CAA Board of Members Business Meeting

Wednesday February 22, 2023

Board Meeting

February 22nd – 23rd, 2023
Omni Las Colinas | Dallas, TX

Agenda

Wednesday, February 22, 2023

12:00 pm – 2:30 pm Business Meeting (Lunch Included)

Call to Order – Pete Bibby

A. Consent Agenda – Pete Bibby
B. Financial Report – A.J. Lovitt
C. CEO/COO Update – A.J. Lovitt & Nikki Toon
D. New Business – Pete Bibby
   1. Member Non-Solicitation in CAA Agreement Vote
   2. Pierson Fendley Voting Member Change
      a. Change to Clifton Fendley
   3. Elliott Insurance & Stephens Chapin Insurance

E. Member Discussion
   1. Benefits Aggregation Update – A.J. Lovitt
   2. Producer Development Program Update – Pete Bibby
   3. Claims Management/IAN Group – David Wellmann
   4. Large Account Specialist – Brent Borgstedte
   5. Open Discussion
F. Adjourn

3:00 pm – 5:30 pm CAA Agency Forum – Presented by Catalyit

5:45 pm – 7:00 pm Welcome Reception

7:00 pm Dinner on your own

Consent Agenda

Wednesday February 22, 2023

MINUTES

COMBINED AGENTS OF AMERICA, LLC
JW Marriott| Nashville, TN

November 15-16th 2022

<u>Tuesday, November 15, 2022</u>

The CAA Board of Members meeting was held at the JW Marriott, Nashville, TN

All member agencies were represented except the following: Aars and Nelson, ABI Insurance, Al Shank Insurance, Arnold Insurance, Crockett Insurance, Davis & Garratt, Evans Ewan and Brady, First Insurance Services, Jordan-Barnett Agency, Kellerman Insurance, McCorkle Insurance, NTX Group, Porter Spears & Bundy Insurance Agency, Raleigh Insurance Agency, Saylor Insurance Services, T.R. Baker Agency, Truly Insurance

The following prospects attended this meeting:
Mark Perkins – Perkins Insurance Agencies
Joe Strunk – 3000 Insurance Group
Ed Williams- Williams Insurance
Joe Hinke- Miller, Fidler & Hinke

BUSINESS MEETING

Chairman Pete Bibby called the meeting to order.

CEO A.J. Lovitt introduced the prospects in attendance:

Mark Perkins – Perkins Insurance Agencies
Joe Strunk – 3000 Insurance Group
Ed Williams- Williams Insurance
Joe Hinke- Miller, Fidler & Hinke
Thomas Francis & Clint Henson- Lee Insurance Agency

A. CONSENT AGENDA

Pete Bibby asked for a motion to consent the agenda and approve the minutes from the July 2022 meeting.

MOTION WAS MADE BY MICHAEL BOSWORTH AND SECONDED BY KYLE BECKER. MOTION CARRIED.

B. FINANCIAL REPORT

CAA CEO A.J. Lovitt presented the financials to the board.

CAA FINANCIALS through October 2022:

Income:

2022 Income is currently $202K below budget. Member dues are 86% to what we budgeted due to not colleting 4th quarter dues yet. We budgeted to bring in six new members and we brought in seven. This is the reason the new member fee is $5K over budget. We last collected $475K in third quarter dues and $63K in technology fees in July. We collected over $220K in meeting sponsorships year to date. Great work by the team getting partners excited about sponsoring our meeting. We have three carriers presenting at our November meeting which will bring in $25K in sponsorship money. $7,500 of that sponsorship has already been received. Income continues to outpace expense. I will continue to forecast each month how much I think we need to collect in fourth quarter dues. I anticipate waiting until December again this year to collect fourth quarter dues to avoid having to return funds. I have reached out to our CPA to see if there would be any issues if we ran a slight loss. If not, we might not have to collect any fourth quarter dues. We will have a much better understanding of how much we need to collect after our November meeting. I anticipate collecting any needed 4th quarter dues around December 15th. With brining on 20 new members in January we will collect at least $100K of new member fees which can help us get buy until we collect first quarter dues in February.

