

Yates Retires from Big 'I'

AGENCY VETERAN Jeff Yates is retiring from the Independent Insurance Agents & Brokers of America (Big "I") after serving the association for 29 years, most recently as Agents Council for Technology (ACT) executive director.



Throughout his tenure, he has received numerous honors and accolades, including the creation of a Big "I" lifetime service award named in his honor.



Winner's Circle

NU P&C took honors for Best Single Article at the 60th Annual Jesse H. Neal Awards ceremony in New York for our September 2013 cover feature, "Invisible Killer," which examines the insurance implications of head injuries sustained by football players at all levels of the game. NU Executive Managing Editor Shawn Moynihan (top right) accepted the award. Group Editorial Director Bill Coffin (top left) and interns Danni Santanna and Juliahna Green won the award for Best Subject-Related Series of Articles for the NU Life & Health 2013 four-part series "The Darkness Within," about how private health insurance does so very little to help the mentally ill.



(I Can Get) Satisfaction

FOR THE second straight year, property claimants continue to be highly satisfied with their insurers, J.D. Power reports. The firm attributes the uptick in satisfaction to consistent communication with property claimants, beginning at first notice of loss.

For the third year running, Amica Mutual rated the highest in overall satisfaction with a score of 898 on a 1,000-point scale. Erie Insurance scored an 877, followed by Nationwide (858), Auto-Owners Insurance (854) and Farmers (845).



History Lessons

Insurance transactions have been documented in Italy as early as 1320, which makes the business of financing risk one of the oldest on the planet.

To celebrate the industry's rich heritage, the Fondazione Mansutti, a Milan, Italy-based non-profit organization, has amassed a collection of more than 5,000 antique and modern insurance volumes, 300 posters, more than 2,500 insurance policies and released a revised edition of its "Quaderni di Sicurtá," a catalog of the early printed insurance books in its collection.

Copies of the "Quaderni di Sicurtá" can be ordered directly from the Fondazione for €70 (about \$100) plus postage. To order or for additional information, visit bibliotecamansutti.it.

