

2009 Edition Number 2

In This Issue:

Page 2

Hot Issues

Compliance Corner

Page 3

Compliance Corner-continued

Focus on Our Partners

Page 4

Compliance Corner-continued

Technology Bulletin

Claims Corner

Page 5

View From The Inside

Product News

Who is WNC?

Page 6

Conference Update

Who is WNC?-continued

Claims Corner-continued

For additional information or clarification regarding any of the articles published in *The Guardian*, please contact Ms. Paula Anders, WNC First Marketing Manager at panders@wncfirst.com

WNC's Mission

WNC is a well-known, trusted advisor whose mission is to deliver risk protection solutions to financial institutions, insurance companies and agents.

As a company, we continuously invest in our employees, developing their talents, to earn the confidence of our clients and the support of our shareholders.

From The President and CEO At Your Service

by *William M. Keeler*



*William M. Keeler
President and CEO*

I last wrote you in May 2009. In that letter I pointed out that our government, and even the New York Times, were stating that our economy was in a near “depression.”

It's amazing to me how much has changed from May to September. There is absolutely no talk now about a depression and, in fact, all of the newspapers and economists are talking about a recovery...a world-wide recovery. And the stock and credit markets have improved dramatically. For example, since the end of March, the Dow Jones has climbed approximately 50%...nowhere near its high of 14,000, but nevertheless a significant improvement. Also, housing starts are up and people are beginning to borrow. All of this at least conveniently falls under the current “party line.” It appears that everybody is jumping on the bandwagon...saying that the economy is improving.

Personally, I have problems with this. The U. S. economy is currently being driven, to a large extent, by the government Stimulus Package. When that runs out, what is going to fill the gap? Historically, the consumer is responsible for spending 70% of our Gross Domestic Product, but with unemployment rates around 10% and still climbing, I don't think the consumer is going to bail us out. Keep in mind, also, that people with jobs are now saving at a rate that hasn't been seen in many, many years. Just in the last nine months, we have gone from a negative personal savings rate to an actual personal savings rate of 6%. Ultimately, this is a positive for the economy because that provides capital at a lower interest rate which induces businesses to begin investing; thus, creating new jobs. However, I think that we are a long way from that.

In Wall Street parlance, there is something called the “head fake” and what that means is that times look better than what they really are, but no one cares to really look deeper because “good times are here again!” I think we are in one of those periods right now. Clearly, things are better than they were last March, but most of the bigger financial institutions are still in trouble and they are not going to get out of trouble quickly. Whether it's AIG, CitiCorp, or Bank of America, these companies will not be showing significant profits for a very long time. Couple this with the high unemployment, lack of consumer spending and lack of business investor spending, and you get a very sluggish recovery.

This being the case, I really think we will be looking at a very, very slow long-term recovery with unemployment remaining high for several years. What does this mean to your business and to our business? I know that for our business it means:

1. A strong emphasis on new business.
2. A renewed focus on outstanding customer service.
3. A very sharp look at expenses at all times.

These are the steps we are taking in order to keep WNC growing and ahead of hard times.

On another note, and a positive one this time, we recently introduced a new product called REOSelectSM which can provide needed coverage for a lender's portfolio of foreclosed properties. On a monthly basis, lenders are able to obtain hazard, flood, earthquake, and/or liability coverage for their owned properties. We only began selling the product in July and we are very happy with the results we are seeing.

If you have any questions, give me a call on my cell phone, (732) 939-4072.

Hot Issues

Flood Insurance Recent Developments

With permission from: Insurance Information Institute, Inc.

- **National:** Researchers at the Institute of Business and Home Safety (IBHS) say the federal government is underestimating the strength of storm surges. After reviewing damage from Hurricane Ike, IBHS says FEMA should require new homes near the beach to be elevated more than the current standard, which is 19 feet above sea level. Homes that survived Hurricane Ike when it rammed into Boliva Peninsula in Texas last year were 26 feet above sea level and were built to the institute's "fortified" standards. About 270 homes were demolished.
- The National Flood Insurance Program announced that it is making changes to the program, effective October 1, 2009. Premiums will increase an average of 8 percent overall. The greatest jump will be for policies in the highest risk categories—inside the Special Flood Hazard Areas. Deductibles will double for most types of policies. However, coverage limits will be raised for buildings and contents.
- Many issues concerning the federal program remain to be decided but with major legislation such as healthcare reform demanding their attention, lawmakers do not have the time now to devote to revamping it. In the past the House and the Senate have been sharply divided in their support of many proposals, including whether to expand coverage provided by the program to bring

it closer to provisions in homeowners and business policies and whether to add wind to the flood program. Efforts to draft a new bipartisan reform measure are expected to gain momentum as next year's March deadline draws near.

