

Disaster Recovery at  
**Pan-American**



*Information That Works*<sup>®</sup>

December 2005

# RESOURCE

Visit us online at [www.loma.org](http://www.loma.org)

For Insurance & Financial Services Management



- Software
- Hardware
- Services

# Technology Directory



COMPANY ID # 27415  
JEAN MOREAU, FLMI, ACS, CIU  
GROUP INSURANCE ADVISOR  
RBC INSURANCE SERVICES, INC.  
1 PLACE VILLE MARIE, 13TH FLOOR  
SOUTH WING  
MONTREAL QC H3C 3A9  
CANADA

"This was a wonderful thing the Saints and the San Antonio community did for Hurricane Katrina evacuees and we are so proud to be a part of it," commented Society member Cindy Roberts.

### **Greater New York Society Takes Down Syndrome Buddy Walk**

Once again, the Community Affairs Committee of the LOMA Society of Greater New York reached out to the community. Committee Chair Carol Parkerson of Prudential Financial, Board Member Lucille Cassarino of MetLife, and Mary Jean Orlando represented the Society at the National Down Syndrome Society (NDSS) New York City Buddy Walk on Sunday, September 25, 2005. The walk took place at the Great Hill in Central Park at 106th Street and Central Park West.

Several thousand people from the tri-state area and across the country participated in the one mile walk to promote inclusion and awareness of Down Syndrome. The Buddy Walk was led by Chris Burke, NDSS Good Will Ambassador and star of the TV series "Life Goes On."

The cool and cloudy afternoon was brightened by the colorful balloons of blue, gold, red and yellow that were placed at the entrance. The upbeat music being played by the DJ added to the festive mood. T-shirts were distributed to each person who registered. There were games, face painting and pumpkin painting.

Carol, Lucille and Mary Jean were assigned as cheerleaders by Walk Coordinator Becky Switalski. Becky took them down the hill to their post along Central Park West, close to the finish line. As the participants walked by, Carol, Lucille and Mary Jean clapped their hands and cheered them on: "Good job," "Nice going," "You're almost to the end." Many participants held up signs such as "Tara's Team," "Bronx Babies," and "Anna's Angels." When the walk ended, the participants received a sticker and picked up their "goodie bags."

### **Montreal Society Holds "Glamorous" Annual Meeting**

The LOMA Society of Montreal held its annual meeting on Thursday, October 27. To boost attendance, the Board of Directors chose to hold the meeting in a grand location: the Château Dufresne Museum, *château* meaning castle.

Originally the museum was the home of two wealthy brothers who were key players in the development of the city of Montreal. A picture of their former home can be viewed by visiting their Web site at [www.chateaudufresne.qc.ca](http://www.chateaudufresne.qc.ca).

Built in the early 1900s, the museum is comprised of two residences, one for each brother. Each house has its own style of decoration, but with so many frescos and sculptures, it was like living in an art museum.

In order to make the Annual Meeting a special event for our members, we did pay attention to details. The members had access to free private valet parking, were received in the main entrance (usually not open to visitors) and greeted with a glass of wine by the Board members, while being introduced to fellow members. A professional pianist played soft music all evening while, as a backdrop, guests could view the features and new look of the Society Web site.

Since attendance at the annual meeting is free of charge for members, we did solicit the support of sponsors to make the evening possible. The evening sponsor and the Web site sponsors were invited to give a short speech on how LOMA plays a role in their organizations. The Annual Meeting ended after the Jacques Bédard prize was awarded to a most deserving recipient, Mrs. Suzanne Comtois by Mrs. Claude Di Stasio. This special prize is named for the founder of the LOMA Society of Montreal and was first introduced in 2000 to honor a LOMA Society of Montreal member for their outstanding commitment and dedication to the Society. The meeting was followed by a buffet as well as a personalized guided tour of the museum.

We feel that selecting an interesting location, issuing personalized invitations to our sponsors, all executives of companies in the life insurance business, and welcoming members to bring a guest greatly contributed to the success of the LOMA Society of Montreal 2005 Annual Meeting.

The next event on the horizon is our 30th anniversary celebration, and we are currently scouting locations and working with our sponsors to ensure an evening full of elegance and fun.

### **Nebraska Society Takes Care of Business**

On October 27th, 2005, the LOMA Society of Nebraska held its annual

LOMA Seminar. The theme for this year's event was "Taking Care of Business". The event was held at the Peter Kiewit Lodge at Mahoney State Park in Nebraska. After a wonderful breakfast, our President Ginny Tworek welcomed our first speaker, Mary Hoppe.

Mary shared an exciting topic with us: "Contented Cows Give Better Milk: How to Decrease Rudeness & Increase Performance". This humorous play on words emphasized the relationship between happy employees and the increased quality of their work. One focus of her presentation was to find out what the most admired companies in America do to improve the quality of work life and increase performance.

Mary explained that the most admired corporations in America have an ability to attract, develop and keep talented people. They also possess quality management, as well as quality products and services. They have value as a long-term investment, a conscientious use of corporate assets, a solid financial soundness, and innovativeness as well as community responsibility.

At this point during the presentation, Mary asked all of us to get into small groups and share some things we desire in our jobs that would make our day better. After a very productive and stimulating activity, some of the main ideas shared were being recognized for our work, having our co-workers come to work with a positive attitude, and a more equal work load among co-workers.

Mary shared examples of these "admired" companies and what they've done to be recognized as such. Principal Financial Group gave 12,500 employees days off to do volunteer work last year. W.L. Gore has 4,200 employees and everyone holds the title of Associate. Associates evaluate fellow team members each year to determine compensation. Quicken Loans, which has more than 1,900 employees, is another example. It provides Ticket Window Thursday, for which the CEO gives concert or sporting event tickets to those who sing over the PA system. These are simple gestures that a company can do to show appreciation to its employees as well as show what the company's values are. All of the top companies are regarded as exceptional places to work.

Another example Mary shared with the group was Wegmans Food Markets, whose motto is "Employees First, Customers Second". This is opposite of what is found in most companies today, but