Expenses:

Big Three Expenses:

Staff Travel: Under budget at 80%. This continues to climb due to adding Jane and adding more agents. November and December should be a little slower, but Nikki and I traveled for carrier planning meetings in Dallas and Des Moines in October.

Meeting Expenses: Over budget at 121%. The cost of the February meeting was approximately $69K. We budget $70 for this meeting. We have paid $25K in deposits for future meetings. Other items included in this expense are the prospect expenses for Bainswest and hosted carrier meetings. Our sponsorships for our July meeting covered the entire cost of the meeting. We budget meeting expenses on a gross basis. For this year even though we are over budget, it is offset by the additional $128K we collect in sponsorships over what was budgeted. Also, for our July and November meeting we will have approximately 20-30 people than planned due to Bainswest. We have sold our complete room block already for November. We will collect approximately $25K in sponsorship for our November meeting from: Philly, Acuity, and Berkley Group. We received a $60K refund that posted in October for our overpayment of the July event in Dallas. We have prepaid for most, if not all the November meeting. We will have some miscellaneous expenses in Nashville yet. The only other major meeting expense we should have in this line item before year end is a deposit for one the Dallas meetings next year.

Staff Payroll: Under budget at 86%. We have unpaid staff bonuses in this category which will keep us under budget for the year until they are paid out. We have backfilled Kara’s role with Jane Rohde at a higher salary as previously discussed. Aileene took a month of unpaid leave for her maternity leave. She has now returned to work, and this will increase payroll over the past couple of months. This will cause CAA to be over budget for payroll in 2022.

Other Expenses:

Agency KPI Subscription – 113% to budget. We paid the 4th quarter invoice in October. We should be under budget by year end.

Bank Charges – 1,279% to budget. Due to fees from switching banks. We are in the process of working to get these reduced/removed. The Bancorp South accounts are now all closed and the fees should reduce significantly going forward. They suspended all bank fees for three years due to a merger. The three years is now up and they are charging increased fees. We will end the year over budget on this item. Bank fees going forward should be more accurately budgeted in 2023. I have began to explore other possible banking relationships to see if we can find a significant savings on our fees. This will likely be a 2023 project.

Payroll Benefits – 105% to budget. Due to paying in full $50K Key person life Insurance policy last month. We straight line budget this evenly each month of the year. Will improve as year goes on.

Promotional – 199% to budget. Due to items, we have purchased for 2022 and some promotional advertising we have done. We paid the final invoice on the CAA video.

QuickBooks Fees – 125% to budget. Due slight increase in fees.

Software – 181% to budget. Due to setting up Your Membership as our new CRM system for 2023. As Nikki previously explained we had to incur the set-up cost in 2022 to be ready for 2023. In 2023 this will replace Convey and our cost should go down $20K per year going forward and give us greater capabilities for member communication.

Taxes – 135% to budget. Should catch up with the annual budget as the year progresses.

Telephone – 137% to budget. Due to brining on Jane and renewing our internet phone system.

All other expenses are at or below budget.

Overall expenses are at 94% to budget. Even with all the extra meeting, prospecting, salary, and technology expenses this year we are still under the budget. Income is 91% to budget. Net Income is currently $317K. The main expense overage is meeting expenses which is being offset by the sponsorship in the income section. Other items driving expenses are paying the key person life insurance and set-up cost of Your Membership. Overall, the CAA P&L continues to be solid. The more years we have consistency in the leadership and staff, the more accurate and consistence our budgeting process becomes.

CAA FINANCIALS through October 2022:

Income:

CAAIS Income is $1.9 Mil which is $116K short of the budget. CAAIS was $180K behind budget last month, we continue to make progress each month. We are behind pace for business placed in CAAIS, but the last two months have seen an increased flow in new business. Contingency income has exceeded out budgeted amount and is helping offset the additional staff we have added to CAAIS. Several members will be moving their NW Private Client book into CAAIS in 2022. The more successful the production team is in helping members align premium with core internal carriers, and assisting members in getting new contracts, CAAIS will lose business to direct markets within agencies. This is a good thing for the individual members, but a challenging financial situation for CAAIS.