- A provision for optional wind coverage was passed by the House in May 2007 as part of a reauthorization and reform bill, but the Senate did not support the concept. The proposal has been reintroduced but the Obama administration has indicated that it will not support such a provision. Homeland Security Secretary Janet Napolitano has said adding wind coverage would add exposure to catastrophic risks at a time when the flood insurance program has a debt that has been growing and now stands at more than \$19 billion. In addition, she said that because federal programs must be actuarially sound federal wind coverage would not be cheaper than coverage available in the private market.
- However, several large insurance companies favor the inclusion of coverage for wind damage in the flood insurance policy. Meanwhile, the National Association of Insurance Commissioners (NAIC) has proposed a somewhat different concept. The NAIC would create an optional "all-perils" insurance policy that includes coverage for flood damage. Under the NAIC plan, the federal government would act as a reinsurer, or backstop for the program, in much the same way as that does for commercial terrorism coverage under the Terrorist Risk Insurance Act, paying losses over a certain dollar threshold, see paper on Terrorism Risk and Insurance.

Thus the risk of catastrophic loss would remain with the federal government.

- **Government Accountability Office Studies:** In a report published in September 2009, the Government Accountability Office (GAO) says that FEMA is overpaying insurers that manage flood insurance policies, under what is known as the "Write-Your-Own-Policy" program. Insurers participating in the WYO program issue flood insurance policies on their own letterhead and are paid for administration expenses. The GAO said FEMA should obtain more specific information on costs connected with the servicing and selling of flood insurance policies.
- This critique follows another GAO report, issued at the end of October 2008, that focused on the National Flood Insurance Program's (NFIP) rate-setting practices. In many cases the NFIP uses outdated estimates of risk and, even when properties are reevaluated and put into higher risk zones, premiums do not always reflect the increased risk because of FEMA's concern that a higher premium will cause policyholders to drop out of the program, the GAO noted.
- **Policies in Force:** While the number of flood policies in force is growing, a significant portion of the population at risk of flooding still is not insured for flood damage, as the flooding in the Midwest in the spring of 2008 and after Hurricane Ike revealed. The latest available data show that in 2007, there were more than 5.6 million policies in force, compared with 5.5 million the previous year.
- **South Carolina:** As a possible solution to the question "was the damage caused by wind or water?" South Carolina started requiring wind pool policyholders to purchase flood insurance in January 2008. Without it, they may not receive reimbursement for the full replacement cost of repairing storm damage.

TOP TEN SIGNIFICANT FLOOD EVENTS, RANKED BY NATIONAL FLOOD INSURANCE PROGRAM PAYOUTS (1)

Rank	Event	Location	Date	Number of paid losses	Amount paid (\$ millions)	Average paid loss
1	Hurricane Katrina	AL, FL, GA, LA, MS, TN	Aug. 2005	166,210	\$15,959	\$96,016
2	Hurricane Ivan	AL, DE, FL, GA, LA, MD, MS, NJ, NY, NC, OH, PA, TN, VA, WV	Sep. 2004	27,557	1,567	56,865
3	Tropical Storm Allison	FL, LA, MS, NJ, PA, TX	Jun. 2001	30,662	1,104	35,997
4	Louisiana Flood	LA	May 1995	31,343	585	18,667
5	Hurricane Isabel	DE, MD, NJ, NY, NC, PA, VA, WV	Sep. 2003	19,844	491	24,736
6	Hurricane Floyd	CT, DE, FL, GA, MA, ME, MD, NH, NJ, NY, NC, PA, RI, SC, VA, VT	Sep. 1999	20,439	462	22,617
7	Hurricane Rita	AL, AR, FL, LA, MS, TN, TX	Sep. 2005	9,462	461	48,691
8	Hurricane Opal	AL, NC, PR, SC, TN	Oct. 1995	10,343	406	39,208
9	Hurricane Hugo	GA, NC, PR, SC, VA, U.S. Virgin Islands	Sep. 1989	12,843	376	29,315
10	Hurricane Wilma	FL	Oct. 2005	9,591	362	37,700

(1) Includes events from 1978 to June 30, 2008. Defined by the National Flood Insurance Program as an event that produces at least 1,500 paid losses. Stated in dollars when occurred.

