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Notice of KIAA Board Meeting

Kentucky Insurance Arbitration Association

A meeting of the Kentucky Insurance Arbitration Association Board of Directors will be held at 327 Townepark Circle, Louisville, KY 40243 on Wednesday, September 27, 2023 at 10:30 AM.

1. Call To Order
2. Roll Call
3. Anti-Trust Preamble
4. Approval of Minutes
5. Panel Secretary's Report
 - a. Status Report
 - b. Financial Report
 - c. 2024 Budget and Administrative Assessment
 - d. KIAA New System
6. Other Business
7. Adjournment

If you unable to attend, please consider giving your proxy to another Board Member.

Sincerely,



Mark Hillis
Panel Secretary

Cc: Board of Directors
Shawn Boggs, Kentucky Department of Insurance

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KIAA Board & Approved Alternates

Kentucky Insurance Arbitration Association

Arbitrator and Board Member	Alternates
<p>Ericka Gocke, (2022) CHAIR Kentucky Farm Bureau Mutual Ins. Co. P O Box 20700 Louisville, Kentucky 40250-0700 502-495-5000 FAX 502-495-7711</p>	<p>Chris Douglas, 800-538-8654 Lona Giles, 877-496-8286 Brad Handley, 800-538-8656 Denise Crecelius, 800-782-3810 Anthony Patrick, 800-538- 8649 Amy S. Hall, 606-784-7536 Brandon Tucker, 270- 886-8123 Mark Hildebrandt, 270-684-2165 Wendy L. Bray, 502-493-7650 Joshua P. Abbott, 270-765-4400 Reese W. Smoot, 800.782.3810 Michele E Reed, 859-525-6170 Michael P. Hansel, 800 538-8650 Kevin R. King ,606-666-2476 Angela J. Benningfield, 502-266-6100 Anthony T. Strode, 606-207-2158 Daniel W. Rogers, 270-782-1300 Jeff Smith, 606-864-9303 Art Longnaker, 502-266-6100 Adam Blake, 859-412-7352 Jason Woods, 606-679-4327 Christal Beard, 270-765-4400 Howard Rice, 502-718-2161 Tiffany Ross, 502-409-2898 Scott Collins, 606-784-7536 Lee Holt, 270-465-9771 Clay Hinton, 502-495-5000 Charles Wiley Hendricks, 859-254-8074</p>

Kentucky Insurance Arbitration Association

<p>Taylor Martin(2023) Nationwide Insurance Company 3300 SW Williston Road Gainesville, FL 32608 352-384-5935</p>	<p>Beth A. Freeman, 352-384-4820 Natalie M. Lewis, 352-384-4659 Dianne Spalding, 502-693-1819 Kathleen Kwasnik, 352-384-5127 Sandra L. Stephens, 304-525-6144 Julie Brown, 859-273-0673 Cheryl Gardner, 315-453-3547 Jenifur Godfrey, 614-634-2086 Shannon Tuggle , 614-435-4242 Kevin Zuzik, 614-435-4229 Angela Anderson, 614-435-4307 Lana Patterson, 614-435-4247 Jeff Stokes, 352-384-4532 Martha Vazquez, 352-384-5430 Ruth Osborne, 352-384-4073 Jennifer Kennington, 352-384-5387 Sarah Ascher, 614-435-4304</p>
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Kentucky Insurance Arbitration Association

