



Newsletter

July 2010

Ins. Women of Los Angeles, Inc., P. O. Box 55212, Sherman Oaks, CA 91413

[www.insurancewomenla.org](http://www.insurancewomenla.org)

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PRESIDENT’S MESSAGE



**A MESSAGE FROM YOUR PRESIDENT:**

**NOTE: No meeting in July**

Susan handled the June meeting and I appreciated that she covered for me while I was sipping sweet tea in Charlotte, North Carolina. Thanks Susan. Please see my Delegate’s report for the National Convention at the end of the Newsletter.

*“[I]t has been a great year.”*

Well members, this is my last message as your President. I wanted to say it has been a great year. I cannot believe how fast my term went. I want to thank my cabinet: Susan Fife, CPCU, AAM, AIS, CPCU, AAM, AIS, CPIW, DAE for handling the board meetings and guidance she provided to me. Lily Gastelum, CISR, CPIW thank you for keeping the books in balance and your guidance. Peggy Brennan, CPCU, for the note taking (although I still waiting for my roster ☺) and Directors: Darlene “Chris” Lipka and Melanie Phillipp. To the Immediate Past President, Gail McKenzie, you rock! It was a great year and all of you contributed in making me shine.

To all of my Chairmen, thank you. You all did a fantastic job and I could not have asked for more. Andrea and Deborah, thank you for all of the articles submitted to the Newsletter. Ray thank you for your patience while this President submitted her monthly messages slightly delayed. ☺ Gail, I know it was hard work but it did not go unnoticed, congratulations once again, Insurance Women of the Year. Shawna, being a newbie, you got involved and did your thing and was recognized as well, congratulations again as our Rookie of the Year!!

*President's message continued...*

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*"I cannot go without thanking  
... Mr. Steve Brown of the  
Hoffman Brown Company ...."*

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I cannot go without thanking all of our sponsors who supported us during this trouble year. It is those sponsors that allow IWLA to do the things we do for our community. I especially want to thank Mr. Steve Brown of the Hoffman Brown Company in his continued support of IWLA. Mr. Brown not only supports his employees as members but he opened his door to me as President by offering his office to hold board meetings. "Whatever you need Christine, just ask. If I can do it, I will." Those are the words spoken to me by Mr. Brown at my installation. What can I say more, he is a very humble, sincere, supportive and generous man. Congratulations to Mr. Brown and Hoffman Brown Company for being our Sponsor of the Year. It was well deserved.

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and Hoffman Brown Company  
for being our Sponsor of the  
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I hope this past term left you Educated, Engaged and Empowered. Thank you again for the opportunity of being your President.

In fellowship,

*Christine*

Christine Chandler-Tillett

**Educate, Engage, Empower – The Trio of "E"**

*Insurance Women of Los Angeles*

cordially invites you to attend the

**AUGUST BUSINESS MEETING**

Please join us at:

Marie Callender's

14743 Ventura Blvd., Sherman Oaks, CA 91403

(east of the 405 freeway)

**\$21**

(A selection of 4 Entrée choices from IWLA menu)

On

**Wednesday, August 18, 2010**

**6:00PM Mix, Mingle, Unwind & Network**

**6:30PM Dinner**

There will be a special program this evening.

Reminder: Please RSVP by Monday, August 16, 2010,  
to [Chrissydale@aol.com](mailto:Chrissydale@aol.com) or (818) 378-8651

## Delegate's Report for the 69<sup>th</sup> Annual Convention in Washington, D.C./Arlington, VA



June 9 – 12<sup>th</sup>. Please note that designations will only be referenced once, if applicable.

I had the privilege of representing the Insurance Women of Los Angeles as Delegate to the above convention and Mitula Patel was the Alternate. The National Convention was held at the Marriott Crystal Gateway hotel in Arlington, Virginia. This was my first trip to Virginia and Washington, D.C. Can I just say, WOW!

**Wednesday, June 9<sup>th</sup>** As your representative, I began my duties working the convention registration desk. It was such a joy to meet and greet NAIW members from all regions. I had the honor of working the desk with our Region VIII Vice President Elect, Palmer Reilly and Ca Council Director Elect, Kathleen Kersenbeck, ARM, CPIW (see pic below).



Wednesday was also the DC tour. There were busloads that night for the DC tour and a lot of us from Region VIII all rocked on the same bus, it was a wonderful and monumental experience. I knew I was going to be emotional when I got to the Vietnam Wall but the tears continued to flow through WWII, Korean War, Lincoln Memorial, Washington Monument and the White House. It was so humbling to be there. When we reached the White House, and of course being me, I had to chat with the Secret Service (more him listening and me talking) and asked him "So....what's so secret and whatcha doing?" He calmly replied, "I am protecting the White House". I tried to take a picture but it was not allowed but he did let Kathleen and I pose by his patrol car. Again, can I just say way COOL!