Source: U.S. Department of Homeland Security, Federal Emergency Management Agency.

© Insurance Information Institute, Inc.

Compliance Corner A New Leader in Compliance



Jordan Gray, Esq.

Jordan Gray, Esq. joined the WNC team as Senior Vice President for Compliance and Legal Affairs on September 1, 2009. CEO Bill Keeler said, "Compliance is a crucial part of WNC's business and our ability

continued on page 3

to meet the expectations of our clients. To have a professional with Jordan Gray's credentials is a big boost to WNC's client relationship strategy and long-term growth."

Jordan Gray is not new to WNC. He first began working on WNC business more than 10 years ago when he was with a national law firm based in Los Angeles. He has written a number of coverage opinions for WNC and advised on specific claims and other compliance issues such as contracts, licenses, product initiatives and others.

For his part, CFO Rob Goss who oversees Compliance stated, "Jordan Gray brings to WNC more than sixteen years of experience in insurance law. I expect him to lead our Compliance Team very well while ensuring that WNC's interests are always protected in the businesses we transact."

Jordan Gray has extensive experience in three main areas of the law: 1) Insurance regulatory compliance; 2) Insurance coverage advice and litigation; and 3) Public entity and insurance defense.

Jordan holds a Bachelor of Science in Business Administration from the University of California, Riverside and a Juris Doctorate from the University of Montana, School of Law, where he served on the Montana Law Review. He has been licensed to practice law in California since 1992. Jordan is also licensed in New York and the District of Columbia.

Federal Agencies Flood Q & A: Change in Policy?

by Jordan N. Gray, Esq., Senior Vice President, Compliance and Legal Affairs

One of my first tasks after joining WNC as Senior Vice President for Compliance and Legal Affairs was to draft WNC's official comment on the Federal Agencies' Flood Q & A. For those who don't know, the buzz is over the latest proposed Supplemental Questions and Answers issued by the six federal lending regulators – the Office of the Comptroller of the Currency, the Federal Reserve System, the Federal Deposit Insurance Corporation, the Office of Thrift Supervision, the Farm Credit Administration and the National Credit Union Administration. ("Federal Agencies") (See Federal Register, Vol. 74, No. 138, July 21, 2009, pgs 35932,

et seq.) The Federal Agencies regulate all loans made by federal lending institutions or guaranteed by the federal government.

The official document creating all the noise is called the "Interagency Questions and Answers Regarding Flood Insurance" ("Flood Q & A"). It's sort of a "Frequently Asked Questions" for federally regulated lenders. The interesting thing about the Flood Q & A is that, although it is neither law nor regulation, the answers carry the weight of the law because the Flood Q&A is a clear statement by the regulators to the lenders of how they will enforce their regulations. They call it "guidance"; I call it confusion.

So here's an example, Question and Answer Number 62, which was the main focus of WNC's official comment:

62. Does a lender or its servicer have the authority to charge a borrower for the cost of insurance coverage during the 45-day notice period?

Answer: No. There is no authority under the Act and Regulation to charge a borrower for a force-placed flood insurance policy until the 45-day notice

period has expired. The ability to impose the costs of force placed flood insurance on a borrower commences 45 days after notification to the borrower of a lack of insurance or of inadequate insurance coverage. Therefore, lenders may not charge borrowers for coverage during the 45-day notice period. This holds true regardless of whether the force placed flood insurance is obtained through the NFIP or a private provider.

Now, in case you wonder – we at WNC think this answer is wrong because the regulation clearly says the lender may charge the borrower for all force-placed insurance purchased by the lender to comply with the regulation. Here is what the regulation says:

If a bank, or a servicer acting on behalf of the bank, determines, at any time during the term of a designated loan, that the building or mobile home and any personal property securing the designated loan is not covered by flood insurance or is covered by flood insurance in an amount less than the amount required under § 339.3, then the bank or its servicer shall

continued on page 4

Focus On Our Partners Earl R. Whaley and Company

Earl R. Whaley and Company, of Knoxville, Tennessee was founded in 1978 by Earl R. Whaley, Sr., an insurance executive with 21 years of experience serving bankers. Founded on the principles of personal service, we apply our knowledge of banking to provide products and their delivery in a manner that is efficient and valuable to our clients. With our affiliate company, Mountain Life Insurance Company, we were a pioneer in credit life reinsurance – the concept of community banks cooperatively owning a reinsurance company.