<p>Michael Thompson (2023) Liberty Mutual Insurance Company 9450 Seward Road Fairfield, OH 45069 513-576-4857</p>	<p>Kara Turner, 513-603-7556 Tiffany Tinsley, 513-603-7558 Matthew Jacobs, 513-576-4799 Kimberly Berlin, 630-393-4530 Marissa Casella, 630-791-6261 Caitlin Cline, 317-805-2835 Patricia Kenny, 630-393-7998 Chris Cary, 317-805-2745 Stephanie Dolsen 513-576-4698</p>
<p>Owen K. Caster (2021) Progressive Insurance Company 9520 Ormsby Station Road, Suite 200 Louisville, Kentucky 40223 502-909-3584 502-420-0862</p>	<p>Kristi Parker, 502-909-3584</p>
<p>Scot McFarland (2022) Vice Chair Allstate Insurance Company PO Box 660636 Dallas, TX 75266 954-956-3707 Fax 866-220-5414</p>	<p>Elizabeth Jones, 713-277-3910 Clara Rodriguez, 713-277-9383 Andrea Wharton, 713-277-9349 Shauna K. Vaughan, 713-277-9379 Sara L. Hajiebrahmimi, 713-277-9372 William T. Hodges, 713-277-9392 Elsa M. Sanchez, 713-277-9360 Jesus H. Alvarado, 713-277-9382 Steven W. Bobjak, 713-277-9399 Mark McPhail, 877-224-2641 Hanan Afrad, 713-277-9504 Jennifer Burch, 713-277-9550 Keren Soto Gonzalez, 713-277-9509 Jennifer Burch, 713-277-9550 Alexandra Vera, 713-277-9395 Jenny Bolt, 713-277-9280 Timothy Westergard, 615-874-6972 Ross Phillips, 615-884-6557 Heather Hinson 615-884-6537</p>

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<p>Kim McCollom (2022) State Farm Mutual Insurance Co. 2500 Memorial Blvd. Murfreesboro, TN 37131 615-692-3319 FAX 888-898-6532</p>	<p>David Johnson, 615-692-3462 Phillip R. Vandiver, 615-692-7190 Gregory T. Alverides, 615-692-7273 David Kingrey, 205-944-4902 Brandi Osborne, 205-944-4761 Ken Kuester, 615-692-7297 Al Rahal, 615-692-7221 Sis Thavongsa, 615-692-6598 Portia Richardson, 205-944-4894 Richard Spruell, 205-944-4972 Sandy Williamson, 615-692-7198 Tracy Baylor, 205-944-4811 Bonnie Winslow, 615-692-7130 Frenchelle Thompson, 205-944-4804 Robert Kluttz, 205-944-4911 Douglas Evans, 205-944-4934 Kelle Taylor, 205-944-4928 John Brewer, 615-692-7269 Sibyl Lapinski, 205-944-4961 Donna Parslow, 205-944-8030</p>
<p>Samuel McKenzie Carter (2022) Shelter Mutual Insurance Co. 1121 Monarch Street Lexington, KY 40513 859-260-3490</p>	<p>Michelle M. Miller, 573-214-4145 Heather Schmidt, 572-214-4312 Catherine Bail, 573-214-4801 Elizabeth Pfeiffer, 573-214-4130 Melinda Hughes, 573-214-4120 Janelle Wieland, 573-214-4216</p>
<p>Brooke McNeil (2021) Grange Insurance Company PO Box 183243 Columbus, OH 43218 859-455-6483 (Fax) 859-278-5481</p>	<p>Cathryn Tomlinson, 800-837-0801 ext. 263 Erin Wethington, 800-837-0801 x267 Tracy L. Senovitz, 800-605-4490 x229</p>

Kentucky Insurance Arbitration Association

<p>Vivian Judy (2022) Travelers Insurance Company PO Box 950293 Dallas, TX 75265 317-818-5208</p>	<p>Karen M. Niemiec, 212-643-2191 Gwen K. Lawrence, 216-643-2206 Mark E. Urbanowicz, 216-643-2188 Andrew P. Riggins, 216-643-2224 Anne M. Connolly, 216-643-2116 Elizabeth Graf, 216-643-2195 Matthew Jones, 317-818-5308 Vivian Judy, 317-818-5205 Krystle Compton, 317-818-5127 Nikki Brunello, 317-818-5389 Joselyn Van Leer, 317-818-0159 Lindsey Beasley, 317-818-5103</p>
<p>Allan Faber (2022) Kentucky National Insurance Company PO Box 55108 Lexington, KY 40555 859-367-5216</p>	
<p>Kentucky Department of Insurance Representative</p>	<p>Shawn Boggs Kentucky Department of Insurance P.O. Box 517 Frankfort, Kentucky 40602-0517</p>

