

## 2003 Fall Meeting Date Set

*Reserve November 3, 2003 on your Calendar now!*

The FLMI Society of Greater Des Moines is fortunate to have Dean Polk, Second Vice President of LOMA's Examinations Department lined up as the keynote speaker.

Plan on a great evening, honoring new FLMIs and enjoying the company of your peers from other local

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## 2003 SPRING SEMINAR REVEALS THE LIFE OF AN INSURANCE AGENT

The Spring Seminar was held May 20, 2003 at the Temple for Performing Arts. A few years ago, the Masonic Temple was considered an endangered historic building. It was given new life as the Temple for Performing Arts in October 2002. The Recital Hall, where we met, features three large stained-glass windows, original fresco stencils, stone painting and a beautiful hardwood floor.

Fifty members and guests came to hear Richard "Pete" Hamilton. Pete graduated from Mankato State with a teaching degree. He taught school, earned a Masters degree and became a school principal before entering the insurance field.

Pete first joined New York Life as an agent in Fremont, NE. His own company – Hamilton Consultants – was established in Des Moines in 1988. The firm markets annuities and life insurance throughout the Midwest.

Pete spoke about identifying and working with different personality types. Whether you work in a Home Office or agency, versatility and knowing how to deal with others spell success. In today's business climate, agents feel the pressure of lower commissions and the effects of a long bear market. Agents may sell for several companies and look for what's best for their clients. Service is very important to agents and clients. And, of course it's very important for Home Office personnel to make sure agents feel valued.

## 2003-4 Scholarship Winner Is Announced

Our local Society's mission is to provide members or their immediate family members with opportunities for continuing education and professional development. 2003 saw a big change in the way the Des Moines FLMI Society is awarding its annual Scholarship. The

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Articles contributed by: Nona Bennett, Denna Large and Mara Swanson. Editor: Mara Swanson

area companies. The location and other details will be announced later. We'll keep you informed as the date approaches and plans are formalized.

## Des Moines Society Applies for Outstanding Society Award

Past President Nona Bennett gathered the documents and credentials needed to submit the FLMI Society of Greater Des Moines for several Outstanding Society Awards. The OSA awards are made by LOMA to local societies it deems qualify in various categories. The Des Moines Society applied for the Communication and Public Relations Achievement Award and Special Achievement Award.

To qualify for the 2002 Communication and Public Relations award, the Des Moines Society produced two newsletters, submitted three articles to Resource magazine, developed its website, put ads and meeting notices in the newspaper and provided regular communication to promote the Society within member companies.

The purpose of the Special Achievement Award is to recognize creative efforts implemented by the Society over the last two years to maintain and promote membership. Historically the FLMI Society of Greater Des Moines has been a strong society with over 1000 members. In the past 3 years, those numbers have drastically declined with one large member company's efforts to reduce corporate expenses.

In spite of declining membership, the officers chose to focus on ways to remain in existence. Officers and board members made special efforts to foster one-to-one relationships with Ed Reps and initiated an annual breakfast meeting to honor and thank them. A new Membership brochure was designed and distributed, new FLMI's are recognized annually with a free dinner and gift from the Society, and an Early Bird membership registration contest was a huge success in 2003. In addition, the Society changed its Scholarship program to directly benefit members or their families.



## Ed Rep Corner

### FREE RESOURCES FROM EDUCATION & TRAINING

LOMA provides you with an assortment of fun, informative materials to promote education and training initiatives in your company. Posters, brochures, flyers and more are available from LOMA – for free!

A promotional materials order form is located in the Ed Rep Resource Center on the LOMA Web site at <http://www.loma.org/EdPromo.asp>

You can also request a promotional materials order form by calling LOMA's Fax-On-Demand service.

1. Dial 1-800-ASK-LOMA
2. Select Option 6 for Fax-On-Demand
3. Press 7 to hear the choices of forms

Select 6 for the LOMA/ICA promotional materials order form and follow the instructions.

### ONLINE LEARNING

Have you checked out LOMA's e-Learning sites lately? If not, you may be missing more than you think!

Login to LOMALearn Online and browse our newest library, Property and Casualty Insurance, complete with topics ranging from Disaster Planning to Workers Compensation. Also, don't forget about our other 90-plus courses covering important industry topics such as: Annuities, Business Insurance, Company Operations, Compliance, Financial Planning, Life & Health Insurance, Retirement Plans, Securities & Investments, Sales Training, and Reinsurance.

The site also offers easy and affordable CE credit for agents. To see what's available visit [www.lomalearn.com](http://www.lomalearn.com) or click "Online Learning" at [www.loma.org](http://www.loma.org)

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***Is part of your 2003 development plan to take an active leadership role? Don't pass up this opportunity – we could be a match!! The Greater Des Moines FLMI Society has openings now for Treasurer, Membership Chair and several other Board and Committee assignments. APPLY NOW – Please contact Ann Lampe or any current Board member for more information . . .***

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## Members Corner

Congratulations, Denna (Pfeifer) Large on the April 23, 2003 birth of baby Jayden William Large! If you didn't have a chance to talk to Denna at the Spring Seminar, ask for pictures at the next meeting . . .

