

# NEWS FROM MAIW

## FALL 2018 ISSUE

**MONIQUE DUQUETTE,  
CPIW, CISR, CPIA  
MAIW, PRESIDENT**

### SUMMER BOARD REPORT, 8.4.2018

Good Morning! Welcome to a new year of MAIW!

Thank you all for attending today! I hope you have been enjoying the summer which is slipping by way too fast!

I have to start by asking, "Who had fun last night"? Thank you to Glynnis for securing this location! You really out did yourself! Last night was a lot of fun, it was great to spend time with everyone in this type of setting and discover our hidden talents with axe throwing or race car driving!

We are off to a good start this year! When you hear the membership report from Denise, the number may seem low, but we are higher now than we were last year at this time. People do renew late and I know several are still waiting for their employers to send in the checks so we will have a more accurate count come the Oct meeting.

At the May Meeting, I had mentioned that several of us were making the trip to the Berkshire Chapter at the end of May. I presented the 3 CE Ethics Class while Zee Noia, Heather Heffernan, Jocelyn Dewey, Laura

Sewall, Julie Franklin and Glynnis Walbridge mingled with the chapter. We came out of the meeting feeling that it was very successful. The members were incredibly appreciative that there was so much representation from the Board at their meeting and we had several great discussions about MAIW and the future of the Berkshire Chapter. Even though the Director and Assistant Director could not be here today, I am hopeful that there will be more involvement with the Chapter going forward.

An update on Dukes, I received an e mail as I was leaving the office yesterday from Co-Director, Amy Sullivan. Now I know none of us can relate to this this but, she is leaving the world of insurance as it has become very stressful and causing health issues. She wanted me to thank all of you for making her feel so welcome in this organization. The good part is that it is not goodbye, as we all have a friend now in the Vineyard that will always welcome us there with open arms! She does



### IMPORTANT DATES

9/29 – So. Middlesex Chapter  
Comedy Night

9/30 - MAIW  
Making Strides Breast Cancer  
Walk in Boston

10/12-13 MAIW Association  
Meeting in Marlborough.

**Octoberfest**  
Host: Worcester Chapter

Attachments for these events  
are in this newsletter.

### OTHER TIDBITS

**RENEWALS ARE DUE!!!**  
Application is on Website

Essex & Middlesex Chapters  
have joined together as one  
Chapter!!

have a replacement to Co-Direct with Shannon Donovan and I will be making plans to visit them to install them for this year.

This year, I want to focus on MAKING IT HAPPEN and the goals we set to get there. As I read the reports for this meeting that were coming in, I was very pleased to see numerous people using the word "GOALS".

Director's, I have received so far from one chapter the list of 7 goals that you have for your chapters this year. If you were unable to send to me, I ask that you please forward a list to me soon as I do have ulterior motives with these lists this year! Go out of your comfort zone, outside the box, maybe

something you would like to see for your chapter that may seem unattainable. This will be the focus of our Director/Assistant Director meetings coming up. Maybe sharing and discussing will lead to new ideas and opportunities for all. My big goal is to finish updating the Director/Assistant Director manual which is almost complete! Remember, you have to set goals that are almost out of reach. If you set a goal that is attainable without much work or thought, you are stuck with something below your true talent and potential!

I know each and every chapter does their best each year and I thank you for it! There is a lot of time and

effort that goes into it! I also want to thank the New Directors for their enthusiasm and their "take the bull by the horns attitude". Very impressive! I know you will do great things this year and incorporate fresh ideas! I can't wait to see what is in store!

Please remember to send me your monthly meeting notices so I can plan my visits to spend an evening with you and your members.

In fellowship,

Monique E. Duquette

**LAURA SEWALL CIC, CISR  
MAIW, VICE PRESIDENT**

August 4, 2018

Good Morning Everyone,

It is great to see you all and I hope you are enjoying your summer. Enjoy every minute because before you know it we will be wishing it wasn't over yet. But we won't think about that yet.