Operating Expenses (over budget):

Software Expenses: This expense includes both Applied costs and hardware. Over budget due to computer equipment for Kelly which was an addition to staff and for adding her as a user to Epic. Patra costs are included here. We will likely be ending Patra relationship due to hiring Tiffany A.

Bank Charges: Over budget due to not putting in the budget for 2022. Per the CAA notes the Bancorp South accounts have been closed.

Payroll Benefits: Our renewal pricing for benefits exceeds what we budgeted and went into effect on 7/1.

Licenses: Over budget due to having to change all of the licenses from Kara over to Kelly. This should not be an ongoing expense issue.

CAAIS Staff Travel: Over budget due to sending Julie and Kelly to Applied Net.

Office Supplies: Over Budget based on how we allocate with CAA. CAA & CAAIS combined are $1,622 under budget.

Office – Small Equipment: Over Budget based on how we allocate with CAA. CAA is under budget by $5K. Making the two entities combined $2,950 under budget.

Payroll Expenses: With the addition of Kelli and Tiffany we will be over budget significantly for CAAIS for 2022. Between CAA & CAAIS we have added three staff spots this year. We will be over budget for payroll this year. The $14K credit for correcting the payroll error was posted with an April date.

Professional Development: Due to designation classes already taken by the CAAIS team, and for registering Kelly and Julie for Applied conference later this year. Kelly and Kim attended a high value PL conference in Dallas last month.

Promotional: Slightly over budget we did not have a line item built into the budget for this.

Internet and Telephone: Over Budget based on how we allocate with CAA & Timing of invoice. Included in this code is Spectrum, Amazon Web Services, and cell phone reimbursement for Kelly. Also, last month we paid our annual invoice for our internet telephone service.

Overall Operating Expenses are over budget by $131K. Salaries are $124K of the overage. As mentioned above CAAIS will be over budget for the year due to the addition of Kelly and Tiffany. We needed to add and upgrade staff with a possible large increase in membership from Bainswest and to handle flow from our current members. The investment in staff will have an effect on the budget this year but should set us up for future success in CAAIS. Next year all of Nikki's salary will go back to CAA. This will help us offset some of the salary increase in CAAIS. CAAIS is over budget by less than the salary overage for additional staff. All other expenses collectively are under budget.

Net Income:

Net Income is $33K YTD. As I state every year this continues to be a challenging P&L to manage due to helping members place more business directly.

Pete Bibby asked for a motion to consent the agenda and approve the minutes from the February 2022 meeting.

MOTION WAS MADE TO APPROVE FINANCIALS BY BOB WOOD AND SECONDED BY TOMMY DIES. MOTION CARRIED.

C. **CEO/COO UPDATE-** Update given by AJ Lovitt and Nikki Toon

D. **NEW BUSINESS**

1. 2023 Budget Approval – A.J. Lovitt presented the 2023 CAA and CAAIS Budget

MOTION WAS MADE TO APPROVE 2023 BUDGET BY SHANE DAVOLT AND SECONDED BY MICHAEL BOSWORTH. MOTION CARRIED.

2. NTX Change of Ownership – Pete Bibby
   Discussed with the Board that NTX dissolved with the sell of Laird Insurance.

3. Connell Insurance Disassociation – A.J. Lovitt
   Connell Insurance will be selling effective 1/1/23 to Higginbotham Insurance, therefore their CAA membership will cease 12/31/22

4. New EC Member Election – Pete Bibby
   a. Ashley Hart – SW Rep
   b. Michael Bosworth – At Large Rep
   c. Maureen Wagoner – At Large Rep

MOTION WAS MADE TO APPROVE NEW EC MEMBERS BY CLIFTON FENDLEY AND SECONDED BY STEWART BERRONG. MOTION CARRIED.

E. **MEMBER DISCUSSION**

1. Benefits Aggregation – Al Jannett
   Decided a survey will be sent out to members to measure engagement and volume.
2. Member Non-Solicitation – Rick Elliott
   Rick discussed the culture of CAA and the spirit and intention of the agreement.
3. New Investments in CAAPFF – Pete Bibby
   It was decided there would be no new investment opportunities in 2023.

