

**INSURANCE CONSUMER AFFAIRS EXCHANGE
OFFICER AND COMMITTEE CHAIR RESPONSIBILITIES
UPDATED – MARCH 2003**

PRESIDENT

VICE PRESIDENT

SECRETARY

TREASURER

IMMEDIATE PAST PRESIDENT

CONFERENCE CHAIRS – Exchange and Roundtable

MEMBERSHIP/DATABASE CHAIR

CATALYST CHAIR

WEB SITE/TECHNOLOGY CHAIR

INSURANCE CONSUMER AFFAIRS EXCHANGE

PRESIDENT RESPONSIBILITIES

Description: The President shall be responsible for the administration of the business of the organization and shall preside at all meetings of the membership and of the Executive Committee and may call meetings in accordance with Article V of the Bylaws.

- Oversee all business affairs of the organization.
- Maintain ICAE involvement in any consumer interest groups or trade associations deemed appropriate by the Executive Committee.
- Appoint Executive Committee members, as appropriate, to serve at the pleasure of the President for a term coincidental with elected officers.
- Promote membership in ICAE by endorsing communications developed by Membership Chair to external companies and groups.
- Appoint chairs for all committees created by the Executive Committee which are necessary to carry out the purpose of ICAE.
- Work with Conference Chair to develop well rounded, representative agendas for ICAE conferences.
- Promote company sponsorship of meetings by endorsing communications to member organizations.
- Assist Conference Chair with invitations to Insurance Commissioner of the conference state. Follow up communications to obtain names of regulator representatives attending conference.
- Assist Conference Chair and endorse letters of appreciation to all conference speakers, including payment for honorarium and/or expense reimbursement.
- Ensure that proper planning for future meetings occurs early enough in the process to guarantee appropriate content quality.
- Preside at all membership, conference and business meetings of the organization.
- Host any special meetings as part of the conference.
- Nominate any honorary members to the organization.

INSURANCE CONSUMER AFFAIRS EXCHANGE

VICE PRESIDENT RESPONSIBILITIES

Description: The Vice President shall perform all the duties of the President during the absence or disability of the President.

- At the direction of the President, assist all Chairs in carrying out their responsibilities.
- Oversee all ICAE conference details working with Exchange and Roundtable Chairs.
- Solicit appropriate articles for publication in the *Catalyst*.
- Solicit conference sponsorships with ICAE members. Send letters of appreciation to conference sponsors, as directed by Conference Chair.
- Coordinate revision and distribution of ICAE letterhead as needed.
- Coordinate revision, printing, Web site posting and distribution of ICAE membership brochure in conjunction with Membership Chair.
- At the direction of the President, perform other duties relating to the conduct of the ICAE business.

INSURANCE CONSUMER AFFAIRS EXCHANGE

SECRETARY RESPONSIBILITIES

Description: The Secretary shall arrange to have notices of all meetings distributed to Executive Committee members 14 days in advance of the meeting, and shall act as recording secretary of all meetings of the members and Executive Committee.

- Contact ICAE President and officers for agenda items one month prior to Executive Committee meetings.
- Send Executive Committee meeting agenda to Committee members two weeks prior to the scheduled meeting, noting place and time of meeting.
- Record the minutes of Executive Committee meetings and distribute them to the Committee.
- Record minutes of the general business meetings and distribute to the general membership.
- Update the Bylaws of the organization as they are revised and voted on by the membership.
- Ensure that the Bylaws are maintained and business meetings are conducted according to *Roberts Rules of Order*.
- At the direction of the President, perform other duties relating to the conduct of the ICAE business.
- Ensure that ICAE Executive Committee responsibilities/duties are maintained.

INSURANCE CONSUMER AFFAIRS EXCHANGE

TREASURER RESPONSIBILITIES

Description: The Treasurer shall be responsible for all the ICAE's funds and shall report to the members periodically but no less than once a year on the income, expenses, and fund balance.