The last statement in my Report from the May Meeting was "We are all great as individuals but together we make a great team!" I really believe that this statement relates to MAIW in a huge way. After all, what is MAIW made up of? It's made up of Chapters which is made up of individuals. I am going to go even further here and say that it is made up of Awesome individuals. No matter how big or small, each of you contribute to the Association and together that's what keeps us growing.

Now for a team to work, it's members need to participate, right? I am sure that you have members that come to your meetings on a regular basis and others that maybe come once or twice or even not at all. I know my Chapter has quite a few that fall in that category. Why? Is it because of conflicts in their personal life or is it because they either are not interested in what we offer or they just don't know what we are offering.

So here is my request. I would like to find out the whys and how we are going to get more people to join and more of our current members to come to our meetings. I am asking each of you to go back to your Members and ask them. Find out Why they don't come, what they might suggest we offer to get them to come and importantly, would they refer their friends or coworkers? Use whatever method you wish, email, mail or call them. Once you have a

few responses, put them together and bring them to the next State board meeting or email the list to me.

If we know the answers to these questions, we might be able to find the solutions. I know we are all full of great ideas!

I look forward to working with all of you and enjoy the rest of your summer!

In Fellowship,  
Laura Sewall CIC, CISR  
Vice President

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**JOCELYN DEWEY ACRS, AAI, CPCU  
MAIW, PRESIDENT ELECT**

August 4, 2018

Good Morning! I am honored to be here for a second year as President Elect and privileged to be able to sit on Monique's board once again. Monique's first year as MAIW President was inspirational and I'm sure her second year could only be bigger and better. I'm certainly going to have to big shoes to fill next year!

We might have had a short summer break over the past couple of months but we all know there is no rest for the wicked. It's been a busy and productive summer. At the May association meeting last year, I was tasked with chairing a newly created Social Media Committee. Our mission, which we chose to accept (though I'm not sure we really had a choice), was to create a social media policy for MAIW to use. In June, the committee which consists of myself, Sara Watkins, Ruth Leber, and Christina Sheehan worked together to develop what we feel is a realistic policy and guide for the association. You'll be hearing more about it a little later. We are also working to put together an educational social media power point presentation focused on educating chapters on the most effective uses of different social media platforms which also incorporate the propose social media policy. We hope to present that to the education committee for their review prior to the October association meeting. Big thanks to the ladies on the committee for their hard work and boundless social media knowledge. In addition to this and slightly less exciting, I worked with the Budget & Finance committee in July on the proposed 2018-2019 budget.

This year, I'll be preparing to take the helm of the MAIW ship...a daunting task. I plan to use the next several months as an opportunity to soak up as much information and knowledge as I can but I need your help to do that. I'd ask that committees please keep me in the loop. I'd love the opportunity to attend your meetings or calls. Same goes for chapters. Directors, please be sure to send me your meeting notices.

This year, let's keep in mind, "it is the set of the sails, not the direction of the wind that determines which way we will go".

In Fellowship,  
Jocelyn Dewey, ACSR, AAI, CPCU  
President Elect, Budget & Finance Chair

**ZEE NOIA, CISR, AAI, CPIA**  
**MAIW, IMMEDIATE PAST PRESIDENT**

August 4, 2018

Good Morning Everyone! It is nice to see everyone here today and hope your summer has been wonderful.

I can't believe just the other day we were together at the May Association meeting and here we are once again planning together for the upcoming year.

The board has begun working hard preparing for this coming year.

As Past President Elect for those new members at this meeting, I thought I would share with you what my duties are per the State Bylaws are as follows: I will serve as an advisor to the President and the Board of Directors, serve as chairman of the Nominating Committee and assist in the formation of new chapters.

I will continue to do my very best in helping any board member with any assistance you may need during our 2018 - 2019 term.

One of my goals for the upcoming year as President Elect is to continue being available to assist the President or Board of Directors planning or help with timelines.