MOTION TO ADJOURN WAS MADE BY SCOTT BURTON AND SECONDED BY CLIFTON FENDLEY. MOTION CARRIED.

Financial Report

Wednesday February 22, 2023

A.J. Lovitt, CEO

COMBINED AGENTS OF AMERICA LLC

Budget vs. Actuals: FY_2022 - FY22 P&L

January - December 2022

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Income				
CAAIS Reimbursable	87,935.64	91,200.00	-3,264.36	96.42 %
Capital Contribution	74,999.43	100,000.00	-25,000.57	75.00 %
CRC Employee Investment	40,000.00	40,000.00	0.00	100.00 %
Meeting Sponsorship	252,200.00	100,000.00	152,200.00	252.20 %
Member Assessments	1,432,918.02	1,674,748.05	-241,830.03	85.56 %
New Member Fee	35,000.00	30,000.00	5,000.00	116.67 %
Technology Fee	189,000.00	252,000.00	-63,000.00	75.00 %
Total Income	**$2,112,053.09**	**$2,287,948.05**	**$ -175,894.96**	**92.31 %**
GROSS PROFIT	**$2,112,053.09**	**$2,287,948.05**	**$ -175,894.96**	**92.31 %**
Expenses				
Agency KPI Subscription	292,580.80	311,000.00	-18,419.20	94.08 %
Bank Charges	5,786.39	500.00	5,286.39	1,157.28 %
CAA Staff Travel	76,333.75	90,000.00	-13,666.25	84.82 %
CAAIS Expenses	**88,253.24**	**91,200.00**	**-2,946.76**	**96.77 %**
Charity/Contributions	530.91	7,000.00	-6,469.09	7.58 %
Contract Labor	**12,000.00**	**70,000.00**	**-58,000.00**	**17.14 %**
Dues/Membership	13,832.20	8,000.00	5,832.20	172.90 %
Gifts	2,912.73	5,000.00	-2,087.27	58.25 %
Insurance - CAA	**8,340.73**	**35,000.00**	**-26,659.27**	**23.83 %**
Internet Provider Fees	1,204.92	2,000.00	-795.08	60.25 %
Licenses and Permits	296.22	3,000.00	-2,703.78	9.87 %
Meeting Expense	**498,438.09**	**414,000.00**	**84,438.09**	**120.40 %**
Miscellaneous	1,416.98	3,500.00	-2,083.02	40.49 %
Office Supplies	6,852.67	7,500.00	-647.33	91.37 %
Office-Small Equipment & Furn	4,138.10	12,000.00	-7,861.90	34.48 %
Payroll Benefits	**164,318.49**	**164,000.00**	**318.49**	**100.19 %**
Payroll Expenses	**784,292.24**	**782,700.00**	**1,592.24**	**100.20 %**
Postage Expense	560.50	2,500.00	-1,939.50	22.42 %
Prof Development	16,889.67	20,000.00	-3,110.33	84.45 %
Professional Fees	**55,049.97**	**64,500.00**	**-9,450.03**	**85.35 %**
Promotional	14,667.37	7,500.00	7,167.37	195.56 %
QuickBooks Fees	2,100.02	1,500.00	600.02	140.00 %
Rent	41,699.60	60,000.00	-18,300.40	69.50 %
Repairs & Maintenance	17,725.54	18,000.00	-274.46	98.48 %
Software	52,405.57	30,000.00	22,405.57	174.69 %
Subscriptions & Journals	9,017.30	10,000.00	-982.70	90.17 %
Taxes	8,749.65	7,500.00	1,249.65	116.66 %
Telephone	11,685.26	10,000.00	1,685.26	116.85 %
Total Expenses	**$2,192,078.91**	**$2,237,900.00**	**$ -45,821.09**	**97.95 %**
NET OPERATING INCOME	**$ -80,025.82**	**$50,048.05**	**$ -130,073.87**	**-159.90 %**
Other Income	**$2,653.77**	**$0.00**	**$2,653.77**	**0.00%**