Kentucky Insurance Arbitration Association

KIAA Staff	Stephen "Mark" Hillis, Panel Secretary Rebecca Darst

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KIAA Anti-Trust Preamble

Anti-Trust Preamble

We are here to discuss and act on matters relating to the business of the **Kentucky Insurance Arbitration Association** and not to discuss or pursue the business interest of our individual companies. We should proceed with caution and alertness towards the requirements and prohibitions of federal and state anti-trust laws. We should not engage in discussions – either at this meeting or in private conversations – of our individuals companies plans or contemplated activities. We should concern ourselves only with the business of the **Kentucky Insurance Arbitration Association** as set forth in the agenda for this meeting. Only shared market matters may be discussed at shared market meetings and each company’s voluntary market plans cannot be discussed.

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Minutes KIAA 2023

Annual Meeting

**Kentucky Insurance Arbitration Association
Annual Meeting May 12, 2023
Minutes**

The Annual Meeting of the Kentucky Insurance Arbitration Association was held at 11:00 AM on May 11, 2023, following the Kentucky Assigned Claims Plan Meetings, via virtual platform.

Those in attendance were:

Board of Directors:

Ericka Gocke (Chair)	Kentucky Farm Bureau Insurance Co.
Christa Hobe	Liberty Mutual Ins. Co
Scot McFarland (Vice Chair)	Allstate Insurance Co.
McKenzie Carter	Shelter Insurance Co.
Owen Caster	Progressive Insurance Co.
Kimberly McCollom	State Farm Insurance Co.
Taylor Martin	Nationwide Mutual Ins. Co.
Vivian Judy	Travelers Insurance Co.
Brooke McNeil	Grange Insurance Co.
Allan Faber	Kentucky National Ins. Co.

Staff:

Mark Hillis	Secretary Treasurer
Melissa Chlon	Assistant Director
Erin Lux	Assistant Plans Manager
Rebecca Darst	Claims Manager
Carrie Manor	Claims Supervisor

Guests:

Emily Whatley	Deming, Malone, Livesay & Ostroff
Shawn Boggs	Kentucky Department of Insurance
Brad Erdman	Kentucky National Ins. Co.

1. Call to Order

Ms. Gocke called the meeting to order.

2. Roll Call

Ms. Gocke conducted a roll call to confirm attendees and noted a quorum was present.

3. Anti-Trust Preamble

Ms. Gocke reminded the Board that everyone is bound by the Anti-Trust Preamble, noting that all attendees had been provided a copy in the meeting documents.

4. Approval of Minutes

The minutes of the May 12, 2022, Annual Meeting were included with the meeting documents. Ms. Hobe motioned, and Ms. McCollom seconded to accept the minutes and the motion carried.

5. Election of Board Members

Mr. Hillis advised that the Plan has new Board members to approve. The Kentucky DOI approved new Governing Committee Members Ericka Gocke of KFB, who replaced Karen Perdue, Vivian Judy of Travelers, who replaced Aubrey Chewning, and Allan Faber of Kentucky National Insurance.

Ms. McCollom motioned to seat the Board members and to extend terms as outlined. Mr. Carter seconded, and the motion carried.

6. Other Business

Mr. Hillis discussed Kentucky National Insurance and their history of supporting the FAIR Plan and Automobile Insurance Plan, but this year the Plans were discussing their support of the Assigned Claims Plan and Arbitration Association. Kentucky National has been more than willing to support the Plans in any way. Currently they are going through an ownership and leadership transition thus leading to our pause on any assignments to them as a Servicing Carrier on the Assigned Claims Plan.

7. Adjournment

There being no further business, Mr. Caster motioned, and Ms. McCollom seconded, and the motion was approved to adjourn the meeting.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Mark Hillis". The signature is written in a cursive, flowing style.