As Nominating Chair, my goal is to start the year by assisting Directors to make sure Form 812 Certification of Voting Member and Alternate to MAIW Nomination Committee is completed and returned to me by January 3, 2019. Form 545 Candidate Application must be completed by any member who may be interested in serving on the Board and returned to me by January 3, 2019. This timeline will give Nominating committee time to review applications prior to the February Association meeting. I will reach out to Chapter Directors prior to your October or November meeting to make sure you vote a delegate and alternate. Remember each chapter is entitled to one vote and as Nominating Chair I serve without a vote. The nominating Committee will meet in February to select candidates for office.

I have provided Chapter Directors with these forms today as well as Officers that plan on serving on the 2019-2020 Board.

Last but not least, I would like to review form 813 - Chapter Slate of Officers. Rules apply the same to Chapter Nominating Committee. Each Chapter at their October or November meeting should vote two active members to serve on your committee. These two members will work with the Chapter Nominating Chair who is the Immediate Past Director and an active member appointed by the Chapter Director. Your Chapter Nominating Committee will work to present a slate of nominees at either your February or March meeting for chapter elections. Once chapter elections are held please send me form 813 Chapter Slate of Officers.

If you have any questions regarding procedures, let me know.

In Fellowship,  
Zee Noia, CISR, AAI, CPIA  
Nominating Committee Chair Report

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**HEATHER HEFFERNAN**  
**MAIW, TREASURER**

August 4, 2018

Good morning, everyone. It's always nice to see each one of you.

The financial report for the entire past year was shared with you on July 24<sup>th</sup>. You may have noted that our actual revenues for the year were higher than our actual expenses paid by \$5,839.20. Based on these results and the current proposed budget for the 2018-2019 fiscal year, I suggest we focus on spending a little more this year (compared to last year) in the areas of Advertising and Marketing to bring greater attention to our organization. We do still have some monies in reserve (as noted at the bottom of the financial report) that were not spent last year, and I will work to determine if there are any additional monies that can be reserved for that fiscal year before filing the annual informational tax return. Furthermore, in an effort to clear the reserve for chapter allocations, I have brought checks to hand off to each of the chapters that were in place when this 2015-2016 reserve was created. The monies paid out of the reserve totaled \$1,266 and are to be used for marketing and growth in membership. Overall and once again, we tended to be pretty frugal in our spending during the past fiscal year. Nice job!

The year-end Form 990's and subsequent audit reports for the previous fiscal year are due now. If your chapter has not forwarded them to me already, or if you need assistance, please reach out to me directly, as soon as possible. Otherwise, I will be reaching out to you. I will be available after the meeting this afternoon to address any chapter concerns or answer any questions related to the financial requirements of our organization, pertaining to the Form 990 reporting or otherwise.

The Association books (which is a compilation of all of my records from the entire year) will need to be audited this afternoon as well, and if there aren't any volunteers to work through this fairly quick process for us, I will ask directly for 2 participants.

Having addressed the aforementioned items, I want to encourage you to feel free to keep me on copy for any correspondence related to expenditures or deposits, so I can help to keep tabs on the progression of these efforts, over time, and assist, if needed.

Sincerely and In Fellowship,

Heather Heffernan  
MAIW Treasurer

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## COMMITTEE REPORTS

### **EDUCATION REPORT**

August 4, 2018

Short and sweet:

Approved 3 CE class on Risk Management will debut at the October meeting  
Will continue to develop classes  
Will continue to work on the MCIP Designation  
Scholarship fundraising

The approved list of classes is on the MAIW website under Member Recourses.

Looking forward to seeing all of you in October.

Yours in fellowship,  
Glynnis Walbridge  
MAIW Education Chairman

### **GOVERNMENT AFFAIRS REPORT**

August 4, 2018

Last year I put together great binders for the Government Affairs Chairman of each chapter. This year I would like to see everyone utilize them. A binder could be filled with a wealth of information that can be passed on year to year. It is meant for anyone that would like to know how, what or why in that particular area of the Government Affairs chairmanship. You could open that binder and have everything that they need of that position. I would like that binder to include any information to help the chairman reach out on legislative issues. Maybe share with other fellow chapter chairman information on legislation issues, votes, special speakers that could speak to your chapters. Government Affairs is everything we do in the insurance industry. Without rules or order or the right to vote where would we be.