At the request of its customers, Earl R. Whaley and Company added collateral and mortgage protection products in 1980, developing a proprietary loan tracking system customized for the needs of the community based financial institutions that it serves. Additionally, Earl R. Whaley and Company created CenterPoint Flood Services in 1998 to provide prompt, accurate, personalized flood determinations to their community bank customers.

As managing general agents for several insurance companies, we provide value added services in addition to the insurance products that we place. Our close partnership with community banks gives us insight into the needs of our clients and their customers. Our knowledge of this select market allows us to respond to needs with new products and services. Our recent establishment of a relationship with WNC has allowed us to continue our customer based commitment by offering unique products that meet additional needs that are not available through traditional markets.



Our Management Team: Back row: Richard Davenport, Regional Vice President, Rick Shelton, Senior Vice President, Kevin Berry, Regional Vice President, Wendy Smith, Vice President Front row: Susan Sutton, Vice President, Earl R. Whaley, Chairman, Earl Whaley, Jr. President & CEO, Jack Chaffin, Regional Vice President

notify the borrower that the borrower should obtain flood insurance, at the borrower's expense, in an amount at least equal to the amount required under § 339.3, for the remaining term of the loan. If the borrower fails to obtain flood insurance within 45 days after notification, then the bank or its servicer shall purchase insurance on the borrower's behalf. The bank or its servicer may charge the borrower for the cost of premiums and fees incurred in purchasing the insurance. (12 CFR 339.7, bold added)

WNC offers a flood insurance product that includes retroactive coverage back to the date the borrower's insurance lapsed. Pursuant to the regulation, WNC gives the borrower a full 45 days notice in which to either (1) buy their own insurance or (2) show that they already have a policy in force. If the borrower responds to a force-placement notice in either of these two ways, WNC will cancel or rescind the policy and refund or waive the fee to the lender for any duplicate coverage. If not, then the policy remains in force from the date of lapse and the borrower is charged for the coverage. In either event, WNC's product ensures strict compliance with federal law by eliminating any lapse in coverage. The result is continuous coverage for the life of the loan.

While we see this issue clearly, it seems the Federal Agencies may not agree with our assessment. We hope they will change their mind. But for right now, Flood Q & A Number 62 is not the law. However, after the comment period ends (Monday, September 21, 2009), the Federal Agencies will confer and then issue a final Flood Q & A, which will become "law", meaning that the Federal Agencies will enforce the regulation according to their written perspective, as stated in the Flood Q & A. So we wait.

WNC's full comment to the Federal Agencies' Flood Q & A as well as the full text of the proposed Q & A may be viewed and downloaded from our website at <http://wncfirst.com/portal/news.asp>.

Flood Facts - Did You Know?

- There are over 5,700,000 flood policies in force nationwide.
- The top five states for flood policies are; Florida, Texas, California, Louisiana, and New Jersey.
- Flood insurance is available in over 20,500 participating communities nationwide, with over 20,100 Regular Program Communities, and over 600 Emergency Program Communities.

Technology Bulletin **It's a Dangerous IT World We Live In**

by Greg Baltzer, Senior Vice President, Information Technology

One of the major responsibilities we have in our vendor/client relationships is safeguarding the data we receive and send to our clients. In a world full of Spammers, Phishers, Smishers, Malware, Viruses and more, how do we stay on top of all the perils that are out there waiting for us? In the news recently was a report about the latest breach of a large company's database – over 130 million credit card numbers were compromised. Over and above the costs to consumers in fraudulent charges are the expenses to the companies to correct these problems. Last year, in one of the largest security breaches at that time, T.J. Maxx/Marshalls incurred over \$100 million in direct costs to change credit card numbers, issue new cards, etc. Viruses are becoming old news as they are just malicious in nature. The delivery method has changed as well – most malicious code is downloaded from web browsing, not email. While the volume of virus incidents are growing at an alarming rate – 1.6 million new virus signatures last year alone - the real money is in information.



In a study conducted last year, over 69,000 sellers of stolen information were identified by searching the internet. The widespread use of 'Phishing' or 'Smishing' attacks has grown exponentially because the investment is very low to send a bulk email asking people to reveal their personal information. The response rate that would be unacceptable for marketing campaigns would generate huge profits for the spammers. In another report published by Symantec in 2008 indicated that there was a 192% increase in the volume of spam over the previous year – from 119 billion spam emails up to 349 billion.