Mark Hillis
Panel Secretary

4b

Minutes KIAA 2023

Consent Board Meeting Meeting

**Kentucky Insurance Arbitration
Association Board of Directors
Meeting May 11, 2023
Minutes**

A Board Meeting of the Kentucky Insurance Arbitration Association was held immediately following the Plans Annual Meeting on May 11, 2023, via virtual platform.

Those in attendance were:

Board of Directors:

Ericka Gocke (Chair)	Kentucky Farm Bureau Insurance Co.
Christa Hobe	Liberty Mutual Ins. Co
Scot McFarland (Vice-Chair)	Allstate Insurance Co.
McKenzie Carter	Shelter Insurance Co.
Owen Caster	Progressive Insurance Co.
Kimberly McCollom	State Farm Insurance Co.
Taylor Martin	Nationwide Mutual Ins. Co.
Vivian Judy	Travelers Insurance Co.
Brooke McNeil	Grange Ins. Co.
Allan Faber	Kentucky National Ins. Co.

Staff:

Mark Hillis	Secretary Treasurer
Melissa Chlon	Assistant Director
Erin Lux	Assistant Plans Manager
Rebecca Darst	Claims Manager
Carrie Manor	Claims Supervisor

Guests:

Emily Whatley	Deming, Malone, Livesay & Ostroff
Mike Thompson	Liberty Mutual Ins. Co.
Brad Erdman	Kentucky National Ins. Co.
Shawn Boggs	Kentucky Department of Insurance

1. Call to Order

Ms. Gocke called the meeting to order.

2. Roll Call

Ms. Gocke advised that a quorum was established in the annual meeting held prior to this meeting.

3. Anti-Trust Preamble

Ms. Gocke reminded the Committee that it was bound by the Anti-Trust Preamble provided in the meeting documents.

4. Approval of Minutes

The minutes of the September 29, 2022, Board meeting were included with the meeting documents. Ms. Hobe motioned, and Mr. Caster seconded, that the minutes be approved. The motion carried.

5. Election of Officers

Mr. Caster, Chairman of the Nominating Committee, moved to nominate Ms. Gocke as Chair, Scot McFarland as Vice Chair and Mr. Hillis as Panel Secretary. Mr. Caster asked for other nominations from the floor, to which there were none. Ms. Judy motioned to accept the nominations as outlined by Mr. Caster. Ms. McNeil seconded. The motion carried.

Mr. Hillis thanked Ms. Hobe for her years of service on this committee. He then welcomed Mr. McFarland to his new role of vice-chair.

6. Auditors Report and Financial Statement

Mr. Hillis recognized Ms. Whatley for her knowledge and understanding of the Plans and their operations. Ms. Whatley discussed the 2022 Independent Auditor's Report and Financial Statement as described in the Financial Highlights, prepared by Deming, Malone, Livesay & Ostroff, CPA, which was distributed to Board Members prior to the meeting and included with meeting materials. Ms. Whatley noted the Plan uses Cash Basis Accounting.

Ms. Whatley noted the decrease in cash as there was no assessment this year. She further stated that adequate controls are in place and the audit firm was reporting a clean audit with no irregularities noted. Ms. Whatley reminded those in attendance that there is a cost sharing agreement in effect with The Kentucky FAIR Plan. There were no questions for Ms. Whatley.

7. Panel Secretary's Report

Mr. Hillis thanked the Committee for their dedication, as well as their respective alternate arbitrators, and Plan staff, for their ongoing efforts to make accurate decisions relative to arbitration filings. Mr. Hillis advocated for the consistent need of the KIAA to have technically sound and high performing associates on the roster as alternate

arbitrators.

Mr. Hillis led through the KIAA 4th Quarter Report to the Board as outlined in the meeting documents. Mr. Hillis indicated the decrease in filing fees is related to the decrease in filing reflected in the report.

Mr. Hillis stated KIAA starts with a zero-based budget. Mr. Hillis informed the Board that the Plan is 4.8% under budget through March 2023 and 2022 came in 2% under budget. He also reminded the Board the Plans do not have a pension but rather a defined contribution plan. The Compensation and Benefits Committee will be looking at five-year vesting during the Fall meeting and considering shortening the time requirement around vesting to align with current industry practices. Mr. Hillis explained that every year, each budget center is reviewed to see where efficiencies can be gained.