Use our web site to help share your knowledge. If you have trouble sharing please reach out to me, and I will see what can be done to have it included. This is your association and many hands make lite work. Don't be afraid to ask anyone for guidance.

You are not standing alone in our association. We are a village, and it takes a village to have this special group called MAIW.

Julie Franklin CISR, CPIW

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## **MARKETING REPORT**

August 4, 2018

Good morning,

Volunteers are needed for the Big Event. We will have information out about that shortly.

We are working on new brochures and Marketing material. We've had lots of changes so we need to update everything.

Will have tablecloth with logo and banners for our booth for a more professional look.

Yours in fellowship,

Glynnis Walbridge  
MAIW Marketing Committee

## **PUBLIC RELATIONS COMMITTEE REPORT**

August 4, 2018

# **WE MAKE IT HAPPEN!**

Good Morning!

It is great to see everyone again!

I was sitting at home this week thinking about my summer report and the direction we received from our fearless leader Monique to "make it happen!"

Monique got me thinking of MAIW. Why I am a member? Why did I accept the public relations chairperson position at both the state and chapter level for this upcoming year? I joined this fabulous organization for so many reasons. The list was endless but it all came down to one word. **You!**

**You** make it all happen! **You** start by becoming an MAIW member. **You** raise money for scholarships, **you** walk for a cause, **you** reach out to the community to see how you can help, **you** volunteer your time and **you** get your family, friends and colleagues involved in your

cause. **You** open up your heart and your homes to help others. **You** are the reason why I love being a member of MAIW.

**It all comes down to people helping people!**

My goal for the upcoming year is to communicate! I will ask our chapters and members to share their PR activities with us. I can only report out if I have information to share. The more we share the more people we can get interested in our cause.

I put together a public relations data collecting form, which I am proposing to the board at this meeting for review and approval to use. It will allow me to capture our activities, report results back to the board and will create a history of MAIW's activities in our communities.

- What is the name of the organization or group we are supporting?
- Why have we decided to support them? In honor of someone
- How are we going to support them? Time, donations, fundraising event
- When? Date/place, chapter meeting, monthly support
- What were our results? Quantify 10 volunteers/25 hours, \$\$\$, goods

Our chapters and members are already off and running this year for another year of giving to our communities!

The following events are on the schedule.

August 16      Aniesta M. Carey Scholarship  
Middlesex planning meeting for September comedy event.  
RSVP Harriet Baillargeon [harrietb234@aol.com](mailto:harrietb234@aol.com) 508-330-4428

August 19      Uveitis Walk for Vision  
Bristol Zee Noia  
<https://walkforvision.rallybound.org/boston>

September 23    The Jimmy Fund Dana-Farber Cancer Institute  
Plymouth Laura Sewall  
<http://jimmyfundwalk.org/goto/laurasewall>

September 29    Aniesta M. Carey Scholarship Comedy Event  
Middlesex Chapter  
Maynard Rod & Gun Club  
45 Old Mill Road  
Maynard, MA 01754

September 30    Boston Making Strides Walk  
MAIW Team – WE NEED Walkers!  
Flyers will be distributed & sent in electronic form.

I look forward to another year of fun times.

We can make it happen!

In fellowship,  
Annie Raposo

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## **SAFETY COMMITTEE**

It will be your responsibility to gather Safety information each month and pass this information on to your Chapter members at your monthly meetings.

With GOOGLE at your fingertips, you will find a wealth of topics to report on, starting with the 2018 Safety Observance Calendar listing, from which you can expand. You will also have access to various insurance publications at your office, which always have some current information to draw from.

Please email me your monthly reports, in a timely fashion, in order for me to be able to report to the MAIW leadership, and also to be eligible to be in the running for the Safety Award at the end of our 2018-2019 year.

Thank you for accepting your Chapter's position, good luck in your year, and please don't hesitate to contact me with any questions.

