

RECEIVED

OCT 15 2012

STATE OF NEW HAMPSHIRE

Honorarium or Expense Reimbursement Report (RSA 15-B)

NEW HAMPSHIRE SECRETARY OF STATE



Type or Print all Information Clearly:

Name: JOAN D LaCourse Work Phone No. 271-0203 ext 209

Work Address: NH Ins. Dept 21 S. Fruit St Concord NH 03301

Office/Appointment/Employment held: Licensing Supervisor

List the full name, post office address, occupation, and principal place of business, if any, of the source of any reportable honorarium or expense reimbursement. When the source is a corporation or other entity, the name and work address of the person representing the corporation or entity in making the honorarium or expense reimbursement must be provided in addition to the name of the corporation or entity.

Source of Honorarium or Expense Reimbursement:

Name of source: _____

Post Office Address: _____

Occupation: _____

Principal Place of Business: _____

If source is a Corporation or other Entity:

Name of Corporation or Entity: Securities Insurance Licensing Assoc (SILA)

Name of Corporate/Entity Representative: Diana Capes

Work Address of Representative: P.O Box 498 Zionsville In 46077

Food and/or beverages consumed pursuant to RSA 15-B:6, II with value over \$25.00 []

Value of Honorarium: 660 Date Received: 9-30-12-10/5/12 exact value is unknown, provide an estimate of the value of the gift or honorarium and identify the value as an estimate. [] Exact [X] Estimate

Value of Expense Reimbursement: 381.33 Date Received: / A copy of the agenda or an equivalent document must be attached to this filing. [X] Exact [] Estimate Airfare, Shuttle Service

Briefly describe the service or event this Honorarium or Expense Reimbursement relates to:

Insurance Regulator speaking on behalf of NH at the Conference

"I have read RSA 15-B and hereby swear or affirm that the foregoing information is true and complete to the best of my knowledge and belief."

Signature of Filer: Joan LaCourse

Date Filed: 10-12-12

9/07

RSA 15-B:9 Penalty. Any person who knowingly fails to comply with the provisions of this chapter or knowingly files a false report shall be guilty of a misdemeanor.

Return to: Secretary of State's Office, State House Room 204, Concord, NH 03301

Please complete the following information on the filing person.

This information will not be made public:

Home Phone: 603 6236939

Home Address: 18 W. OAKWOOD Ave Manchester NH 03102
Street Town/City Zip

Mailing Address if different: _____

E-mail Address: Joan.lacourse@ins.nh.gov

Confirmation Brochure



REACHING NEW HEIGHTS

National
IO Education
N Conference

DENVER, COLORADO

Sheraton Denver Downtown Hotel

September 30, 2012 - October 3, 2012

SILATM

 Securities & Insurance
Licensing Association

www.sila.org



CONFIRMATION BROCHURE

Thank you for registering for the 2012 SILA National Education Conference. This is your confirmation notice. Please read the information carefully.

Conference Hotel Location:

Sheraton Denver Downtown Hotel
1550 Court Place
Denver, CO 80202
(303) 893-3333

CHECK-IN: 3:00 PM; **CHECK-OUT:** 12:00 PM

Airport Shuttle and Ground Transportation

The Denver International Airport is 23 miles from the conference hotel .

Denver International Airport (DEN)

8500 Pena Blvd.
Denver, CO 80249-6340
(512) 530-2242

SILA has partnered with Super Shuttle

Super Shuttle offers transportation to and from the airport at a fare of \$22 one way, \$44 round trip. Super Shuttle is offering a 10% discount to all SILA conference attendees. This discount is only offered through online reservations by [clicking on this link](#). The SILA discount code is SILAS.

Upon arrival take the train from the Concourse to the Terminal. Pick up your luggage and proceed to the SuperShuttle counter located on Level 5/Baggage Claim, adjacent to the water feature in the center of the terminal. Counter staff will issue tickets and give directions to the van loading areas. For information, call 1-800-BLUE-VAN.

Taxi Service

To/From airport fee: The fare average is \$51.00 +\$3.50 airport gate fee.

