



**Reinsurance Administration Professionals Association
2009 Fall Meeting
Dallas, Texas
Hosted by Optimum Re**

Sunday, October 18, 2009

6:00-8:00 *'Kick-Off' Reception - Details TBD*

Monday, October 19, 2009

8:00-8:30 Continental Breakfast

8:30-8:45 *Welcome, Antitrust Statement and Introductions*

8:45-9:00 *Agenda Review – Sharon Kelly, Chair, RAPA*

9:00-10:00 *Guest Executive Speaker - Sebastien Blondeau, FSA, MAAA, Senior Vice President, Risk Management & Chief Actuary, OPTIMUM RE INSURANCE COMPANY*

'The Missing Link' – Actuarial, Treaty, Risk Management, Administration...what is the missing link?

10:00-10:15 Break

10:15-11:15 *"Client Relationship Management (CRM)"- Dan Smith, Assistant Vice President, Development, RGA Canada & Adrian Gagi, Director Project Management Office and Quality Assurance, RGA Canada*

Client Relationship Management is about business processes supported by technology. Business processes that are repeatable, manageable, consistent, and sequential contribute to a strategic approach to managing customers. Hear from Dan and Adrian 'why' RGA established CRM; 'what' processes were captured; and 'how' RGA leveraged intellectual capital across their organization for an effective implementation.

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11:15-12:15 *Education Committee Presentation - Tonya Blackmore*

As younger generations enter the workforce, Reinsurers are faced with new challenges in terms of attracting, training and retaining employees who bring a different set of values and expectations to the workplace. To assist Reinsurers with the dilemma of balancing the personal needs of providing interesting and challenging work with the business needs of ensuring employees have the depth of knowledge to assume greater responsibility, the RAPA Education Committee is designing an accelerated training guide that caters to new employees with no previous Reinsurance experience. During this session we will share the highlights of the program and let you know when the guide will be available for use by all our RAPA Members.

12:15-1:45 *Lunch*

1:45-2:45 *'Use Your Brain...for a CHANGE' - Michael C. Anthony*

Michael is the Speaker you can't keep out of your mind. Use your brain for a change is an entertaining journey of fun and discovery. The quality of our lives is in direct proportion to the quality of our thinking. Blending his thought provoking ideas on how audience members can use their brains to enrich the quality of their lives with an amazing comedy mind reading show, Michael inspires every audience to change the way they think in order to change their lives! Audience members are shown how we are all sometimes guilty of doing what we do only because it's the way it's always been done and that if we want to excel and take things up a notch we need to think differently. While keeping the audience in stitches, Michael will demonstrate how we truly are what we think about.

Michael's study of advanced thinking methods, physiology and human potential have made him one of the most successful presenters of his kind in America.

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- 2:45-3:00 Break
- 3:00-4:00 ‘*The Effect the Economy has had on the Life Insurance Business*’ - Steve Stockman, Assistant Director, Actuarial Financial Reporting, Ohio National Financial Services
- 4:00-4:15 *Audit Committee - Presentation of Process & Controls Documentation relating to Treaty Set-up and Retention Management.*
- 4:15-4:30 *Election of Officers – Leroy McCarty & Diane Brule*
- 4:30-4:45 *Wrap-up & instructions for evening activities*
- 4:45 Adjourn Day 1
- 6:30-10:00 *Dinner - TBD*

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Tuesday, October 20, 2009

8:00-8:30 Hot & Cold Breakfast Buffet

8:30-9:00 *Comments by Incoming Chair*

9:00-10:30 *“Shop Talk” – Interactive discussions on topics that are relevant to our industry.*

Different industry topics will be provided for table discussions; each table will share their thoughts on their assigned topic with the entire audience...and that’s where the fun begins!

Facilitator: Ellen Fedorowicz, Reinsurance Manager, Jackson National Life Insurance Company

10:30 – 10:45 Break

10:45 – 11:15 *Committee Breakout Groups*

Treasurer’s Report

11:15 – 11:30 *Committee Report Out Groups*

12:00 Adjourn Day 2