**Thursday, June 10<sup>th</sup>** - The day began at 7am with me working at the registration desk and at 8:00am was the moderator for the educational classes. Mitula and I attended the Meet the Candidates session that was conducted by President Elec, Margaret Wildi, CPCU, AAM AIM, CPIW, DAE. The International Secretary candidates were L. Jane Densch, CPCU, AIC, ARP, ARe, CPIW; Rosalyn Horton, CIC, CPIW, DAE and Teresa Sheppard, API, ACSR, CPIW, AAM, AIS, AIT, CISR, CIC, ASLI, DAE. Questions were asked of all three candidates as well as for incoming President Elect, Joi Wilson, CRIS, CPIW, DAE and Vice President, Penny Haworth Rich, AU, CPIW. This forum provided an opportunity for Delegates and Alternates to hear the specific position of the candidates as well as their responses to the various questions in order to make a determination for voting. Immediately following was the Delegate's Briefing President Linda Wilson, conducted this session. She outlined what the Delegates should expect in the business session. President Wilson took us through the systematic process that will occur with the bylaw recommendations. This was a very heavily debated issue. It was stated that in the business session, that the bylaw recommendations would be brought up by each section individually and voted upon, then we would vote on the entire document. It was very interesting and those expressing their pros/cons represented their position well.

President Wilson called the 1st business session to order at 5:43pm. President Wilson announced that there were seventy-five (75) First Timers in attendance. They had a special section for seating at the

business session. President Wilson stated that The Acadian Louisiana Chapter purchasing two-thousand three hundred (2,300) dictionaries, which were distributed to third graders in their residing area as part of the Dictionary Project. Sharon Barger gave the report of the credentials committee. There were 158 Associations represented with Delegates and 3 Members At Large (MAL), the voting strength was 161. After this report, we got into the bylaws, which proved to be enlightening. Sitting next to Palmer, I could ask protocol questions and she graciously answered them. Can I say it was VERY intense when it came to the realignment section. Most of the changes incorporated clean-up, spelling, capitalization, uniformity, etc. Nevertheless, several sections generated debate after debate. The line for comments at the microphone was long as everyone who wanted to say something on behalf of their Chapter, Region etc wanted to be heard. The Delegates did get to vote on some of the bylaws until we reconvened the following day.

Our business session ended with the nominating report. The Chairman (Past NAIW President), Chris Kelly-Storbeck, CPCU, CPIW DAE, gave this. The results from nominating were as follows: for the position of President Elect: Joi Wilson, Vice President: Penny Haworth-Rich and Secretary: L. Jane Densch. When asked for any nominations from the floor for the position of International Secretary, Rosalyn Horton and Teresa Sheppard were nominated. The election of officers would be held during the second business session Friday, June 11<sup>th</sup>. Meeting was adjourned.

**Friday, June 11<sup>th</sup>** – the day started early again at 7:00am with a “grab n go” breakfast while we mingled with the exhibitors. Our business session started at 8:00am and went directly into the Confidence while Communicating (CWC) speak-off. There were nine (9) contestants who did their thing in front of more than four-hundred listeners. Our very own Sarina Kowall represented region VIII well. She had confidence and poise and of course her trademark wave as she entered into room. All of the speakers did a wonderful job. While the judges scored their sheets, Maude and Maxine entertained us. Too funny. After the CWC speak-off, the second business session was called to order at 9:45am. We received the Credential Committee report and there were 160 Associations represented by Delegates with 4 MAL's. Voting strength was 164. It was then back to the bylaws! Most of the changes in sections again were for clean up, typos, uniformity but certain sections brought forth heated debates. Again, it was a VERY long day but well worth the experience. I think President Wilson knew she was losing her Delegates so she gave us a reprieve until Saturday morning and the meeting was adjourned. HOORAY! It was then off to the awards luncheon.

Below are the winners:

Rookie of the Year: Jessica Adkins  
Claims Professional of the Year: Diana Marie Kennison,  
Insurance Professional of the Year: Michelle Adler  
Risk Manager of the Year: Joseph Stewart  
CWC: Patti Gagne (Region 1)  
Underwriter of the Year: Jaquelyn Lindquist  
AAMGA & President's Award: Chris Kelly Storbeck

The afternoon was open to attend other educational classes. I attended the System Management class that was instructed by Mr. Tom Crawford of Crawford and Company.