COMBINED AGENTS OF AMERICA LLC

Budget vs. Actuals: FY_2022 - FY22 P&L

January - December 2022

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Other Expenses	**$ -0.84**	**$0.00**	**$ -0.84**	**0.00%**
NET OTHER INCOME	**$2,654.61**	**$0.00**	**$2,654.61**	**0.00%**
NET INCOME	**$ -77,371.21**	**$50,048.05**	**$ -127,419.26**	**-154.59 %**

COMBINED AGENTS OF AMERICA LLC

Balance Sheet

As of December 31, 2022

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
TX Capital Bank - OPERATING XXXX5253	654,688.19
TX Capital Bank - CD XXXX1263	258,289.05
TX Capital Bank - MMKT XXXX4093	78,603.56
Total Bank Accounts	**$991,580.80**
Other Current Assets	
Receivable - IS	17,084.23
Receivable - PFC	10,636.66
Total Other Current Assets	**$27,720.89**
Total Current Assets	**$1,019,301.69**
Fixed Assets	**$6,563.70**
Other Assets	**$267,016.86**
TOTAL ASSETS	**$1,292,882.25**
LIABILITIES AND EQUITY	**$1,292,882.25**

Income Statement - One Comparison Variance

		Current Period						Year to Date					
		Actual Amounts		2022 Budget				Actual Amounts		2022 Budget			
		Dec 2022	%	Dec 2022	%	Variance $	Var %	Dec 2022	%	Dec 2022	%	Variance $	Var %
INCOME													
400000	Agency Bill (Commission) I	$5,433.48	2.8	$21,731.74	11.7	-$16,298.26	-75.0	$174,160.77	7.7	$260,780.00	11.0	-$86,619.23	-33.2
***Subtotal	Agency Bill Income	$5,433.48	2.8	$21,731.74	11.7	-$16,298.26	-75.0	$174,160.77	7.7	$260,780.00	11.0	-$86,619.23	-33.2
401000	Direct Bill (Commission) In	$180,375.37	92.9	$163,902.24	88.3	$16,473.13	10.1	$1,875,411.50	82.8	$1,966,826.00	83.1	-$91,414.50	-4.6
***Subtotal	Direct Bill Income	$180,375.37	92.9	$163,902.24	88.3	$16,473.13	10.1	$1,875,411.50	82.8	$1,966,826.00	83.1	-$91,414.50	-4.6
405000	Contingency & Profit Shari	$8,262.56	4.3	$0.00	0.0	$8,262.56	0.0	$216,629.91	9.6	$140,000.00	5.9	$76,629.91	54.7
***Subtotal	Other Income	$8,262.56	4.3	$0.00	0.0	$8,262.56	0.0	$216,629.91	9.6	$140,000.00	5.9	$76,629.91	54.7
TOTAL INCOME		$194,071.41	100.0	$185,633.98	100.0	$8,437.43	4.5	$2,266,202.18	100.0	$2,367,606.00	100.0	-$101,403.82	-4.3
EXPENSE													
501000	Broker Commission Expens	$162,080.29	83.5	$158,133.87	85.2	$3,946.42	2.5	$1,640,760.32	72.4	$1,897,606.00	80.1	-$256,845.68	-13.5