Parking

Hotel parking charges are as follows:

Self-service Parking \$24.00/day
Valet: \$30.00/day

Wireless High Speed Internet Connectivity

Internet Rate: \$10.72 per 24 hours

Registration Desk

Conference registration materials should be picked up at the SILA Registration Counter located in the Plaza Concourse Level of the Sheraton Denver Downtown Hotel. A map is located at the back of this confirmation brochure.

A SILA staff person will be on hand to answer questions and help with your concerns. Conference registration desk hours are:

Sunday 9/30	1:00 p.m. to 6:00 p.m.
Monday 10/1	7:30 a.m. to 5:30 p.m.
Tuesday 10/2	7:30 a.m. to 5:30 p.m.
Wednesday 10/3	8:00 a.m. to 11:00 a.m.

Exhibitor Fair and Reception

The Exhibitor Fair will be held from 3-6 p.m. on Sunday, September 30th in the Plaza Exhibit Foyer at the Sheraton Denver Downtown Hotel. Thirty-one exhibitor booths will display a variety of comprehensive products, services, and concepts specifically designed to make your job easier. The Exhibitor Fair will include cash bar and complementary light appetizers from 3:00 to 6:00 p.m. The food and the events will be held in the same area as the exhibitors' displays.

Play the Crossword game, *Clueless*, with the Exhibitors and be entered into a raffle drawing with your completed crossword. The Crossword game will be in your registration bag and you will need to obtain the clues from each exhibitor matching the color of your crossword game. Fabulous electronic prizes await the lucky winners and will be announced at the Wednesday morning, Conference Wrap-up Session on October 3rd.

New Attendee Orientation Reception

New conference attendees are encouraged to attend a 60-minute orientation on Sunday in Plaza F (Plaza Convene) from 1:00 - 2:00 p.m. The orientation will involve networking and meeting other first-time attendees and will provide a brief overview of the conference format and how to optimize attendance. The SILA Board members will be on-hand to welcome new attendees to their first SILA conference.

CONFIRMATION BROCHURE

Spouse/Guest Registration

Registrations are offered to a SILA conference attendee's spouses and guests. The guest may register for either/or the Exhibitor Fair Reception or the Tuesday Reception. To register your spouse/guest, check the events on the registration form and pay the appropriate fees. SILA tickets will be issued only to spouses/guests who are registered and have paid the appropriate fees. Spouse/guest registrations do not include other conference meals.

SILA Name Badges

SILA name badges will be issued to all members who have registered and paid the appropriate conference registration fee. Name badges will be required for all conference events. Spouses/Guests also need name badges and must have purchased tickets for the receptions they plan to attend.

Temperature & Attire

The average daytime temperature in Denver is mid 78°F and 44° F at night. Attire for the conference events is as follows:

Sunday	Business Casual
General Sessions & Breakouts	Business Casual
Tuesday Evening Dinner/Dance	Casual

Business casual means no jeans, no cutoffs, no shorts and no tank tops.

Remember that conference room temperatures will vary. Dress in layers so you can put on a sweater/jacket for the cool rooms or remove a sweater/jacket for warmer rooms. Remember to wear comfortable shoes.

Questions?

For more information about the SILA conference, please call 800.428.8329 or by e-mail at dcapes@silas.org. While at the conference you can reach us at 317-709-7400.

Emergency

The number to call for emergencies while at the Sheraton is ext. 2589. If you pick up any house phone in the public spaces or meeting spaces, you are directly transferred to our Operators who can dispatch Security. In the guest rooms, there is a button on each phone that will directly transfer you to the Security Department.

