

Agenda

April 4-7, 2022

(R)EVOLVE

Industry solutions past, present and future

MONDAY, APRIL 4

All day	Arrivals throughout the day
3:00 - 5:00 p.m.	JM™ Partner Solutions Agent Advisory Council Meeting
6:00 p.m.	Welcome Reception

TUESDAY, APRIL 5

6:00 - 8:00 a.m.	Breakfast
8:00 a.m.	Welcome / Kick-off
8:15 - 9:15 a.m.	State of the Industry
9:15 - 9:45 a.m.	State of Jewelers Mutual® Group
9:45 - 10:15 a.m.	Break
10:15 - 11:00 a.m.	Moving forward with JM Partner Solutions
11:00 a.m. - 12:00 p.m.	Underwriting Programs
12:00 - 1:00 p.m.	Lunch
1:00 - 4:30 p.m.	Breakouts (Program and Coverage Training) <ul style="list-style-type: none">■ JM™ Shipping Solution■ Why Jeweler Programs are AmaZING■ Putting the “Work” in Workers Compensation Coverage■ JB Select
6:00 - 10:00 p.m.	Taste of Milwaukee Dinner & Reception

WEDNESDAY, APRIL 6

6:00 - 8:00 a.m.	Breakfast
8:00 a.m.	Welcome / Opening Comments
8:15 - 9:30 a.m.	Customer Insights, Analytics and Technology
9:30 - 10:00 a.m.	Break
10:00 - 10:45 a.m.	Evolving Crime Trends
10:45 a.m. - 12:00 p.m.	JM™ Risk Services
12:00 - 1:00 p.m.	Lunch
1:00 - 2:00 p.m.	Breakout: Hot Topics for Agency Owners
1:00 - 3:00 p.m.	Breakout: Building Value and Making Connections as an Independent Agent
2:00 - 4:00 p.m.	JM Partner Solutions Trade Fair
5:30 p.m.	Awards Ceremony & Dinner

THURSDAY, APRIL 7

6:00 - 8:00 a.m.	Breakfast
All Day	Departures throughout the day

TUESDAY, APRIL 5

State of the Industry

Marty Hurwitz, CEO, MVI Marketing LLC

We will walk through the overall health of the jewelry industry two years into the pandemic. What can you, a member of the industry, do to keep up the momentum for jewelers as the industry continues to face challenges? By evolving your marketing initiatives and staying relevant with what the next generation of jewelers and consumers are looking for will set you up for success.

Marty will present the latest trends, market conditions and predictions for the jewelry industry. You'll leave this session with industry knowledge to set you and your clients up for growth.

State of Jewelers Mutual Group

Jewelers Mutual Leadership Team

Join Jewelers Mutual Group leaders to discuss where we are now, where we are going, and how we intend to continue to evolve to raise the tide of the jewelry industry. We'll explore the critical role you play in delivering JM Partner Solutions value proposition to your clients and the impact our products, programs and services have on your business.

Moving Forward with JM Partner Solutions

Jamie Luce, Executive Vice President

Gain a better understanding of Jewelers Mutual's general agency model, the strategy behind it and the important role you play in the overall strategic vision as a solutions provider. You'll walk away from this session with a better understanding of the value of accessing other markets along with increased confidence in JM Partner Solutions and support your long-term success.

Underwriting Programs

This session continues to EVOLVE. More information will be provided soon.

BREAKOUT SESSIONS

JM Shipping Solution

Tina Olm, Vice President, Shipping Solutions
Nate Charais, Logistics Business Development Manager

Join us for what's new in 2022! Hear about our evolution and changes to the JM Shipping Solution offerings coming this year. See firsthand how our focus on ease of doing business has dramatically enriched the user experience in the Zing® marketplace. Gain insights on the safest ways to ship and trends happening in the shipping space today.

You'll leave this session with more confidence in referring the JM Shipping Solution to your clients and guiding them through all things shipping.

