



**INSURANCE
CONSUMER
AFFAIRS
EXCHANGE**



**INSIGHT ON
INSURANCE CONSUMER RELATIONS**

MISSION STATEMENT

To promote professionalism and shape the standards of behavior in relationships between insurance organizations, regulators, and customers through proactive dialogue, research, communication, and education.

Welcome to ICAE

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ICAE leadership 2025/2026

President: Kristi Colbert, UnitedHealthCare

Vice President: Jackie Smiley, MassMutualAscend

Treasurer: Jim McNally, Travelers

Secretary: Becca Donegan, Erie

Objectives

Since it's founding in 1976, the Insurance Consumer Affairs Exchange (ICAE), has provided a unique forum to promote the sharing and joint resolution of the insurance concerns of consumers. Through annual Exchanges and periodic Roundtables, ICAE provides the opportunity for the exchange of information, ideas, best practices, and experiences among professionals from all lines of insurance. Through our efforts to promote professionalism and shape the discourse between insurers, regulators, and consumers, we contribute to our industry's commitment to fair outcomes for consumers.

ICAE's key objectives:

- Involve Members to continuously enhance Exchanges**
- Collaborate with a Regulatory Advisory Council which contributes regulator input in the planning of the Annual Exchange and the overall direction of the organization.**
- Initiate and nurture relationships with other organizations**
- Channel networking and alliances to build, interpret and publicize data**
- Demonstrate a unique role in quality initiatives**

Showcasing Best Practices

ICAE has made major contributions to the insurance industry's customer relations, compliance and complaint handling functions. Among them has been a commitment to the development of benchmarks to help define what works and what doesn't.

As a result, idea leveraging and group learning has been at the heart of every ICAE Exchange, frequently inviting the participation of customer relation expertise from outside the insurance industry. This spotlighting of the best practices used by other industries is a conscious effort to enhance the value of the services we provide to our own customers.



ICAE Events

Annually, ICAE brings together its diverse membership to exchange ideas, information and best practices on topics such as:

- Consumer issues
- Customer relations
- Complaint handling processing and tracking
- Complaint coding
- NAIC Recommendations
- Industry regulation
- Emerging trends

Exchange attendees gain insight into how we can improve the insurance industry to benefit consumers while improving product and service quality. Attendees also share ideas with state regulators who actively participate and significantly contribute to the quality and value of the exchange. In 2007, ICAE created the Regulator Advisory Committee to formalize the commitment to keeping regulators involved in ICAE.

ICAE Exchanges also facilitate the development of relationships and informal lines of communication between regulatory and insurer customer relations and compliance personnel. Our experience has shown that once these channels are in place, many problems and misunderstandings can be more quickly and positively resolved through informal, one on one communications than by launching the formal complaint process.

Delivering Value

Through over 45 years of service to consumers, insurers, and regulators, ICAE has encouraged an approach to the resolution of problems intended to enhance positive outcomes for all parties, thereby enhancing the fundamental value of the insurance product itself.

To Customers:

ICAE provides a focus on problem resolution and dedication to the highest standards of service that adds significant value to the policies provided by every ICAE member company.

To Regulators

ICAE offers an open forum of cooperation and communication intended to enhance the standards of service provided to the insurance buyers that regulators are charged to serve.

To Insurance/Industry

ICAE provides a conduit for communication and problem resolution that can enhance the insurance industry's image among its key customer groups, which can ultimately be seen in the bottom line.

Membership Information, Benefits & Services

ICAE membership is open to any company, group of companies, association, institution, or individual engaged in the business of writing or marketing insurance or involved in insurance education.

Two categories of membership are Organization and Individual. Organization membership allows up to three people to be designated as ICAE participants and placed on the distribution lists. Individual membership allows only that person to participate in ICAE activities.

www.ICAE.com

The website is the lifeline for ICEA. As a member, you'll receive access to a variety of member-only resources to assist you in your efforts as an insurance professional.

Member Services

Membership directory

Our online directory assistance from valuable sources is only a call or email away

Conference Discounts

ICAE members are eligible for reduced registration fees to attend Exchanges and Roundtables.

Catalyst

The online Catalyst is a periodic update summarizing presentations from Exchanges. It is a valuable resource outlining the key takeaways from the tremendous speakers and topics that are presented each year.

Membership Application & Annual Dues

Annual Dues (please check one):

☐ \$695- Organization

Allows up to 3 representatives to be designees of your organization

☐ \$350 – Individual

Please complete:

Company Name _____

Address _____

City _____

State _____ Zip _____

Name _____

Title _____

Department _____

Work Phone _____

Email _____

For Organization membership, please designate up to two additional representatives:

Name _____

Title _____

Department _____

Work Phone _____

Email _____

Name _____

Title _____

Department _____

Work Phone _____

Email _____

Make check payable to ICAE, and mail to:

Insurance Consumer Affairs Exchange
PO Box 892
New Hyde Park, New York 11040

ICAE Exchange Sponsorship Levels

Silver- \$500	Each silver sponsor will receive name recognition in the exchange binder with other silver sponsors plus preliminary convention attendee registration information, if requested
Gold - \$1,000	Each gold sponsor will receive above benefits plus option to provide a company handout including product or service description and contact information (sponsor provides handout).
Platinum- \$1,500	Each platinum sponsor will receive the above benefits plus signage at various time during the exchange.
Emerald - \$3,000	Each emerald sponsor will receive above benefits plus recognition at the Sunday evening reception. In addition, an emerald sponsor will receive one free registration after the first paid registration for the event.
Diamond- \$4,500	Each diamond sponsor will receive above benefits plus corporate logo prominently displayed in the exchange binder. In addition, a diamond sponsor will receive one additional free registration for a total of two free registrations after the first paid registration for the event.

ICAE is a 501-C6 nonprofit
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