Hospitals

AfterOurs Urgent Care: 1515 Wazee Denver, CO 80202 303.861.7878

Denver Health Medical Center: 777 Bannock Street, Denver, CO 80204 303.436.6000

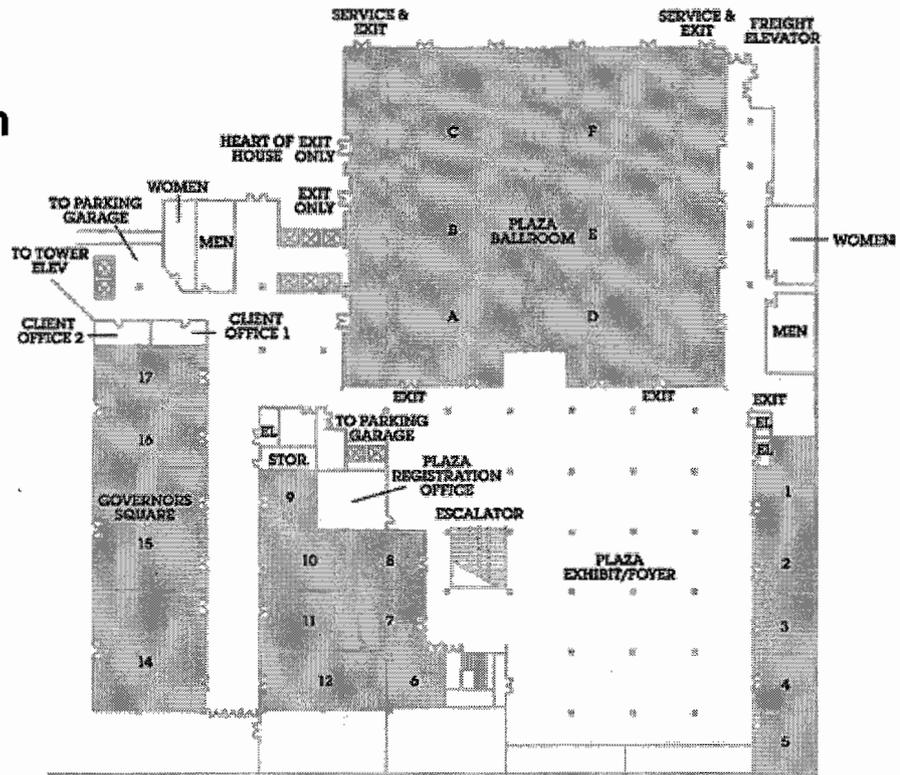
Saint Joseph Hospital: 1835 Franklin St., Denver, CO 80218 303. 837.7111

Pharmacies

Walgreens, 801 16th Street, located at Stout and the 16th Street Mall, (303) 571-5314

Rite Aid, 750 16th Street, located at Stout and the 16th Street Mall, (303) 534-7802

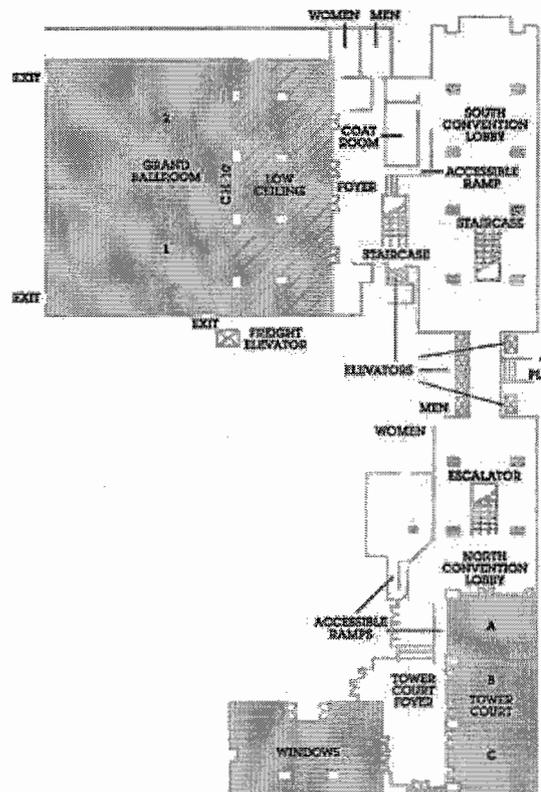
HOTEL LAYOUT Plaza Ballroom



IM Pei Tower Building

DIRECTIONS:

Lunch on 10/1 and 10/2 will be located in the Grand Ballroom, which is located in the IM Pei Tower Building, Second Level. Please take the Plaza or Tower Guest Room Elevator to the Second Level to access the Grand Ballroom.