Why Jeweler Programs are AmaZING

David McDonald, Senior Director of Product Management

Refresh your knowledge of our jeweler programs and be reminded why they are so amaZING! David McDonald along with our program sales managers will take you through our jeweler programs, discuss the benefits to your agency and how your clients can profit from these programs.

After the review, get your thinking caps on. We will wrap up the session with a fun interactive game to put you to the test.

Putting the "Work" in Workers Compensation Coverage

Dan Tober, Senior Manager, Commercial Lines Underwriting

Joe LaRocca, Vice President Commercial Lines, Berkley Asset Protection

This is your opportunity to learn more about the workers compensation offering and the benefits to you and your clients. We'll discuss participation requirements, the quote delivery process and commission available. You'll walk away from this session feeling confident in your knowledge of the workers compensation offering and how to present it to your clients.

JB Select

John Fierst, Vice President, Commercial Lines
Jesse Reichenberger, Senior Manager, Product

Join us as we walk through an exciting one-of-its-kind product expansion targeting mall jewelry locations. JB Select is available as an underwriting program within JM Partner Solutions and an additional offering within its suite of products and services. This product features unique coverage options and goes beyond insurance with ancillary services to round out mall jewelers' growing security needs.

With JB Select, expect best-in-class service, along with:

- A la carte coverage options and customized pricing
- Incentives for security and protection upgrades
- Rewards for zero claims and losses

 = Leaders' Trip criteria focus

WEDNESDAY, APRIL 6

Customer Insights, Analytics and Technology

Kelly McCartney, Vice President Product & Customer Insights, Commercial Lines

Rick Hawk, Director Technology, Commercial Lines

In this session, we'll uncover the best data and technology to service clients and increase your book of business as part of JM Partner Solutions. This new technology platform will provide:

- Superior customer experiences that serve as a sustainable differentiator
- Data-centric culture of business analytics to communicate meaning and impact
- Scalability and optimization to accelerate your business

Evolving Crime Trends

John Kennedy and Scott Guginsky, Jewelers Security Alliance (JSA)

Hear from the experts at Jewelers' Security Alliance as they discuss what the jewelry industry is facing. They will share the latest crime trends that continue to target jewelry businesses and loss prevention measures they recommend to mitigate risk and bring peace of mind.

JM Risk Services

Larry Spicer, Vice President Loss Prevention & Risk Management

This is your chance to learn how to help your jewelers avoid loss and stay secure with current initiatives including but not limited to:

- Sensor Systems supported by Hartford Steam Boiler
- Alarm Response Program supported by Securitas
- eLearning platform
- Approved vendor listing
- 3SI GPS Program

BREAKOUT SESSIONS

Hot Topics for Agency Owners

Mark Devereaux, Vice President, Sales

In this session, we'll discuss perpetuation plans for your business and opportunities available, including compensation through JM Partner Solutions, both at the agency and producer level. Examples of potential compensation will be covered as well as ideas on how to motivate producers and tips for agency staffing.

Building Value and Making Connections as an Independent Agent

Kelly Donahue-Piro, President, Agency Performance Partners

With access to the best portfolio of programs and services in the industry, no risk is out of bounds. In this session, we'll talk about:

- How to cross sell the portfolio to your clients
- Showing your value as an agent (because we all know how easy it is to get a quote with the click of a button)
- Making connections to build lasting relationships

You'll leave this session feeling more confident in your sales process and ready to make meaningful connections that lead to success.

JM Partner Solutions Trade Fair

This is your opportunity to meet representatives from all areas of Jewelers Mutual. Meet the program sales managers, learn more about solutions available through JM Risk Services, get all the details about jeweler programs, JM Shipping Solution, JM™ Care Plan and so much more. This is your one-stop-shop for all things Jewelers Mutual.

Awards Program

Join us as we recognize agent partners whose dedication revolves around the industry and went above and beyond to evolve with their clients' changing needs in 2021.

 = Leaders' Trip criteria focus