DAY 1
MONDAY, APRIL 29, 2019
8:00am Convention Registration Desk Opens
8:00am Complimentary Buffet Breakfast
8:30am Annual Business Meeting & Election of MIAA Officers
Morning Program

Why do agencies have trouble attracting millennials? Top 5 reasons for focusing referral programs, implementing lead advertisements, developing brand, maintaining an excellent culture, and renewing over 90% of their policies? It’s because we spend too much time in the business and not enough time on the business. Join Matt & Zack for a step-by-step process on how to implement a simple strategy that will elevate your agency and your bandwidth.

Noon Lunch on your own

12:00pm to 2:00pm Digital UPDATES
Are you in need of a digital update? Trusted Choice will review your website/social media and provide a report with actionable takeaways to improve your online presence. We will collect your website URL/social media channels and the Trusted Choice Team will send your custom report prior to this session. Attend this "Digital Update" session with your review in hand to learn more about how to make these changes and have an overall excellent online presence.

2:00pm to 3:00pm Defendably with Rob Simopoulos
You hear about it in the news every week. Another company, government organization, or financial institution is hit by a cyber attack. There’s never an easy recovery process, besides the bad PR and mistrust of customers. Companies deal with compromised software, personal information, monetary theft, and weeks/ month’s worth of downtime. These attacks can be extremely damaging to companies and customers alike—and it’s not just large corporations and enterprises that are at risk. Small businesses and residential customers are now targeted at small businesses, and 68% of small businesses report cyber security breaches within the last 12 months. So, what do you need to know about cyber security threats, and how do you protect your customers and your company?

During this session, Rob will discuss cyber security threats to business today and how to mitigate your risk. Learn why a strong cybersecurity posture requires multiple layers of protection and how to effectively employ each layer at your organization. Cybersecurity can seem complicated at first, but Rob’s presentation simplifies the conversation with straightforward steps that you can take to safeguard your customers and protect your business. The better you understand cyber threats, the better you can prepare yourself and your organization. Approved for 1 CEC.

4:00pm to 5:00pm Cyber Coverage with Christy O’Hare
Cyber & Privacy Liability Coverage - What do you have to lose? Data breaches are increasingly common. Cybercrime is no longer a hobby. It’s an industry. Come and learn about various First and Third party exposures and how Insurance can cover them. Approved for 1 CEC.

5:00pm MIAA Annual Inaugural Banquet honoring
Laurie Bihigs, Chairman, Insurance Group of New England/ Saverijays- Lyons Insurance, and
Jeff Shaw, CIC, Chairman-Elect, Clark Insurance
6:30pm Keynote Address, Sam Glenn
With Sam’s attitude changes everything. At one time, Sam Glenn was barely getting by working odd jobs at night. He was negative, depressed, and sleeping in his car. He was not a man who was likely to become a keynote speaker. Sam says it was a kick in the attitude that changed his life. He describes positive events from knocking over the legendary Zig Ziglar at a buffet to simple cups of coffee with good friends that gave Sam what he calls a KICK IN THE ATTITUDE to turn his life around. Sam changed his negative outlook and began working on developing a more positive attitude.

As Sam’s attitude changed, everything changed. He discovered renewed purpose, happiness and humor. For the past 20 years, Sam has become regarded as one of the most fun, entertaining and inspirational conference kick off speakers. Sam has been named Speaker of the Year on several occasions by meeting and event organizations and won two national awards for his keynote introductions. In addition, Sam is a gifted artist and author of 23 books that focus on personal and professional development. Sam and his growing company currently reside in Carmel, Indiana, although he is originally from Minnesota.

To learn more about Sam Glenn, his story and his message, visit his really cool website: www.SamGlenn.com. Or follow him on his social media hangouts: Facebook @SamGlennSpeaks or on Instagram @samglennspeaker.

DAY 2
TUESDAY, APRIL 30, 2019
Presented by Todd Davis, CIC, Davis Agency
8:30am Convention Registration Desk Opens
2:00pm to 4:00pm Young Agents Cocktail Reception
Open to registered convention attendees only.
Approved for 1 CEC.

4:30pm to 6:00pm Young Agents Cocktail Reception
Open to registered convention attendees only.
Complimentary beer & wine (2 drink tickets)/hors d’oeuvres.
Open to registered convention attendees only.

4:00pm to 5:00pm Cyber Coverage with Christy O’Hare
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