Ms. Darst discussed KIAA filing decreased in 2022 with a total filing of 1,149 compared to 2021 with total filings of 1347. KIAA Hearing Assignments totaled 847 for the year ending 2022. Ms. Darst noted that assignments are based on market share and shared data reflecting the same. Ms. Darst discussed the 1st Quarter Report of Activity for 2023 which had been sent previously and reported to the Department of Insurance. New filings increased 7.2% and decisions rendered, dockets withdrawn, open and set for hearing have all increased.

Ms. Darst shared data for Q1 2023. Total filings through March 2023 are 123 compared to 112 last year at this same time. Files set for hearing in 2023 stayed the same from 2022 at 78 files set for hearing. Ms. Darst discussed the development opportunity for new alternate arbitrator. She also thanked members for their quality submissions and alternate arbitrator referrals. Ms. Darst noted seven new alternate arbitrators have been trained this year.

8. Other Business

KIAA System

Ms. Chlon discussed plans for a new KIAA System. With the KACP active development wrapping up the Plans are excited that Finys (the vendor that built the Kentucky Assigned Claims Plan, Kentucky FAIR Plan system, as well as the Member Equity system mentioned previously) agreed to undertake the new KIAA system build. A new system will increase efficiency by reducing duplicative entries into multiple systems for KIAA staff as well as supporting the industry by increasing ease of use and better reporting functionality for external users. Ms. Chlon explained that the team is in the preliminary stages of the build and looking forward to providing another update this fall.

KIAA Plan of Operation Change

Mr. Hillis briefly touched on the issue of the Plans' mailing address needing to be updated on correspondence that goes out to customers, typically cancellations and non-renewals.

He asked those on the call to please ensure that our P.O. Box is being used so customers can get to the Plans, as needed.

Ms. Gocke thanked Deputy Commissioner Boggs for attending the meetings and solicited any feedback. Mr. Boggs echoed what he said in the previous meeting. Thanking the Plan and Committee for the invitation to participate and reminding the group that the Kentucky Department of Insurance is available if companies have questions or need assistance.

Ms. Gocke solicited any other business. There was no other business.

Ms. Gocke noted the next meeting will be held in-person on September 27, 2023, at the Plans office building and the Spring meeting will be held virtually on May 8, 2024. Ms. Gocke noted the meeting dates will now be held on Wednesdays instead of Thursdays.

9. Adjournment

There being no further business Mr. Caster motioned, Mr. Carter seconded, and the motion was approved to adjourn the meeting.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Mark Hillis", written in a cursive style.

Mark Hillis
Panel Secretary

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2024 KIAA Administrative
Budget- Final

Kentucky Insurance Arbitration Association

Budget

	2023 Budget	2024 Budget
Wages (W-2)	\$ 222,276	\$ 229,183
Payroll Taxes	\$ 22,228	\$ 22,918
401K Match and Defined Contribution Benefits	\$ 36,009	\$37,128
Office Supplies and Equip.	\$ 3,000	\$ 2,700
Professional Services	\$ 7,700	\$ 7,900
Human Resources	\$ 1,500	\$ 1,500
Rent	\$ 11,200	\$ 11,200
Telephone	\$ 3,128	\$ 7,234
Travel	\$ 4,200	\$ 7,550
Meals and Entertainment	\$ 1,200	\$ 1,200
Insurance - P & C	\$ 9,400	\$ 9,400
Health and Employee Benefits	\$ 68,433	\$ 79,984
Postage	\$ 4,900	\$ 5,100
Computer and Systems	\$ 38,720	\$ 29,688
Dues & Subscriptions	\$ 500	\$ 500
Board Meetings	\$ 300	\$ 300
Education	\$ 300	\$ 300
Miscellaneous	\$ 1,000	\$ 1,000
Total	\$ 435,994	\$ 454,785