2012 SILA National Education Conference

Preliminary Conference Agenda
Sheraton Denver Downtown Hotel
September 30, 2012 – October 3, 2012

Saturday, September 29 (casual)

1:00-2:00 PM

SILA Executive Committee Meeting

2:00-4:00 PM

SILA Board of Directors Meeting

PRE-CONFERENCE CLASSES:

1:00-5:00 PM

ABC's of Public Speaking Workshop (Part I)*

1:00-5:00 PM

SILA Adjuster Licensing Basics Class*

Sunday, September 30 (business casual)

PRE-CONFERENCE CLASSES:

8:00-12:00 PM

SILA Producer Licensing Basics Class*

8:00-12:00 PM

SILA Adjuster Licensing Advanced Class*

8:00-12:00 PM

SILA Surplus Lines Fundamentals Class*

8:00-12:00 PM

Securities Basics Class*

8:00-12:00 PM

ABC's of Public Speaking Workshop (Part II)*

Sunday Activities:

10:00-11:00 AM

Vendor and Exhibitor Meeting

1:00-2:00 PM

New Attendee Orientation (for first-time conference attendees)

1:00-6:00 PM

Conference Registration

2:00-3:30 PM

Regulators Only Meeting

3:00-3:30 PM

Speakers Only Meeting

3:00-6:00 PM

Exhibitor Fair & Welcome Reception (for all attendees)

2012 SILA National Education Conference

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Sheraton Denver Downtown Hotel
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Monday, October 1 (business casual)

7:30-8:30 AM

Networking Breakfast & Exhibitor Fair
(conference registration also open)

8:30-9:00 AM

General Session Opening & Welcome

9:00-9:45 AM

Climbing to a Higher Summit
With Featured Speaker: Eric Alexander



Reaching New Heights is something for which we all strive, and is something with which Eric Alexander is quite familiar. Trust, Courage, Teamwork, Leadership, Integrity and Innovation are values that SILA aspires to embed into its team culture and are exactly what Mr. Alexander will speak on as he shares from his incredible life experiences bringing enhanced meaning to these words as he speaks about their application in life and business.

Eric is a renowned speaker and the author of [The Summit: Faith Beyond Everest's Death Zone](#). More than a skier, climber, and mountaineer, Eric is a person who embodies a picture of hope and possibility for the rest of us. Think you can't reach that next summit which is calling you? Eric says, think again. With years of speaking experience, Eric delivers a multimedia presentation which he shares in such a way as to bring you right into the emotion of the moment.

Summitting the highest peaks in the world is an extraordinary accomplishment for the fittest of climbers, but Eric has led people with disabilities to the top of the highest point on six of seven continents, including his blind friend Erik Weihenmayer to the summit of Everest - 29,035 feet. Don't miss this exciting opening session!

10:00-11:00 AM

NE Regional Regulatory Update

Regulators from the Northeast Region will provide updates to licensing changes in their states. Northeast Region states are Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Jersey, New Hampshire, New York, Pennsylvania, Rhode Island, and Vermont.

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Monday, October 1 (business casual)

11:00-12:00 PM

MW Regional Regulatory Update

Regulators from the Midwest Region will provide updates to licensing changes in their states.

Midwest Region states are Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, Oklahoma, South Dakota, and Wisconsin.

12:00-1:15 PM

Networking Lunch

1:15-2:15 PM

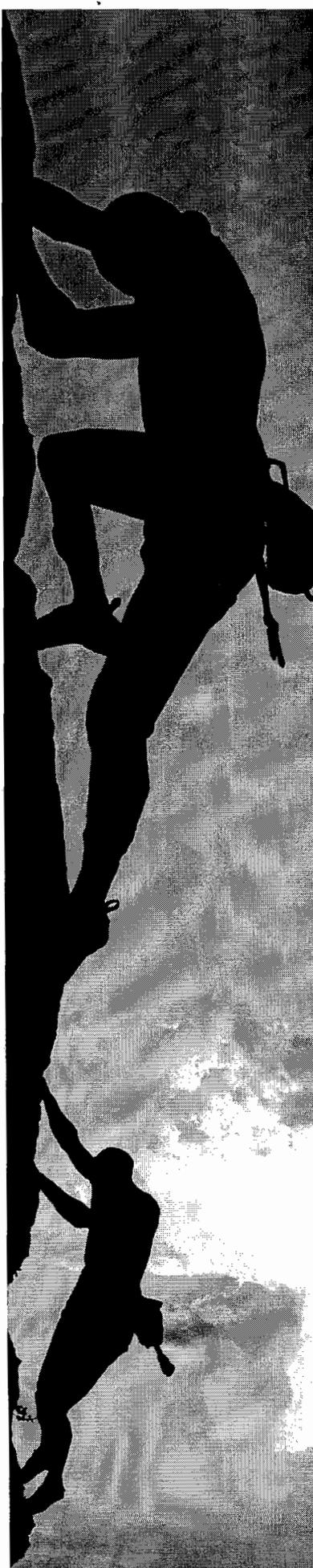
Concurrent Sessions

- ◆ **NAIC Producer Licensing Working Group Update**

Come and learn what initiatives the NAIC Producer Licensing Working Group and other NAIC task force committees are tackling to streamline the states' varying business rules and processing procedures.