The evening brought us the Region VIII dinner. It was held at McCormick & Schmidt. Good food but the company was better! Laura Gutierrez, CIC, CPIW presented Region Vice President, Letitia “Tish” Riley, CPIW, DAE with her outgoing gift from Region VIII. It was a stunning necklace and earring set. Tish just

loved them and had us all in tears with her goodbye speech and thank you message. Several announcements were made that evening and our very own Mitula Patel announced her candidacy for Ca Council Director. September here we come! ☺

**Saturday, June 12<sup>th</sup>** – business session called to order at 9:00am and we went right back into voting on the bylaws. We approved each bylaw with the exception of Article IV, Section 1 (realignment). This article did not pass. A proposed change to the wording was accepted. Notification of any change or realignment must be provided to members by January 31<sup>st</sup> in order to be considered for Delegate for at the National Convention.

The updated bylaws those passed and changed will be posted on the NAIW for you review.

After the voting, it was time to install President Margaret Wildi and her new cabinet. Your president was asked to participate in the installation ceremony. I was honored to do so and represent IWLA and Region VIII in the process. Participating was our Ca Council Director, Kathleen Kersenbeck and Region VIII Vice President, Palmer Reilly. All of the Directors poised in the front of the stage while the Regional Vice President's stood on stage with the new International Cabinet:

Margaret Wildi- International President  
Joi Wilson- International President Elect  
Penny Haworth-Rich- International Vice President and  
L. Jane Densch – International Secretary

After installation, President Wilson gave her final address to the members of NAIW. She told members that NAIW had no debt owed to any financial institution. That meant that NAIW had paid off the loan that was taken out to finance the new headquarters.

President Wilson then closed the convention at 12:00pm. Members could either attend more classes or take in the scenic routes.

Our last event was the closing ceremony. Diamond Alley provided entertainment and everyone was on the dance floor including our Ca Council Director, Kathleen Kersenbeck, Region VIII Vice President, Palmer Reilly and the International President, Margaret Wildi. We had a wonderful time, made new friends, connected with old ones and created new memories.

Thank you for allowing me to represent IWLA.

Respectfully submitted,  
Christine Chandler-Tillett  
President

# CALIFORNIA STATE COUNCIL MEETING

## Pack Your Bag & Pen in 2010



Hosted by



### South Bay Chapter of NAIW

### September 24<sup>th</sup> & 25<sup>th</sup>, 2010

### Doubletree Hotel

21333 Hawthorne Boulevard, Torrance, California 90503  
Tel: 1-310-540-0500 Fax: 1-310-540-2005



### Co-Chairs:

**Carleen Armstrong**  
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562 595-5355



**Susan Shaver**  
[pcsuzieq4010@yahoo.com](mailto:pcsuzieq4010@yahoo.com)  
310-892-1021

### “Ink Us In”!!

*Presented by South Bay Chapter of NAIW*



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## Insurance Women of Los Angeles

*Affiliated with National Association of Insurance Women (International)*



### Employment Ad Posting Request

#### Instructions

Please fill out this form and mail it to the address above, or email it as an attachment to: [webmaster@insurancewomenla.org](mailto:webmaster@insurancewomenla.org). Your posting will be processed as soon as possible. Please note that you are responsible for notifying us when the position has been filled. Thank you.

<b>Company Name &amp; Office Location</b>	
<b>Job Title</b>	
<b>Job Responsibilities</b>	
<b>Education Requirements</b>	
<b>Experience Needed</b>	
<b>Company Contact Info</b> (Name, Phone, Email, etc.)	
<b>Notes</b>	

COLLECT

For Insurance Women

Take us, O God, under Thy divine protection.

Make us to act as Thy messengers for peace

and contentment,

for harmony and understanding.

Grant that we may see more clearly the point

of view of other men and women

in all lines of insurance.

Realizing the highly competitive nature of our business,

teach us to respect competition at all times.

Keep us free from pettiness and

unwise discrimination.

Let us do our work willingly, honestly and  
thoroughly, giving service graciously at all times.

Teach us, O Lord, to know and to realize that by

Thy grace we can live in perfect

peace with one another.

And grant that through this organization we may  
become closer in friendship and understanding.

Amen.

Marie K. Franzen

*IWLA 2010/2011 Officers and Directors*

***President:*** Susan Fife, CPCU, AIM, AAM, AIS, CPIW, DAE

***President Elect:*** Cynthia Andrachick, CPIW

***Treasurer:*** Sharon Rosenthal

***Secretary:*** Suzanne Agrios

***Directors:*** Andrea Gable-Setterstrom  
Susanne Senyo, CIC, CISR

**For more information please visit our websites**

The Insurance Women Of Los Angeles, Inc.

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The California Council of The National Association Of Ins. Women, International

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

Regional VIII of the NAIW, International

<http://regionviii.com>

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