

THE TWIN CITIES FLMI SOCIETY



FELLOW TALK

Life Office Management Association

Fellow, Life Management Institute

A MESSAGE FROM OUR PRESIDENT



**Mary Smythe, Twin Cities FLMI Society President
Underwriting Consultant, Hartford Life**

Spring is in the air! It's nice to be able to enjoy the outdoors without all the heavy coats, hats and gloves! This is the time of year that many people do spring cleaning to get rid of unused "stuff", and to freshen up our homes.

This is also a great time to consider how to freshen up another part of your life: yourself and your job. We have some great speakers who can help us do that at our Spring Seminar on Tuesday, May 6th. The Seminar will be held in the morning, starting with a buffet breakfast.

Dennis Olson from Catholic Aid will speak to us about the importance of Industry Education.

Jim Vetsch will give a presentation on Job Enrichment, how to change the feeling about your job and your level of job satisfaction.

Michele Neujahr will end the morning with two great workshops entitled "Develop Personal and Professional Excellence", stop procrastinating and start doing, and "Sell Myself?" which is about being able to present yourself and your ideas well in whatever job you do.

Please save up your spare change, as we will be accepting cash donations for the Cancer Kids Fund, a partner of Children's Hospitals and Clinics. The proceeds are used to help families of young cancer patients pay for the smaller expenses such as parking, meals, transportation, phone calls etc. so they can concentrate on the larger challenges they face because of this disease. Please see the announcement in this newsletter for all the details of the Seminar, and I hope to see you there. ■

Inside This Issue	
Meet Our President	Page 1
Spring Seminar	Page 2
Directions to Zuhrah	Page 2
About Our Speakers	Pages 2 - 3
February Meeting ReCap	Pages 3 - 4
Meet A Member	Page 4
FLMI Society Awards Scholarship	Page 5
Career Links	Page 5
2003 Officers and Board of Directors	Page 6



SPRING SEMINAR

SPRING SEMINAR – TUESDAY, MAY 6, 2003

Zuhrah Shrine Center
2540 Park Avenue South, Minneapolis
55404
612/871-3555

Cost: \$38 members
\$48 non-members

7:30 – 8:30 Registration and Buffet
 Breakfast**

*Scrambled Eggs with Assorted Toppings,
 Bacon, Hash Browns, French Toast Sticks with
 Maple Syrup and Butter, Bagels with Cream
 Cheese, Fresh Fruit, Orange Juice, Milk and
 Coffee*

8:30 – 9:15 Speaker: Dennis Olson, “The
 Importance of Industry Education”

9:15 – 9:25 Break

9:25 – 10:10 Speaker: Jim Vetsch, “Job
 Enrichment”

10:15 – 11:00 Speaker: Michelle Neujahr,
 “Develop Personal and Professional
 Excellence”

11:00 – 11:15 Break: cookies, pop, coffee

11:15 – 12:00 Speaker: Michelle Neujahr,
 “Sell Myself?”

** Note: Breakfast will be served buffet style in a separate room from our main seminar, so please arrive early enough to eat before the first speaker starts at 8:30am.

Directions to the Zuhrah Shrine Center: Corner of 25th Street and Park Avenue

Enter the building on the north side (under the covered portico). Free parking is available on the street, or in their lot, which is to the northwest of the building at the corner of 25th Street and Oakland Avenue)

From 94 West: Take 94 West to 11th St. exit. Take a quick right on Grant Street. and go to Portland. Turn right on Portland to 25th Street. Turn left on 25th and go two blocks.

From 94 East: Take 94 East to Hiawatha. Take the Cedar Ave. exit. Turn right onto Cedar Ave. to 26th Street. Turn right onto 26th Street to Park Ave. and go one block.

From 35W North: Take 35W North to 31st/Lake St. exit. Turn right onto either 31st Street or onto Lake Street. Turn left onto Park Avenue.

About Our Speakers:

Dennis Olson, Sr. Vice President & Secretary/Treasurer, Catholic Aid Association

Dennis was hired by the Catholic Aid Association in 1980, to design it's first mainframe computer system. He was appointed Assistant Secretary/Treasurer in 1987. In 1992 he was elected to his current position of Sr. Vice President & Secretary/Treasurer. As a holder of five designations, Denny is a firm believer in continuing education. In his presentation, he will give examples of how continuing education can enhance your career.
 (Continued on page 3.)

About Our Speakers (Continued)

Jim P. Vetsch, Training by Finesse

Jim has over 40 years of professional experience in management consulting and training. He has provided training and development services to many companies in the Twin Cities area. Jim will talk about "Job Enrichment, Changing your Work Life without Changing Jobs". This is for people who want to make a serious effort toward changing their feelings about their jobs and their level of satisfaction. We will learn what it means to "enrich" a job, review our career and personal needs to identify what we want further from our job, and learn some of the steps a person might take to enrich their job.

Michelle Neujahr, Neujahr Development Company

Michelle is a Personal and Professional development expert. She has worked with many organizations to help manage change, create clear visions, and develop people. She is a monthly columnist for Stressfree Living Magazine, and has written a few books, which she will have available for sale at our seminar. Michelle will be doing two different presentations for us:

"Develop Personal and Professional Excellence", Inspiration, Motivation and a swift kick! This discussion challenges members to stop procrastinating and start doing the things they know they need to do. We will learn the "seven absolutes", and leave with a renewed commitment to pursuing excellence in our own lives.