- ◆ **Reaching Around the World**

With international business an every day event, do you know how to get U.S. Citizens licensed in another country, or how to get a foreign citizen licensed in the U.S? Sometimes it's not always international business that can confuse us; it's also our U.S. Territories that might be a bit confusing. Or is it what type of license, do you need? A producer? An Adjuster? An entity? HELP, I'm so confused!



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Sheraton Denver Downtown Hotel

September 30, 2012 – October 3, 2012

Monday, October 1 (Con't)

1:15-2:15 PM

Concurrent Sessions (con't)

- ◆ **Homeward Bound – It's an Emergency!**

This is a time of pivotal change in the world of adjuster licensing. The SILA Adjuster Licensing Subgroup (SALS) will split the presentation to cover two critical issues:

1. **State implementation (or modification) of the designated home state concept** - Since the NAIC adoption of the Independent Adjuster License Model Guideline in 2008, the concept of adjusters declaring a "designated home state" (DHS) has been a viable resolution to many of the reciprocity and processing issues surrounding adjuster licensing. While many states have approved the concept in their own jurisdiction, it is imperative to work with NIPR to allow online processing of new nonresident license applications.

2. **Emergency adjuster licensing requirements** - 2011 was a year of widespread storm activity and 2012 is headed in the same direction. Devastation from weather related events affected the nation from coast to coast. With today's technology, we can often see catastrophic storms as they develop but are we ready for them in the insurance industry? The SALS experts have a revolutionary proposal to help the state regulators and insurance industry prepare and become more responsive to victims of catastrophic events.

Come listen to what we have to say. We need your help to find our staff and independent adjusters a home (state) and get our expert claim handlers into a disaster area quickly.

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Preliminary Conference Agenda

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Monday, October 1 (Con't)

1:15-2:15 PM

Concurrent Sessions (con't)

- ◆ **FINRA CRD/IARD Technology Roadmap**
Representatives from FINRA's Registration and Disclosure (RAD) Department will provide updates regarding operational and system enhancements including: Web CRD and IARD system software releases scheduled for 4th quarter 2012 and 2013.

- ◆ **Best Practices for Agency-Carrier Communications – *Uniformity through the Use of the Producer Information Form (PIF) and Treatment and Protection of Personal Information***
SILA's Agency-Carrier Subgroup (SACS) Working Groups have taken on a number of high profile issues to improve the efficiency and standardization of processes between all agencies and carriers. Provide your input and experience in the discussion of the groups' efforts. Learn how SILA is partnering with ACORD. We will address the issues and recommendations for standardizing the **Producer Information Form (PIF)** and the treatment and protection of the **Personal Information** received. Uniformity in the area of data gathering is a unique concept. Don't miss the opportunity to be a part of the SACS uniformity movement that is committed to streamline processing workflows, improve turnaround times and meet compliance concerns universally across all lines of business.

- ◆ **Industry Solutions: Moving From Producer Compliance To Competitive Advantage (Vertafore)**
"Increasing operational efficiency" is an imperative shared by carriers and distributors across the industry, in order to grow their business and remain competitive. Find out why elevating Producer Lifecycle Management to a strategic initiative is the key to efficient growth in a soft market and staying one step ahead of your competition.

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Monday, October 1 (Con't)

2:40-3:40 PM

Concurrent Sessions

- ◆ **Reaching "Electronically" for Data: Scaling the PDB Summit for Compliance**
Do you use a document imaging system? Do you have a document retention policy? What about a tracking system for all those producers and agencies? How do you ensure that your records are in balance with the states? Don't fall into a market conduct chasm; learn best practices on how to save precious dollars while maintaining compliance. This session will address our "electronic" use of data storage, retention and tracking. There are tools to use; do you know what they are? How to use them? What do they cost? How can they help? Get your answers here!!