- Open an ICAE checking account, and control all deposits and disbursements. Note: Checking account must be established with a dual signature requirement.
- Open a savings or other interest-bearing, risk-free bank account with funds in excess of minimum checking account balance needed for routine ICAE expenses (minimum balance set at the discretion of the Treasurer); Control all deposits, withdrawals and transfer of funds.
- Maintain a physical record of all ICAE income, disbursements and fund transfers.
- Maintain financial tracking system for all ICAE finances. Back up data at regular intervals.
Note: Software in 2002 = Quicken 2000. (Serial # 254109)
Registered under: Krista A. Young
Insurance Consumer Affairs Exchange
PO Box 746
Lake Zurich, IL 60047
- Control all funds received and disbursed by ICAE.
- Make timely deposits of all funds received by ICAE.
- Advise the Executive Committee on matters concerning ICAE financial condition and accounting requirements.
- Present a financial report at each Executive Committee meeting.
Written report should include:
 - Income Statement
 - Balance Sheet
 - Copy of checking account register from Quicken
 - Copy of savings account register from Quicken
 - Custom reports as relevant - e.g. Membership Revenue report, Exchange Profit & Loss statement, comparative reports from one period to another, etc.
- Oral report should include:
 - Summary of present financial position
 - Recommendations for change, as needed
 - Other financial/accounting information as appropriate

INSURANCE CONSUMER AFFAIRS EXCHANGE

TREASURER RESPONSIBILITIES (Continued)

- Present an oral financial report at the annual ICAE Business meeting with a supporting written financial report showing Income Statement dating from last Business meeting date to current date. The report should summarize present financial position and significant financial decisions made by the Executive Committee during the prior business year.
- Prepare and submit materials to outside auditor for semi-annual financial audit. Share results with Executive Committee upon receipt.
Note: Audits have been conducted on a 1/1 - 6/30 and 7/1 - 12/31 basis.
2002 Auditor:
Holly Lyon
Financial Manager, Internal Audit
CUNA Mutual Group
5910 Mineral Point Road
Madison, WI 53701-0391
Work phone: (608) 231-8831
Work e-mail: holly.lyon@CUNAMutual.com
- Initiate creation of conference budget template. Work with Conference Chairs and provide budgetary guidance/assistance as requested.
- Finalize conference budget and present to Executive Committee at meeting 3 months after each conference.
- Prepare and submit state/federal tax information, as required.
Note: ICAE's Fiscal Year runs from June 1st - May 31st each year.
Annual tax filing (Form 990 - "Return of Organization Exempt from Income Tax") is due by October 15th after the close of the Fiscal Year.
2002 Tax Preparer:
Gerard (Jerry) Cole
96 Nichols St., Norwood, MA 02062
Home phone # 781-762-2452.
Work e-mail = gcole@cancer.org
- Prepare and submit W-9 forms on an "as requested basis" to organizations requesting same. (Typically, we received these requests from member organizations who have paid either corporate membership dues or conference registration fees during the course of the year.)
- Prepare and submit 1099 forms to any self-employed vendors and/or honorariums for speakers that have received payment of \$600+ in a calendar year from ICAE.
- Maintain historical financial records of the organization for the preceding 7 years.
- At the direction of the President, perform other duties related to ICAE finances.

INSURANCE CONSUMER AFFAIRS EXCHANGE

IMMEDIATE PAST PRESIDENT RESPONSIBILITIES

Description: The Immediate Past President shall serve as Chair of the Nominating Committee for officer elections and shall serve as an advisor/mentor to ICAE officers and other appointed chairs.

- Serve as Chair of the Nominating Committee for all officer elections, as specified in Article VII of the ICAE Bylaws.
 - Nominating Committee consists of the Immediate Past President (chair), who appoints four members not from the Executive Committee.
 - The Nominating Committee must nominate at least one member for each elective office prior to the annual election.
 - Nominating Committee Chair must notify ICAE membership of names and addresses of the Nominating Committee members at least 30 days prior to the nominations being closed.
 - Nominating Committee members are not eligible for elected office.
- Serve in an advisory/mentor capacity to ICAE officers and other appointed chairs.
- Ensure that the ICAE Bylaws and ICAE Responsibilities/Duties are kept current, offering suggestions for revisions as necessary.
- At the direction of the President, perform other duties relating to the conduct of the ICAE business.

INSURANCE CONSUMER AFFAIRS EXCHANGE

CONFERENCE CHAIR(S) RESPONSIBILITIES

Description: Conference Chairs shall be responsible for all conference details according to the ICAE Conference Guidelines and Planning Manual, and shall provide timely reports to the Executive Committee on conference progress.

INSURANCE CONSUMER AFFAIRS EXCHANGE

MEMBERSHIP/DATABASE CHAIR RESPONSIBILITIES

Description: The Membership/Database Chair shall be responsible for maintaining the ICAE database. Chair will also provide timely reports to the Executive Committee regarding memberships (non-renewals, new members and potential memberships). Chair shall also initiate membership drives for ICAE.