So, what do we do to protect our (and our clients) data? The answer is by making our

network as secure as possible. We have spam filters protecting our email servers, and 92% of incoming mail is quarantined as junk mail. We have intrusion detection sensors on each internet gateway, and web browsing filters to control web surfing. Our anti-virus/anti-malware software is updated hourly. We can enable forced TLS encryption between email servers with our clients to passively encrypt all email traffic. We have established secure FTP sites for data exchanges with our clients. But, the most effective tool is user awareness. Corporate users must be given the information they need to recognize questionable emails or text messages, and be trained on how to react to them when they suspect an email is not legitimate. That is our last and best line of defense.

For more information on WNC's information security policies, feel free to contact Gregory Baltzer, Sr. Vice President, Information Technology, 626-463-6400 gbaltzer@wncfirst.com

Claims Corner

Hurricane Reforecast For The 2009 Season

by Mark Sarrett, Chairman, Precise Adjustments, Inc.

Phillip J. Klotzbach and William M. Gray have reduced the number of Atlantic tropical cyclonic storms predicted for 2009 and also have reduced the probability of landfall on the United States or the Caribbean as well. The major factor in the reduction of tropical activity and landfall-based hurricanes is due to the El Niño development in the Pacific Ocean.

Their final forecast for the 2009 hurricane season will be 10 named storms. As of the writing of this article, we have had 6 storms. The prediction of two intense hurricanes for the season seems to have fallen one short. So far, only Hurricane Bill was a category 3 or higher, but it did not make landfall in the United States and skirted up the Eastern seaboard.

The El Niño factor tends to reduce the impact probability of a hurricane striking the United States in all states, and we have seen that evidenced so far in 2009. El Niño also reduces the probability of a major hurricane striking the United States in all regions except Florida – where major hurricanes have the same tendencies to hit Florida whether an El Niño is in place or not. Most of the hurricanes that have formed in the Atlantic have either

continued on page 6

View From The Inside

A Leader in Tough Times

by *Lauren M. Heinrich, ASLI,*
Marketing Representative

In a soft insurance market and a struggling economy, we are working twice as hard to compete and retain our business. To survive in a world where policy premiums do not reflect the risks and our customers are working harder than ever before, WNC turns to service to rise above the competition. Providing numerous coverage and premium options in different facilities saves our customers valuable time and expense in providing their clients with the most competitive and comprehensive flood coverages in the industry.

Our strong commitment to creative personalized service has helped us maintain a strong and lasting relationship with our customers that have passed the test of time. Our underwriting expertise and experience in tough times are the foundation of our credibility and reputation in the marketplace.

So when will the market turn? Those that are optimistic have expressed the end of 2009. However, there have not been any signs of hardening in the marketplace to date. WNC has provided creative insurance solutions for over 35 years. We have and will continue to compete through the ebbs and flows of the insurance industry's cyclical nature. Tough times separate the strong from the weak. We intend to remain a leader and a strong provider of insurance solutions for our customers now and in the future.

Product News

Is The NFIP The Only Option?

by *Thomas J. Phillips, Vice President*

If you have an insured in California or Florida, the NFIP is not the only option for flood insurance. WNC has offered a primary flood product since 2000.



With the recent flooding that occurred in Georgia, flood coverage should be at the top of everyone's minds. And your clients deserve better flood insurance protection than they can presently obtain. Flood insurance that's been proven reliable and provides superior coverage and more options. All this with lower rates and fees. Your clients can have these and more benefits with WNC's Private Flood Insurance Program (PFIP).

PFIP was created because home and business owners needed better flood coverage. They wanted more options to enhance their protection. They didn't want to wait a month for coverage to take effect. They needed assurance that their coverage will be there when they need it.

PFIP was also created because agents and brokers wanted a flood program that had an easier application process and simpler rules. They wanted lower costs for their clients but the same commission rates for their agencies. They wanted to use a system that allows them to quickly review their clients' transactions and their business production from the convenience of their desktops.