- ◆ **Continuing Education Regulatory Compliance – It's Over the Top!** ⇄
Come hear a panel of industry experts describe the issues they encounter securing course approvals, meeting various instructor qualification requirements, addressing course presentation requirements, adhering to credit reporting deadlines, and how these (and other) CE compliance challenges have been met. Our panel consists of individuals representing providers that offer online, classroom, and "webinar" course presentations. This is a unique opportunity to learn from those who have experienced the same frustrations that plague your CE compliance efforts and see how they have reached new heights in streamlining the administration of their programs!

- ◆ **Climbing Around Social Media Pitfalls**
Learn the necessary skills to navigate through common Social Media pitfalls. This session will identify regulatory cautions and compliance dangers that occur through the use of social media and equip you with the proper navigation tools to insure safe passage for your company and field force.





2012 SILA National Education Conference

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Monday, October 1 (Con't)

2:40-3:40 PM

Concurrent Sessions

◆ **FINRA's Compliance Updates**

Representatives from FINRA's Denver District Office and RAD Department will discuss current regulatory issues impacting FINRA member firms. Among the topics covered will be an update on the new Operations Professional (Series 99) qualification standard. This session is designed to provide valuable insight for firms to strengthen their compliance programs. This session will also include a brokerage industry representative to provide feedback and share helpful hints from a firm's perspective.

◆ **Best Practices for Agency-Carrier Communications – *License Copies vs. the PDB and the SILA Agency-Carrier Preferred Workflow***

Since the passage of Gramm, Leach, Bliley, the insurance industry, particularly the producer licensing piece of the industry has greatly improved by electronic submission methods provided either by the NIPR or one of their business partners. Unfortunately, transactions relating to the exchange of agent/agency data between insurance agencies and insurance carriers have not kept pace with the rest of the industry. The agency-carrier relationship presents some unique opportunities for the carriers to save processing time and money that remain unexplored. We will discuss issues and recommendations for standardizing **License Copies versus the Producer Database (PDB)** as proof of licensure. And to assist both carriers and agencies develop a more efficient and effective data exchange process, the SILA Agency-Carrier Subgroup (SACS) is proposing the **SILA Agency Carrier Preferred Workflow**.

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Monday, October 1 (Con't)

2:40-3:40 PM

Concurrent Sessions

- ◆ **Industry Solutions: The Recipe for a Good Background Check** (Business Information Group)

Just like in cooking, a lot goes into a good background check. Having the right ingredients, tools, environment and processes are all crucial to ensuring that your background check comes out right. In this "cooking" demonstration, you'll learn about all of the different background check ingredients and when to use which ones. You'll also learn the different ways those ingredients can be processed, and how their safe handling can mean the difference between a healthy screening program and one that can give you - and your company - heartburn.

4:00-5:00 PM

Concurrent Sessions

- ◆ **Around the Country Regulator Roundtables - NE and Midwest Regions**
State regulators from the Northeast and Midwest Regions will be available to answer state-specific licensing questions. NIPR and FINRA representatives will also be available.

2012 SILA National Education Conference

Preliminary Conference Agenda

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September 30, 2012 – October 3, 2012

Tuesday, October 2 (business casual)

7:30-8:30 PM

Networking Breakfast & Exhibitor Fair

8:30-9:15 AM

General Session: Awards, Designation Recognition & SILA Business Meeting

9:15-9:45 AM

**Who Hijacked My Fairy Tale?
Finding the balance between the life
you envisioned and the life you got.**

Featured Speaker: Kelly Swanson



Despite our best plans and intentions, we all hit potholes in the yellow brick road of life – that place where the life we envisioned meets the life we got – and it ain't a pretty first date! It's never the pothole that gets us in the end – but how we react to it. Join us as Kelly Swanson takes us on her hilarious, motivating, and twisted journey to happier ever after. Meet her characters in Prides Hollow who will teach you to See, Believe, Do, and Trust – laughing the whole way. You don't want to miss this unforgettable presentation – it just may be the very thing you need at this time in your life.