Mara Swanson was recently appointed to the state Board of Physician Assistant Examiners.

A toss of the tassel for new college graduate Jeani Welsh who earned her Accounting degree from Upper Iowa – wish her well in her job search!

Speaking of new jobs, Nona Bennett has accepted a position as Manager of Cash Operations for John Deere Credit in Johnston – good luck Nona!

Be sure to send your news for future issues to editor [swanson.mara@principal.com](mailto:swanson.mara@principal.com) or through the web site at [www.flmi-dsm.com](http://www.flmi-dsm.com)

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## FREE RESEARCH FROM LOMA

### BRIEFS ON CRM AND IMAGING AVAILABLE

What lessons have companies learned from past customer relationship management implementations? Find out more in the LOMA Information Center's Brief, "CRM: How Can It Work for Insurers?" Also, learn about insurers' use of imaging systems in "Document Management Tools: Imaging and Workflow." Access these papers free of charge via the LOMA Members-Only Web site at <http://registeredusers.loma.org/>.

### ACCESSING INFORMATION CENTER BRIEFS

To access these and other briefs, visit the LOMA Members Only Web site and go to the LOMA Research and Knowledgebase section. Click on LOMA Information Center Briefs, where topics are listed. You can register for the Members Only site at <https://registeredusers.loma.org/lomacontent/welcome.cfm>

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## Donations from Spring Seminar Will Benefit the Emergency Food Pantry

The donations from the Spring Seminar will benefit the Emergency Food Pantry in Des Moines. We had a number of food items brought to the meeting as well as cash donations that are matched by the Society.

Scholarship was previously awarded to a student interested in pursuing a career in insurance or financial services at a local accredited college.

This year's winner is a Society member – Renee Wilson!! Renee will receive a Scholarship for \$1,500 for the 2003-2004 academic year. Renee works for Wellmark in Human Resources. She is in her senior year and will earn a degree in Social Science with a Human Resources certificate. Her sights are now set on serving the changing health insurance industry so that Americans can afford healthcare in the future.

Renee is really excited and appreciates receiving the Society's scholarship. "You don't really understand how much you're doing for me."

Renee credits her son with giving her motivation: "As part of my goal, not only do I strive to learn more in order to serve as a productive and knowledgeable member of the insurance industry, I also want my child to see that learning never stops. In order to inspire my son's love of knowledge, I needed a formal education. I discovered that my son was not holding me back, my fear of failure was."



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## ATTEND 2003 LOMA CONFERENCE

### SEPTEMBER 28-30 IN SAN ANTONIO

Join us at the Marriott Rivercenter in San Antonio! Don't miss top-rated speakers, fantastic sightseeing, gala banquet and conferment ceremony.

If you register before September 5, 2003, you qualify for great discounts. Prior to September 5, the rates are \$605 for LOMA members, \$845 for non-members and \$250 for guests. There are special rates for Ed Reps and Society Officers. For more information, click here: <http://www.loma.org/annualconference.asp>

## 2003 BOARD MEMBERS

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## Treasurer's Report

January 1, 2003 to March 31, 2003

SUBMITTED BY TREASURER, ANN LAMPE

### Revenues

2003 membership dues	\$ 540.00
Total Revenue	\$ 540.00

### Expenditures

2003 Board planning meeting expenses	\$ 50.00
New FLMI Welcome Packets –	
Envelopes and postage	80.65
Deluxe Forms – checks & stamp	36.31
Total Expenditures	\$ 166.96
Net Increase (Decrease)	\$ 373.04
Checkbook balance on December 31, 2002	\$ 7,206.02
Plus net increase	373.04
Transfer to Money Market Account	( 7,000.00)
Checkbook balance on March 31, 2003	\$ 579.06
Money Market balance on December 31, 2002	\$ 4,176.82
Transfer from Checking Account	7,000.00
Interest	11.99
Cash balance on March 31, 2003	\$ 11,767.87

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## WORD WISE

**Did you know that you can access the complete LOMA Glossary of Insurance and Financial Services Terms online in the Members-Only section of the LOMA Web site? Click on LOMA Research and Knowledge Base and then click on LOMA Glossary at <https://registeredusers.loma.org/lomacontent/welcome.cfm>**

### HOW TO CONTACT US

PLEASE FEEL FREE TO CALL OR E-MAIL ANY OFFICER OR VISIT OUR WEB SITE AT [WWW.FLMI-DSM.COM](http://WWW.FLMI-DSM.COM). IF YOU FEEL THE URGE TO WRITE, USE THIS ADDRESS:

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