In fellowship,  
Ingrid C Brown, MAIW SAFETY CHAIR  
MAIW President 2008-2009  
[icybee@verizon.net](mailto:icybee@verizon.net)  
11 Granite St., Rockport, MA 01966  
978-546-3514 hm; 978-335-4454 cl

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## **WEBSITE COMMITTEE**

Good Morning everyone!

Thank you to those of you who have reached out to me in reference to updating forms on our web page.

I have been working hard with our web page coordinator to accomplish getting our forms password protection. The means, that prior to working with Chuck to get forms password protection, any member could make changes to all of forms under Member Resources. Chuck has placed lock downs on the following forms:

- Bylaws
- Member Application
- Director and Assistant Director Manual
- Association Meeting Schedule
- Pay Voucher
- Income Deposit Voucher
- Classes
- Member of the Year Award Application
- Member of the Year Procedure
- MAIW Dignitaries

Chuck has not completed all forms.

I was planning to meet Chuck in July and plan a new web page face lift; however, it didn't take place because of commitments that came up.

My goal is to meet with Chuck before we come together in October. I am determined to have our webpage completed by year end.

I will be working with Officers and the Marketing Committee to gather ideas on how we can make our webpage attractive and appealing to viewers.

This project is a work in progress and I do appreciate any input from you.

In Fellowship,  
Zee Noia, CISR, AAI, CPIA  
Web Site Chair

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## CHAPTER REPORTS

### **CAPE COD**

August 4, 2018

Happy Summer from the Cape Cod Chapter!

We've been very busy this summer planning and getting ready for our upcoming year. We had so much success boosting our attendance and participation at chapter meetings last year, that I thought my main focus this year should be engaging those new faces and encouraging them to join our Board. We've had a few informal planning sessions this summer, and I'm happy to report that we've also filled the majority of our Committee Chair positions! I have a list of our Committee Chair's contact information, which I have already distributed to the MAIW Chairs. I have extra copies with me today, if anyone would like one.

I've been updating our email distribution list this summer, which I think is a good practice to do every year – we all know how many changes happen over the course of a year! We've also started a Facebook page, MAIW Cape Cod Chapter. It's so important to the organization that we remain relevant in the industry, and I think the Facebook page will be a great opportunity for us to reach our members and attendees beyond their work emails. Another focus for our Chapter this year is our want to spend more time on philanthropy – we want to make MAIW Cape Cod a part of our community, not just a monthly meeting.

We've also secured our programs and speakers for our full upcoming year. We will kick September off with a claims round-table discussion, featuring local adjusters, company claims personnel, and restoration companies. We had originally planned this to be our May 2018 meeting, but decided to move it to September, given how busy many adjustment firms still were from the March storms.

October is fire safety month and, to go along with the theme, our meeting will feature Lt. Kevin A. St. John, who will be talking to us about Fire and Electrical Issues in the Home. I want to get creative with our schedule of events this year, and I love that we can offer programs that are educational, but aren't your typical CE classes.

I can't wait to share all that we have planned and am so excited to see the progress and successes our Chapter achieves this year!

Sincerely and In Fellowship,  
Aimee Bessette

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## **PLYMOUTH CHAPTER**

August 4, 2018

Good Morning Everyone,

It is so nice to see everyone and hope you are all enjoying what is left of the summer! Again, thank you Glynnis for all your hard work for planning and putting this meeting together! Great job as usual!

As a “newbie” director of the Plymouth Chapter, I have been very busy over the summer, planning my new year and I can’t wait to start working with all my new board members and members, as I said at my May installation meeting, it’s not my Chapter, it is yours, so let’s work together and make it happen and have some fun!

We had our first board meeting on July 25th, 2018 at Rogers & Gray in Kingston and went over a lot of different topics and revising our standing rules. I also plan on having another one in August before our first September dinner meeting.

The Plymouth Chapter has already planned for the whole year....but for the first part of the year, we are having:

**September 14,** **Julie Paul** from Progressive will do a Commercial Auto Class CEU class. Also during that month, I and a few of the members will be doing the Cancer walk with the MAIW team and yes ladies, my husband will be there too. Although October is breast cancer awareness month, September is lymphoma awareness month, as some of you already know, I have been diagnosed with intraocular Lymphoma and will be going to Dana Farber Boston on August 8th for the plan of Action. I will keep you posted, but NOT on facebook.