10:00-11:00 AM

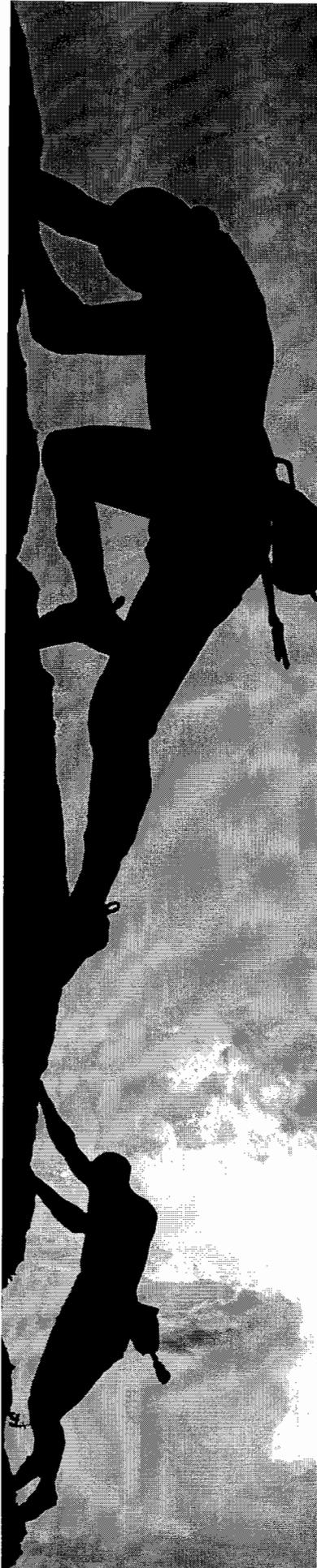
SE Regional Regulatory Update

Regulators from the Southeast Region will provide updates to licensing changes in their states. Southeast Region states are Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee, Virginia, and West Virginia.

11:00-12:00 PM

West Regional Regulatory Update

Regulators from the West Region will provide updates to licensing changes in their states. West Region states are Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Texas, Utah, Washington, and Wyoming.



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10:00-12:00 PM

FINRA – Dodd-Frank Impact (breakout session concurrent with General Session)
Representatives from FINRA's RAD Department and the State of Colorado Securities Division will discuss impacts of the Dodd-Frank Act. This includes Form ADV-E, new Form ADV, changes to "Assets Under Management" thresholds, exempt reporting advisers, private funds, BrokerCheck and Investment Adviser Public Disclosure.

12:00-1:15 PM

Networking Lunch sponsored by the SILA Foundation

1:15-2:15 PM

Concurrent Sessions

◆ **Specialized Licenses & Limited Lines Roundtables**

Do you work with specialty and limited lines licenses? If so, this informal session will give you the opportunity to interact with other individuals who are also involved in the administration and tracking of these license types. The room will be sectioned by license type with an assigned table facilitator who will lead group discussions regarding these specialized licenses. License types that will be supported in this session are: Risk Purchasing Groups, Third Party Administrators/Managing General Agents, Credit Insurance, Travel Insurance, and Consultant Licensing. Come equipped with questions and be ready to share your experiences.

◆ **Navigating through the New SILA Website**

Learn about the different features you'll find on SILA's newly designed website. From a brief overview to detailed tips, you'll be able to access/update your profile, create and respond to licensing-related questions in the Discussion Forum, find popular resources, locate regulatory, Chapter and subgroup news, search for technology solutions, professional development and more. Leverage the knowledge, ideas and member opportunities that exist through the SILA web portal.

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September 30, 2012 – October 3, 2012

Tuesday, October 2

1:15-2:15 PM

Concurrent Sessions (con't)

- ◆ **Annuity Suitability Training: Ascending to the Pinnacle of Compliance**
We departed base camp and began our ascent early last year to scale the compliance mountain of annuity suitability training. With roughly half of the states adopting the model bill, we find ourselves halfway to the summit. Join us for a panel discussion lead by members from across our industry as they share their experiences from the first stage of the climb. Find out how they overcame the challenges of tracking course completions, validating product specific training, and understanding reciprocity. Also, find out what's in store for the remainder of the ascent.

- ◆ **FINRA Regulatory Review & Disclosure**
Representatives from FINRA's Regulatory Review & Disclosure group will discuss current and ongoing initiatives related to uniform form disclosure filings, with an emphasis on best practices, and provide an update on potential future changes to FINRA's BrokerCheck program.

