complaining About What?", Complaint Process, Company Response and Deadlines, and Documentation Requirements<br><input type="checkbox"/> (All Lines)   | <b>Industry Access System Contacts Module</b><br>A presentation on the use of the newly instituted Contacts Module of the Industry Access System and the use of that module to keep current contact information on-file with the Dept.<br><input type="checkbox"/> (All Lines)   | <b>P &amp; C Rate Filing - Advanced</b><br>DOI Panel Discussion of Hot Topics - including New Filing Procedures, Legislative Changes, Common Actuary & Compliance Problems<br><i>Registrant's Preferred Topics or Questions:</i><br>_____<br><input type="checkbox"/> (P & C) | <b>P &amp; C Form Filing - Basics</b><br>Topics include - New Changes and Basic Filing Procedures, Filing Fees, Statement of Compliance, Certification of Compliance, and Incomplete Filings<br><i>Registrant's Preferred Topics or Questions:</i><br>_____<br><input type="checkbox"/> (P & C) | <b>LIC Member Meeting</b><br><input type="checkbox"/>  |
| <b>Breakout Session 3</b> | <b>Life &amp; Annuity Form Filing</b><br>Life, Annuity & Long-Term Care: Topics include-Compliance Issues, Regulation 78, Q&A on Product Filing Matrix, SERFF and CRAFT Systems.<br><i>Registrant's Preferred Topics or Questions:</i><br>_____<br><input type="checkbox"/> (Life) | <b>Industry Access System Catastrophic Adjuster Registration Process</b><br>A discussion on the use of the newly unveiled Industry Access Module to be used by property and casualty companies to register claims adjusters in the event of catastrophic events.<br><input type="checkbox"/> (All Lines)   | <b>P &amp; C Rate Filings - Basics</b><br>Topics include - Basic Filing Procedures, Common Actuary & Compliance Problems<br><i>Registrant's Preferred Topics or Questions:</i><br>_____<br><input type="checkbox"/> (P & C)   | <b>P &amp; C Form Filing - Advanced</b><br>DOI Panel Discussion of Hot Topics to include: Filing Procedure Changes, Legislative Changes, and Fully Earned Premium<br><i>Registrant's Preferred Topics or Questions:</i><br>_____<br><input type="checkbox"/> (P & C)                            | <b>NIPR</b><br>Discussion and demonstration of the use of the National Insurance Producer Registration<br><input type="checkbox"/> (All Lines) |
| <b>Breakout Session 4</b> | <b>Tech Lab</b><br>One on One Training and Q&A on Electronic Systems to Include CRAFT, SERFF, Product Filing Matrix, Industry Access, NIPR and Other Electronic Submissions<br><input type="checkbox"/> (All Lines)  | <b>SERFF</b><br>SERFF Staff: SERFF Tips, Tricks and Help Desk Issues, SERFF Functionality, Response Letters and Other Correspondence.<br><i>Registrant's Preferred Topics or Questions:</i><br>_____<br><input type="checkbox"/> (All Lines)   |   |   |  |
| <b>Breakout Session 5</b> | <b>Tech Lab</b><br>One on One Training and Q&A on Electronic Systems to Include CRAFT, SERFF, Product Filing Matrix, Industry Access, NIPR and Other Electronic Submissions<br><input type="checkbox"/> (All Lines)  | <b>Non-Producer Licensing Issues</b><br>A presentation on the various filing requirements if insurance companies, third party administrators, medical necessity review organizations and other non-producer entities licensed and regulated by the Department of Insurance with a focus on the periodic filings necessary after issuance of a license.<br><input type="checkbox"/> (All Lines) |   |   |  |