Since 2000, PFIP has been delivering the following benefits and more:

- Includes \$1,000 Temporary Dwelling Residence (can be up to \$5,000)
- 15-day waiting period only
- Option to waive coinsurance requirement
- Includes loss assessment coverage due to Increased Cost of Compliance
- 12% to 37% lower rates; 17% lower fees
- WNC-owned claims adjusting company for more prompt and accurate service
- A-rated insurers for private, reliable and secure protection
- Attractive commissions competitive with the federal flood program
- Convenient and hassle-free rollover with the same coverage limit at lower premium
- Internet-based system for easy access, quick quotes, convenient tracking
- Easy set up of producer account

The PFIP program also includes coverage for low-rise condominiums up to a replacement value of \$2.5M. You can still obtain the maximum limit of \$250,000 per unit times the number of units in the building. Unlike other policies that charge policy fees by the number of units in the building, PFIP's policy fee is only \$25 per building.

For more information about PFIP please contact Thomas Phillips in WNC's Miami office at 888.386.9488 Ext. 5004.

Who is WNC?



Linda Long, Director of Finance

Meet Linda Long

In her role as WNC's Director of Finance, Linda is responsible for all financial accounting aspects of the company including payroll, general ledger, cash management, budget, and financial statement preparation. She also oversees the annual financial audit and income tax preparation. Her staff of twenty administers all cash receipts for WNC and its subsidiaries as well as all disbursements including agent commission compensation, client refunds, and surplus lines tax payments.

Linda joined WNC as the regional financial director based in the Dallas office in 2001. She relocated to South Pasadena and assumed the national responsibilities in 2004. In her time at the corporate office, Linda has focused on consistently improving internal controls and advancing the appropriate use of enhanced technologies. During this time, WNC has received unqualified external financial audit opinions with no material findings.

Linda works extensively with every office of WNC, providing financial analysis and guidance as well as budget directives. She also supplies financial management information to WNC's outside business partners – bankers, producers, and carriers. Reflecting on WNC, Linda believes, "For me, the best thing about WNC is how dynamic the company is. With the focus on product development, process improvement, and developing relationships, WNC offers a lot to its clients and its staff".

A graduate of Central Oklahoma University, Linda began her career at First Life Assurance Company and rose to Vice President of Subsidiary Accounting. She joined CSC Logic in 1989, serving as Division Controller and assisting the larger corporation in acquired

continued on page 6

Conference Update

AFIB Association of Financial Insurance Brokers

September 20 – 23, 2009
Hyatt Regency Downtown
Indianapolis, IN
(317) 632-1234

ABIA American Bankers Association

October 4 – 6, 2009
JW Marriott Hotel Pennsylvania
Washington, DC
(202) 663-5072

DARE Distressed Asset Roundtable & Exchange Conference

October 6 -7, 2009
Marriott Marquis Hotel
New York, NY
(214) 525-6700

NAPSLO Nat'l Assoc. of Prof. Surplus Lines Offices

October 7 – 10, 2009
Orlando World Center Florida
Orlando, FL
(816) 741-3910

CIAB The Council of Insurance Agents & Brokers

October 10 – 14, 2009
The Broadmoor
Colorado Springs, CO
(202) 662-4307

MBA Mortgage Bankers Association

October 11-14, 2009
San Diego Convention Center
San Diego, CA
(800) 793-6222

NYBA New York Bankers Association

November 11 – 13, 2009
Waldorf Astoria
New York City, NY
(212) 297-1662

Who is WNC *continued from page 5*

company integration. Linda is a Certified Public Accountant and a Fellow, Life Management Institute.

Linda serves as a Director on the Managing Boards for the South Pasadena YMCA and the South Pasadena Library Friends and volunteers at the Library and local Community Garden. When not at the office, Linda can be found at a bookstore, garden or museum.

Claims Corner *continued from page 4*

dissipated due to being sheered off at the higher levels of the atmosphere or have been guided northward into the Atlantic Ocean as opposed to entering the Gulf of Mexico, and we hope that continues to be the prevailing pattern for the rest of the season.

The recent past of the 2009 season does not mean that we should become complacent regarding the threat of a hurricane forming and striking because, as we know, the hurricane season lasts until November 30, and there is always a possibility that a storm can form between now and the end of the hurricane season.

If you have questions regarding information disseminated at these meetings or need information about upcoming conferences please feel free to contact: Sheri Kordsmeier, 626-463-6311, Lisa Samaniego, 626-463-6340, Dava Wittig, 262-789-8202



WNCFirst
Insurance Services

Corporate Home Office

899 El Centro Street • South Pasadena, CA 91030
www.wncinsuranceservices.com

PRSR STD
U S POSTAGE
PAID
DENVER CO
PERMIT NO. 573

RETURN SERVICE REQUESTED