



Join us October 2 to 4, 2011, at Disney's Yacht & Beach Club Resorts

The ISO Customer Conference is now the **Verisk Insurance Solutions Customer Conference**. We hope you'll make plans to join us **October 2 to 4, 2011**, at Disney's Yacht & Beach Club Resorts.

We're designing the conference to serve the needs of customers of all Verisk Insurance Solutions companies:

**ISO • AIR Worldwide • Xactware • Crowe Paradis
AER • HealthCare Insight • Quality Planning • iiX**

Our agenda will include many exceptional opportunities to:

- network with colleagues
- share best practices with your peers
- hear about the latest Verisk Insurance Solutions products and updates
- stay up to date with emerging issues and industry trends
- gain insight into critical economic, industry, and technology issues

Verisk Insurance Solutions Customer Conference 2011 will be the professional development opportunity of the year for decision makers in the property/casualty industry. Don't miss out — register today!

SPECIAL ROOM RATE AVAILABLE AT OUR CONFERENCE HOTEL

The conference staff has arranged for a block of rooms for conference attendees at Disney's Yacht & Beach Club Resorts at a special rate of **\$218 plus tax per night** for single or double occupancy. **To receive the conference discounted rate, reserve your room by Tuesday, September 6, 2011.**

To reserve your room at the special rate, call hotel reservations at 407-939-4686 and make sure you mention you're attending Verisk Insurance Solutions Customer Conference 2011.

TOP 5 REASONS TO ATTEND THE CONFERENCE

1. Hear from keynote speaker **Bill Taylor**, writer, presenter, and entrepreneur, who is helping shape the global conversation about the best ways to compete, innovate, and succeed.
2. Learn about new and upcoming **Verisk Insurance Solutions products and services**.
3. Get the tools, technologies, and techniques you need to **streamline your workflow** and **boost your bottom line**.
4. Earn **continuing education credits** toward professional certifications.
5. **Network with your peers and share** solutions to common problems.

REGISTER BY SEPTEMBER 22 TO GET OUR ONLINE REGISTRATION DISCOUNT

You'll save \$100 if you register by September 22. Visit www.verisk.com/cc to register.

	8/2/11 -9/22/11	On-site registration
Full Program	\$850	\$950
One Day — Monday or Tuesday	\$425	\$475

REGISTER TODAY Visit www.verisk.com/cc to register.



Sessions at a Glance

GENERAL SESSIONS: MONDAY

- **Opening Remarks**, Frank J. Coyne, Chairman and Chief Executive Officer, Verisk Analytics
- **Keynote Address**, Bill Taylor, Founding Editor, *Fast Company*
- **Executive Panel: Challenges Facing the Industry**, Moderator: Scott G. Stephenson, President and Chief Operating Officer, Verisk Analytics

GENERAL SESSION: TUESDAY

- **Expert Panel: Regulatory Issues in the Property/Casualty Industry**

REGISTER TODAY

Remember, you'll save \$100 if you register by August 1. Early registration is just \$750. Visit www.verisk.com/cc to register today.

MONDAY CONCURRENT SESSIONS

101. Best Practices: Quoting Auto and Homeowners Insurance in Multiple Sales Channels	102. Leveraging Social Media for Claims and Underwriting	103. Managing Data for Analytics	104. Leveraging Geospatial Analytics for Underwriting Portfolio Analysis	105. How to Handle Rate Management Successfully and Keep Current with ISO
201. Enhancements and Updates to ISO Personal Lines Manuals and Rating Programs	202. Best Practices for Fighting Medical Provider Fraud in Property/Casualty Insurance	203. An Enterprise View of Data Management and Business Intelligence Best Practices	204. Leveraging Emerging Technologies for Improved Property Risk Evaluation	205. Emerging Technologies
301. Use of Predictive Modeling for Commercial Lines	302. Distinguishing between Legitimate and Suspicious Claims	303. Insurer Compliance with State Reporting Requirements	304. Telematics and Automobile Insurance	305. System Integration Challenges

TUESDAY CONCURRENT SESSIONS

401. Use of Predictive Modeling for Personal Auto Rate Refinement	402. Regulatory Compliance for Claims	403. Effective Decisioning through Big Data Analytics	404. Specialty Commercial Lines: Exploring Trends and Developments	405. Managing Catastrophe Risk
501. Use of Predictive Modeling for Homeowners Rate Refinement	502. Gain Control over Your Liability Claims Operations through Advanced Analytics and Business Intelligence	503. The Power of Text Mining for Claims Analysis and Underwriting	504. Enhancements and Updates to ISO Standard Commercial Lines Programs	505. Streamlining the Underwriting Process for Commercial Lines
601. Fueling Innovations from Raw Data	602. Integrating Weather Intelligence into the Claims Process	603. Data Collection Emerging Topics and Tools	604. Building an Automated Enterprise Solution to Identify and Resist Fraud and Misrepresentation	605. Emerging Hazards and Risks: What's Next for Insurance Companies