503000	Accounts Receivable Write	$0.00	0.0			$0.00	0.0	-$1,755.53	-0.1			-$1,755.53	0.0
***Subtotal	Selling Expense	$162,080.29	83.5	$158,133.87	85.2	$3,946.42	2.5	$1,639,004.79	72.3	$1,897,606.00	80.1	-$258,601.21	-13.6
601000	Software Expense	$2,549.67	1.3	$2,000.00	1.1	$549.67	27.5	$33,734.72	1.5	$24,000.00	1.0	$9,734.72	40.6
601100	Bank Charges	$0.00	0.0	$0.00	0.0	$0.00	0.0	$439.11	0.0	$0.00	0.0	$439.11	0.0
603000	Payroll Employee Benefit -	$2,871.26	1.5	$2,166.74	1.2	$704.52	32.5	$27,674.84	1.2	$26,000.00	1.1	$1,674.84	6.4
604000	Gifts Expense	$119.60	0.1	$87.00	0.0	$32.60	37.5	$460.95	0.0	$1,000.00	0.0	-$539.05	-53.9
605000	Licenses	$478.35	0.2	$333.37	0.2	$144.98	43.5	$6,411.91	0.3	$4,000.00	0.2	$2,411.91	60.3
606000	CAAIS Staff Travel	$0.00	0.0	$666.74	0.4	-$666.74	0.0	$9,171.44	0.4	$8,000.00	0.3	$1,171.44	14.6
607000	Miscellaneous	$0.00	0.0	$83.37	0.0	-$83.37	0.0	$901.19	0.0	$1,000.00	0.0	-$98.81	-9.9
608000	Office Supplies	$70.97	0.0	$166.74	0.1	-$95.77	-57.4	$2,241.58	0.1	$2,000.00	0.1	$241.58	12.1
608200	Office - Small Equipment &	$89.73	0.0	$166.74	0.1	-$77.01	-46.2	$4,937.53	0.2	$2,000.00	0.1	$2,937.53	146.9
609000	Payroll Expenses	$44,057.89	22.7	$27,083.37	14.6	$16,974.52	62.7	$519,510.92	22.9	$325,000.00	13.7	$194,510.92	59.8
609100	Contract Labor	$514.50	0.3	$1,500.00	0.8	-$985.50	-65.7	$4,946.85	0.2	$18,000.00	0.8	-$13,053.15	-72.5
609200	Employee Bonus	$0.00	0.0			$0.00	0.0	$2,500.00	0.1			$2,500.00	0.0
609300	Consulting	$0.00	0.0			$0.00	0.0	$12,000.00	0.5			$12,000.00	0.0
610000	Postage Expense	$0.00	0.0	$125.00	0.1	-$125.00	0.0	$253.25	0.0	$1,500.00	0.1	-$1,246.75	-83.1
611000	Professional Development	$480.00	0.2	$208.37	0.1	$271.63	130.4	$7,795.04	0.3	$2,500.00	0.1	$5,295.04	211.8
612000	Professional Fees/EPay	$21.00	0.0	$291.74	0.2	-$270.74	-92.8	$971.98	0.0	$3,500.00	0.1	-$2,528.02	-72.2
612100	Advertising/Promotional Ex	$0.00	0.0			$0.00	0.0	$248.87	0.0			$248.87	0.0
616000	Internet Provider/Telephon	$293.21	0.2	$166.74	0.1	$126.47	75.8	$6,798.98	0.3	$2,000.00	0.1	$4,798.98	239.9
617000	Rent	$2,835.57	1.5	$2,500.00	1.3	$335.57	13.4	$27,724.76	1.2	$30,000.00	1.3	-$2,275.24	-7.6