- Develop membership promotion strategies and direct Executive Committee in carrying out promotion activities.
- Promote membership in ICAE through personal letters to companies and groups not already members, requesting assistance from the President as needed.
- Prepare and distribute solicitations to potential ICAE members. Solicitations should include:
 - ICAE brochure (could be Web link)
 - Programs/Web links from the last two conferences
 - One or two Web links to the Catalyst
 - Information about upcoming conferences
- Follow up solicitations by most effective method (call, E-mail, letters, etc.) in a timely fashion. Request Executive Committee assistance as needed.
- Solicit membership renewals during the fourth quarter of the year.
- Follow up with members not responding to renewal solicitations during the first quarter of the year. Request Executive Committee assistance as needed.
- Prepare and distribute membership confirmation letters and certificates to all new and renewal members. New member letters should include information including a user ID and password for full access to the ICAE Web site.
- Maintain current paid list of ICAE members.
- Compile and provide a new membership directory during the second quarter of the year.
- Compile and distribute revisions and corrections to membership directory to the Web site/Technology Chair the first day of each quarter.
- Assist Conference Chair(s) with the distribution of conference announcements and notices to members, speakers and guests.
- Maintain and distribute a list of members sorted as specified by the Executive Committee.

INSURANCE CONSUMER AFFAIRS EXCHANGE

MEMBERSHIP/DATABASE CHAIR RESPONSIBILITIES (Continued)

- Present membership reports at Executive Committee meetings. Reports should include:
 - Number of corporate and individual members
 - Number of companies/organizations represented
 - Number of renewals
 - Number and composition of new members
 - List of new members since last report
 - Comparison report of ICAE members from most recent three-year period
- Present an oral membership report at ICAE business meetings. The report should summarize membership numbers and describe new membership promotion activities.
- Coordinate revisions to ICAE Web site Membership Directory section, as needed.
- Maintain and revise ICAE database as necessary. Maintain current backups of the database in an easily transferable software platform (currently in MSEXcel spreadsheet).
- Provide database backup to Web site/technology chair the first day of the month each quarter.
- Provide various database distribution lists and/or labels for all ICAE announcements as directed by the Executive Committee and Chairs.
- Coordinate database field postings as directed by Conference and Roundtable Chairs.
- At the direction of the President, perform other duties related to ICAE membership.

INSURANCE CONSUMER AFFAIRS EXCHANGE

WEB SITE/TECHNOLOGY CHAIR RESPONSIBILITIES

Description: The Web Site/Technology Chair shall be responsible for the maintenance of and revisions to the ICAE Web site. Chair shall be the main point of contact between Executive Committee and the Web design and Web hosting team(s).

- Coordinate and create all revisions to ICAE Web site, including working directly with the Web design and/or hosting teams.
- Manage all Web forms (conference registration, members' maintenance, queries to "info@icae.com, etc.) received via the site. Route information to the appropriate Executive Committee member or Chair as needed.
- Confirm all invoices associated with the Web site are appropriate, prior to forwarding to the Treasurer for payment.
- Investigate and evaluate potential enhancements to the Web site for the benefit of all members and Web site users. Make recommendations to the Executive Committee for necessary, as well as potential enhancements to the site.
- At the direction of the President, perform other duties related to the Web site and/or technological enhancements to the organization.

INSURANCE CONSUMER AFFAIRS EXCHANGE

CATALYST CHAIR RESPONSIBILITIES

Description: The Catalyst chair shall be responsible for the coordination of all aspects of the Catalyst publication.

- Obtain and make all arrangements for an Editor for the Catalyst at least six months prior to Conferences and Roundtables. Present Editor proposals to the Executive Committee for evaluation, as deemed necessary.
- Obtain and make arrangements for a photographer (digital photos) to capture shots of all speaker/panel presentations and other conference highlights.
- Proof and perform final edits to all Catalyst articles as submitted by Editor.
- Provide final text and photos with captions for Catalyst articles to the Web site/technology chair 45 days following the conference or roundtable.
- Recruit members and regulators to submit stories of interest to membership periodically for publication on the Web site. This includes proofing, performing final edits and obtaining digital photos for these articles.
- At the direction of the President, perform other duties related to the Catalyst.