"Sell Myself?" No matter what you do, you must sell yourself first. Michelle will discuss how to develop your image, give self-selling tips and teach some guerilla marketing tactics. This will help you develop your greatest asset, yourself. ■

FEBRUARY, 2003 MEETING RECAP

Thursday, February 20th was our joint dinner meeting with the Twin Cities Association of Home Office Life Underwriters. This is the first time the two groups held a joint meeting for their members.

Mr. Gary Dunn, Assistant Vice President and Manager of the Special Investigations Unit at Allianz, spoke to us about Fraud, the US Patriot Act and Personal identity fraud.

Mr. Dunn started his presentation giving examples of various people who commit Insurance fraud, such as agents, billing agencies, claimants, policyowners and even employees. He then gave some examples of things to be aware of that could indicate New Business fraud, like White-Out used on applications and discrepancies in signatures.

He then described some tools we can utilize to help prevent fraud, such as using the Medical Information Bureau (MIB), comparing current application information with information provided on previous applications or claims, and using phone or personal interviews with applicants to confirm information given on the application.

Next, he gave an overview of the U.S. Patriot Act, and what Insurance companies are now required to do to comply with this Act. He concluded his presentation with information about personal identity fraud. Everyone was interested in this, because unfortunately it is happening more often.

Some tips Mr. Dunn gave, were to keep minimal personal information in your purse/wallet, don't put outgoing mail in your home mailbox for pickup, and be careful who you give your social security number to. (Continued on page 4.)

FEBRUARY, 2003 MEETING RECAP (Continued)

This was very good information for everyone to be aware of both on a professional and personal level.

If you would like to have copies of Mr. Dunn's powerpoint presentation, please send an e-mail to Mary.Smythe@Hartfordlife.com and I will forward it to you. ■

MEET A MEMBER



Terry Teske, FLMI/M, ACS, AIAA, ARP
Vice President, Twin Cities FLMI Society Board
Senior Actuarial Assistant, Minnesota Life

Never having worked in the insurance industry before, my industry education began the minute I was hired to work at Minnesota Life.

Only then did I realize the hunger I had to learn everything about the insurance industry. LOMA classes allowed me to understand the different departments in our company, and how they all fit into the big picture.

After achieving my FLMI designation, I forged forward and achieved the MASTER FLMI designation.

My favorite LOMA course was the math course, which is no longer offered. Now I teach Business Math at Minnesota Life, and absolutely love it.

Education is never ending. I went on to achieve the Associate of Customer Service (ACS), Associate of Insurance Agency Administration (AIAA), and the Associate of Research and Planning (ARP) designations. These were offered by LOMA and the Insurance Institute of America.

I taught LOMA classes at Minnesota Life, and my hunger continued to grow, but in a different direction.

Now my hunger is being quenched by serving on the Twin Cities FLMI Society Board. I've served as Program Co-Chair, Member At Large, Treasurer, and now Vice President.

There's always something exciting happening on the Board. I've lined up speakers, reserved meeting rooms and food, sat in line for Saint Paul Saints tickets, balanced the checkbook, paid the bills, and prepared this newsletter. I also serve as our Society's photographer and am learning to update our website.

Education is exciting and fun, and never-ending. Serving on the Board is extremely satisfying. I can't wait to see what's next. ■

BE CHALLENGED!



Become a Board member.
Show us what you got.

FLMI SOCIETY AWARDS SCHOLARSHIP

By Paul Lindemann, Member At Large



Paul Lindemann presents Grant Rockwood with his 2002 scholarship award. Jane Hall-Rockwood is standing behind Grant.

The FLMI Society of the Twin Cities is pleased to award its 2002 scholarship to Grant Rockwood. Grant was recognized at our February 20 dinner meeting.

Grant is currently a senior at Wayzata High School, and will be a freshman at the University of Wisconsin-Eau Claire this fall. His community service includes missionary work and participating in Habitat for Humanity.

Grant is the son of Jane Hall-Rockwood, an underwriting consultant with Hartford Life Insurance Company.

We congratulate Grant and wish him well in his academic career! ■

APPLY NOW FOR 2003 FLMI SOCIETY SCHOLARSHIP

We are now accepting applications for our 2003 scholarship. FLMI Society members (as well as children and grandchildren of members) who are pursuing a post-secondary degree may apply for the \$500.00 award. Please see the scholarship application in this month's *Fellow Talk* for more information.

CAREER LINKS

Allianz Life Insurance Company
www.allianzlife.com

American Express
www.americanexpress.com/careers

Catholic Aid Association
www.catholicaid.com

Clark/Bardes Consulting
www.clarkbardes.com/hq

Fortis Health
www.fortishealth.com

Hartford Life
www.thehartford.com

Health Partners
www.healthpartners.com

ING/Reliastar
www.ing-usa.com/careers

Minnesota Life
www.minnesotamutual.com

MSI Insurance Companies
www.msi-insurance.com

Prudential
www.jobs.prudential.com

Thrivent Financial for Lutherans
www.thrivent.com

2003 Officers and Board of Directors

Mary Smythe, President

Terry Teske, Vice President

Lori Webb, Treasurer

Bob Coleman, Secretary

Carole Hanson-Grue, Program Co-Chair

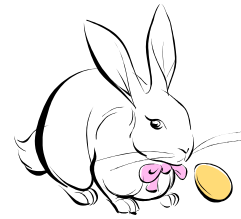
LuAnn Maxfield, Society Representative

Paul Lindemann, Member at Large

Debra Harrison-Miller,
Volunteer Representative

Jennifer Victor-Larsen, Education
Representative

Mike Orr, Past President ■



HAPPY EASTER
Sunday, April 20