The report results displayed are based on the structure access of the user generating the report.

		Current Period						Year to Date					
		Actual Amounts		2022 Budget				Actual Amounts		2022 Budget			
		Dec 2022	%	Dec 2022	%	Variance $	Var %	Dec 2022	%	Dec 2022	%	Variance $	Var %
618000	Insurance - CAAIS	$3,037.98	1.6	$1,250.00	0.7	$1,787.98	143.0	$12,507.34	0.6	$15,000.00	0.6	-$2,492.66	-16.6
619000	Dues/Memberships	$0.00	0.0			$0.00	0.0	$751.00	0.0			$751.00	0.0
***Subtotal	Operating Expense	$57,419.73	29.6	$38,795.92	20.9	$18,623.81	48.0	$681,982.26	30.1	$465,500.00	19.7	$216,482.26	46.5
TOTAL EXPENSE		$219,500.02	113.1	$196,929.79	106.1	$22,570.23	11.5	$2,320,987.05	102.4	$2,363,106.00	99.8	-$42,118.95	-1.8
NET PROFIT/LOSS		-$25,428.61	-13.1	-$11,295.81	0.0	-$14,132.80	125.1	-$54,784.87	-2.4	$4,500.00	0.0	-$59,284.87	-1317.4

ASSET		
103000	(Old) Main Operating - BancorpSouth	$0.54
103500	Main Operating - Texas Capital Bank	$464,498.71
110000	Accounts Receivable	$51,686.71
112000	Premium Payable Cash On Account	-$175.95
115000	Direct Bill Commission Receivables	$3,187.50
Total Current Assets		$519,197.51
114000	Cash on Account	-$1,666.81
Total Fixed Assets		-$1,666.81
Total ASSET		$517,530.70
LIABILITY		
201000	Company Payable Write-Off	$1,156.92
202000	Government Payables	$850.47
245000	Interagency Broker Commission Write Off	-$381.62
Total Short Term Liabilities		$1,625.77
200000	Company Payables	$95,745.97
Total Company Payables		$95,745.97
240000	Broker (Commission) Payable	$148,368.64
Total Broker Commission Payables		$148,368.64
Total LIABILITY		$245,740.38
EQUITY		
301000	Member Capital	$16,318.04
330000	Retained Earnings	$286,154.40
350000	Agency Bill Unearned Income	$24,102.75
Total Equity		$326,575.19
Total Undistributed Earnings		-$54,784.87
Total EQUITY		$271,790.32
Total LIABILITIES & EQUITY		$517,530.70

CEO/COO Update

Wednesday February 22, 2023

A.J. Lovitt, CEO & Nikki Toon, COO

New Business

Wednesday February 22, 2023

Pete Bibby, Chairman

1. **Member Non-Solicitation in CAA Agreement Vote**
2. **Pierson Fendley Voting Member Change**

   a. Change to Clifton Fendley
3. **Elliott Insurance & Stephens Chapin Insurance**

Employee Non-Solicitation Vote

5.11 No member shall directly or indirectly, solicit, hire, or retain the employment, consulting or other services of any employee or independent producer of a Member or current CAA staff, or otherwise induce any such employee to terminate his or her relationship, or to breach an employment or independent producer agreement, with the Member or CAA.

Member Discussion

Wednesday February 22, 2023

Pete Bibby, Chairman

- **Benefit Aggregation Update – A.J. Lovitt**
- **Producer Development Program – Pete Bibby**
- **Claims Management/IAN Group – David Wellmann**
- **Large Account Specialist – Brent Borgstedte**
- **Open Discussion**

CAA Agency Forum

Wednesday February 22, 2023

Presented by Catalyit

AGENCY MANAGEMENT FORUM

Powered by CATALYIT

AN AGENTS-ONLY MEETING COVERING THE “HOW-TOS” OF MANAGING AN AGENCY

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Presentations & Course Materials

CAA

Presented by Catalyit & CAA - Combined Agents of America

February 22-23, 2023 | Omni Las Colinas Irving, TX

LOOKING FOR OPTIONS FOR

Agency E&O?

AS A CAA PARTNER AGENCY, YOU HAVE ACCESS TO

CAA E&O PROGRAM

IN NEED A BETTER SOLUTION FOR

Premium Financing?

AS A CAA PARTNER AGENCY, YOU HAVE ACCESS TO

CAA PREMIUM FINANCE FUNDING

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SCHEDULE

Wed., Feb. 22, 2023

Noon - 2:30 p.m.	**Business Meeting and Lunch**
3 - 4 p.m.	**Welcome & Strategic Planning Kick-Off** • How to Create a Culture of High-Performers • How to Drive Growth & Profitability
4:15 - 5:30 p.m.	**Roundtables** Topics: Recruiting, Agency Culture, Operational Efficiencies, Technology, Sales & Marketing, Market Access, Goal Setting & Team Accountability
5:45 - 7 p.m.	**Reception**