**October 10th** We are having our own Cape Cod member, **Colleen Ormsby** who will be teaching the BOP Class.

**November 14<sup>th</sup>** **Kathy Cormier**, will be teaching the RMV Class.

**December 14<sup>th</sup>** To end the year with a bang, we will be having our annual XMAS Party & Yankee Swap and will be once again, adopting a teenager at a local homeless shelter.

At my Installation dinner in May, I gave all those that attended guests/members, a package of seeds and asked them to plant them as my theme for the year is “PLANT THE SEEDS FOR SUCCESS AND COME GROW WITH US!”

In Fellowship & respectfully submitted,  
Liz Brothers, CISR  
MAIW Plymouth Chapter Director

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*Massachusetts Association of Insurance  
Women, Inc.*



## MAIW October Meeting

Hosted by  
Worcester Chapter



*October 12<sup>th</sup>-13<sup>th</sup>*

Hilton Garden Inn Boston/Marlborough  
170 Forest Street  
Marlborough, MA 01752

Room Rate: \$129  
Group Code: MAIW

508-251-6706  
Cut off for discounted rate is September 19, 2018





## SCHEDULE OF EVENTS



### FRIDAY, OCTOBER 12<sup>TH</sup>

1:30 p.m. – 5:00 p.m.	Risk Management Basic (3 CE – Commercial)
5:00 p.m. – 7:00 p.m.	Registration
7:00 p.m. – 8:00 p.m.	Board Meeting
7:30 p.m. – 10:30 p.m.	Hospitality Room



### SATURDAY, OCTOBER 13<sup>TH</sup>

8:30 a.m. – 8:45 a.m.	First Timers Meeting
8:30 a.m. – 9:00 a.m.	Directors/Assistant Directors Meeting
8:30 a.m. – 10:30 a.m.	Brunch (Meeting)
9:00 a.m. – 10:15 a.m.	Social Media Presentation
10:15 a.m. – 11:00 a.m.	Open discussions with the Board
11:00 a.m. – 11:15 a.m.	Break
11:15 a.m. – 1:00 p.m.	Business Meeting



**MAIW OCTOBER MEETING REGISTRATION FORM**

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

Chapter: \_\_\_\_\_ Non-member: \_\_\_\_\_

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

Registration (FULL) Fee: \$ 55.00

Friday Risk Management Basics Commercial (3CE) Yes\_\_\_No\_\_\_

*Instructor: Glynnis Walbridge*

Non Member Class fee \$ 30.00 Yes\_\_\_\_\_

Saturday Brunch Yes\_\_\_No\_\_\_

Saturday Social Media Presentation Yes\_\_\_No\_\_\_

*Instructors: Sara Watkins, Ruth Leber, Christina Sheehan*

Will this be your first Association Meeting? Yes\_\_\_No\_\_\_

Are you a past MAIW President? Yes\_\_\_No\_\_\_

Do you need a name tag? Yes\_\_\_No\_\_\_

Do you have any dietary restrictions? Yes\_\_\_No\_\_\_

If Yes, please advise: \_\_\_\_\_

**\*\*\*DEADLINE TO REGISTER: Friday, September 28<sup>th</sup>, 2018**

Please make check payable to: MAIW WORCESTER CHAPTER  
Check & Registration form mailed to: C/O Carolee LaMarre \*131 Turnpike Road \* Willington, CT 06279



## MA Association of Insurance Women

<http://main.acsevents.org/goto/MAIW>

### Our Goal \$3000!

Making Strides Boston  
DCR Hatch Shell  
47 David G Mugar Way  
Boston, MA

Sunday September 30, 2018  
Registration 7:30  
Rolling Start 8:00 to 10:00



**Join our team in Boston to support a great cause!**

Please follow the link above to get to our team's website. You can join the team or support the team by making a donation. If you encounter any problems please contact Annie Raposo at 508-989-8215 or [araposo@vermo](mailto:araposo@vermo)