- ◆ **Best Practices for Agency-Carrier Communications – *Common Terminology and Just-in-Time Appointments***
SILA's Agency-Carrier Subgroup (SACS) Working Groups have taken on a number of high profile issues to improve the efficiency and standardization of processes between all agencies and carriers. Provide your input and experience in the discussion of the groups' efforts. We will address **Common Terminology** issues between carriers and agencies, and the efficiencies and cost savings that can be obtained through **Just-in-Time Appointments**. Don't miss the opportunity to be a part of the SACS uniformity movement that is committed to streamline processing workflows, improve turnaround times and meet compliance concerns universally across all lines of business.





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Tuesday, October 2

1:15-2:15 PM

Concurrent Sessions (con't)

- ◆ **Industry Solutions: Have you Reached the Peak? (RegEd)**

It's a long climb to the top, and inefficiencies can hold you back. Don't get weighed down by time-consuming processes. Learn how you can streamline day-to-day activities and focus your time on managing exceptions, providing critical business and compliance risk analysis, and target producer oversight. Join RegEd to see the view from the top for the latest innovations in producer licensing and registration that will help you reach the PEAK of AUTOMATION!

2:40-3:40 PM

Concurrent Sessions

- ◆ **Mountains of Debt**

In this session we will discuss various commissioning processes that result in different types of debt including debt that is incurred and collectible from active agents as well as debt after termination. You'll discover tools that are available to avoid a mountain of agent debt and risk management processes to help monitor high climbing agent balances. We will also discuss home-grown collection processes as well as partnering with collection agencies to hike your repayment percentages.

- ◆ **Adjuster Licensing Roundtable**

The SILA Adjuster Licensing Subgroup (SALS) is a group of adjuster licensing experts dedicated to improving the complex environment of adjuster licensing. The group uses the resources provided by SILA and the vast array of experience from the SALS members to identify acute and chronic adjuster pain points, and plan projects and strategies for the coming year. Find out how other licensing folks handle the same problems you face. Join us for our informative and lively discussion of all issues facing adjuster licensing folks.

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Tuesday, October 2 (Con't)

2:40-3:40 PM

Concurrent Sessions

- ◆ **Surplus Lines Reform – Rising to the Challenge**

This session will focus on the Non-Admitted and Reinsurance Reform Act (NRRRA) and the state compacts to better understand what impact they have on the industry.

- ◆ **Securities Open Forum**

In this open forum format, firms can come together and discuss current hot topic issues that are impacting their registration department and look to their peers for ideas on how to address these issues.

- ◆ **Best Practices for Agency-Carrier Communications – Product Training Tracking and Agency Affiliations**

SILA's Agency-Carrier Subgroup (SACS) Working Groups have taken on a number of high profile issues to improve the efficiency and standardization of processes between all agencies and carriers. Provide your input and experience in the discussion of the groups' efforts. We will address the issues and recommendations for standardizing **Product Training Tracking** and the recording and reporting of **Agency Affiliations**. Don't miss the opportunity to be a part of the SACS uniformity movement that is committed to streamline processing workflows, improve turnaround times and meet compliance concerns universally across all lines of business.





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Tuesday, October 2 (Con't)

4:00-5:00 PM

Around the Country Regulator Roundtables - SE and West Regions

State regulators from the West and Southeast Regions will be available to answer state-specific licensing questions. NIPR and FINRA will also be included in this session.

5:30-7:00 PM

Networking Reception

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Wednesday, October 3 (casual attire)

8:00-9:00 AM

Networking Breakfast

9:00-9:30 AM

**Vendor Commercials- One Last Look
and Announcement of Commercial Winner**

9:30-10:30 AM

Technology Updates – Regulator Systems

What technology advances are planned to further automate the licensing process for the regulatory processes? Come and learn from NIPR, NAIC and Verifone about planned enhancements that will benefit both the regulators and the industry.

10:30-11:00 AM

SILA Conference Wrap-up: Join us in this conference summary wrap-up that will recap the 2012 SILA conference experience and excite you for next year's conference. Raffle winners from our Exhibitor Fair games will be announced in addition to other surprises that you won't want to miss.

11:00 AM

SILA Conference Close

11:30-12:30 PM

SILA Board of Directors Meeting