Thurs., Feb. 23, 2023

7:30 a.m.	**Breakfast**

	HR	Operations	Innovation	Sales	CAA
8:30 – 9:15 a.m.	How to Recruit & Hire the Next Generation **Jason Sabo,** AGENCY CONSULTANT, IIANC	How to Create a Profitable Agency and Understand Your Financial Reports **Carey Wallace,** FOUNDER, AGENCY FOCUS	How to Build a Tech Stack to Enhance Your Agency Productivity **Steve Anderson,** CO-FOUNDER & CEO, CATALYIT		CAAIS
9:30 – 10:15 a.m.	How to Manage Employee, Employer and Customer Expectations **Marit Peters,** PRESIDENT & EXECUTIVE DIRECTOR, IIAT	How to Measure & Manage Agency Productivity **Kim Hutson,** AGENCY ADVANTAGE COACH, IIAT	How Virtual Assistants and Outsourcing Can Work for Your Agency **Jason Sabo,** AGENCY CONSULTANT, IIANC **Angela Ford,** CONTINUOUS IMPROVEMENT DIRECTOR/ BUSINESS PROCESS & AUTOMATION SPECIALIST, IIAT	How to Transform Your Sales Performance **Dustin Wambsgans,** AGENCY CONSULTANT, IIABL	E&O **Cari Senefsky,** DIRECTOR OF PROFESSIONAL LIABILITY, IIAT

DAY 2 CONTINUED

Thurs., Feb. 23, 2023

	HR	Operations	Innovation	Sales	CAA
10:30 – 11:15 a.m.	How to Build a Compensation Plan **Carey Wallace,** FOUNDER, AGENCY FOCUS	How to Design Efficient Workflows **Jennifer Bejarano,** AGENCY BUSINESS CONSULTANT, IIAT	How to Modernize Your Agency with the Latest Technology **Angela Ford,** CONTINUOUS IMPROVEMENT DIRECTOR/ BUSINESS PROCESS & AUTOMATION SPECIALIST, IIAT	How to Use Your AMS for Marketing **Dustin Wambsgans,** AGENCY CONSULTANT, IIABL	Premium Finance

11:45 a.m.

Lunch & Keynote
Presented by Burns & Wilcox

BOOK CONSOLIDATION
Marc Fuhrman
SVP, National Retail Relations - H.W. Kaufman Group/Burns & Wilcox

CYBERSECURITY
Ken Labelle
Broker, Professional Liability, Burns & Wilcox

PROPERTY
Burns & Wilcox panel

	HR	Operations	Innovation	CAA
1 - 1:45 p.m.	How to Make Your Workplace Culture a Competitive Advantage **Marit Peters,** PRESIDENT & EXECUTIVE DIRECTOR, IIAT	1. How to Onboard & Train New Employees **Jason Sabo,** AGENCY CONSULTANT, IIANC 2. How to Create a Profitable Agency and Understand Your Financial Reports **Carey Wallace,** FOUNDER, AGENCY FOCUS	How to Provide Value-Added Services to Your Clients **Jennifer Bejarano,** AGENCY BUSINESS CONSULTANT, IIAT	AgencyKPI

2 - 3:30 p.m.

General Session: Ready, Set, Go! How to Take Action on What You've Learned

Marit Peters, PRESIDENT & EXECUTIVE DIRECTOR, IIAT

3:45 - 4:30 p.m.	**Member Discussion & Profit Update** Presented by AJ Lovitt & Nikki Toon
4:30 - 6:30 p.m.	**Tecovas Cowboy Boot Experience** *sponsored by Burns & Wilcox*
5:30 p.m.	**Reception followed by Dinner**

Board Meeting

February 22nd – 23rd, 2023

Omni Las Colinas | Dallas, TX

Agenda

Thursday, February 23, 2023

7:30 am - 8:30 am	Breakfast
8:30 am – 11:15 am	CAA Agency Forum – Presented by Catalyit
11:45 am – 1:00 pm	Lunch & Keynotes – Presented by Burns & Wilcox
1:00 pm – 3:30 pm	CAA Agency Forum – Presented by Catalyit
3:45 pm – 4:30 pm	Profit Share Update & Member Discussion – Nikki Toon & A.J. Lovitt
4:30 pm – 6:30 pm	Tecovas Cowboy Boot Experience – Sponsored by Burns & Wilcox
5:30 pm	Reception followed by Dinner

CAA Agency Forum

Thursday February 23, 2023

Presented by Catalyit

Carrier Keynotes

Thursday February 23, 2023

Presented by Burns & Wilcox

Profit Share Update

Thursday February 23, 2023

A.J. Lovitt, CEO & Nikki Toon, COO