

# Specialty Coverages Insider™

Excess & Surplus Lines ■ Admitted Carriers ■ Alternative & Offshore Markets

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## AVIATION CARRIERS ADJUST FLIGHT PLANS

Changes are aloft in the aviation and aerospace industry as carriers make organizational shifts, broaden underwriting capabilities and launch new programs. **Starr Aviation Agency** acquires California-based **International Aerospace Insurance Services** (Inter-Aero), a move that enables it to enter the space business and extend its distribution network. While it previously sold capacity on a treaty basis only, **Flagstone Re** now offers direct and facultative reinsurance support to both treaty clients and the London broker community via its **Marlborough Syndicate** and **Flagstone Reassurance Suisse** platforms. **Chartis** launches an upgrade to its online light aircraft underwriting website and institutes a deductible waiver program for qualifying pilots. **Jardine Lloyd Thompson (JLT) Aerospace** welcomes a new partner.

After some dramatic dips in recent years, pricing in the airline sector has seen some improvement. Last year hull and liability prices rose by about 20 percent, according to **Aon**. However, this increase in rates is not expected to make up for last year's huge uptick in losses, which amounted to \$2.3 billion, about a half billion more than the previous decade's average. While rates should rise even more in the year ahead, the pace of the increase should be slow, though recent events in Northern Europe might alter expectations. Looking back, fewer passengers—the average number of travelers fell by 2 percent in 2009—meant reduced exposure for airports and air traffic control operations, which saw premiums decrease in kind. Regional and low-cost airlines did see growth, however, and their lead hull and liability premiums were 50 percent higher because of the increased exposure. As the economy slowly gets back on its feet, passengers are taking to the skies once again, which will benefit the overall industry, albeit undramatically because of the slow pace of recovery. Capacity in the airline industry is high and expected to continue to build. Air cargo volume has been building, with companies such as FedEx and Lufthansa reporting near 20 percent increases in the early months of the year. Airbus and Boeing are increasing production on their narrow-bodied aircrafts.

Insurers should avoid immediate losses from the massive air service disruption caused by the Icelandic volcano eruption, but business interruption policies may not include such events. Aviation carriers are likely to experience negative repercussions down the road. Opinions vary as to how this abrupt cessation of travel, which has put a stop to at least 95,000 flights, will affect insurers in the industry. The event has cost airlines an estimated \$250 million a day, adding up to over \$1 billion thus far, and will continue to tax the beleaguered airline industry as companies face the possibility of compensating bumped passengers who miss their scheduled flights to accommodate for returning stranded travelers. Impact on the industry is already considered significant enough that British pilots have requested government rescue of the UK airline industry. Should Eyjafjallajökull continue to erupt — its last eruption continued for longer than a year — resulting ash could mar the airlines' pocketbooks for months to come. In the meantime, carriers will evolve their products to suit the industry's needs.

Expect New York-based Starr Aviation, a **C.V. Starr & Co.** subsidiary, to build its premium volume this year after acquiring Inter-Aero. New Inter-Aero business will be brought into Starr, and renewing business may potentially be brought into the company as well, depending on the insured's choice. Starr writes coverage for aviation/aerospace risks on either an admitted or nonadmitted basis, depending on the risk. Policies are occurrence-based. Starr utilizes a variety of carriers, including **Chubb Group, Berkshire Hathaway, Ironshore Specialty** and **Starr Indemnity & Liability Co.** paper.

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## AVIATION CARRIERS ADJUST FLIGHT PLANS...

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Starr writes a diverse book of aviation business, from major/national airlines, commercial aviation, public entity aviation, airports, maintenance facilities, fixed based operators and ground handlers, aviation component manufacturers and light general aviation. Coverage is available nationwide and internationally, and the company is open to independent agents by appointment.

Flagstone, which does not write airline business on a direct or facultative basis, notes that while rates have increased in the sector in recent months, the level of increase is below what it believes is required to provide adequate returns. Flagstone Re does write both a book of reinsurance treaties and a number of original risks on a direct and facultative basis. Its ability to write direct risks and a team that can produce answers in less than 24 hours offer the company a competitive advantage. On the treaty side, the company writes programs both on a proportional and non-proportional basis. It also actively writes a book of proportional and nonproportional programs for space risks, covering both launch and one year in orbit risks. Flagstone will write coverage worldwide on a treaty basis. Its general aviation business, which now can accommodate aircraft risks with up to 60 seats, can be placed on a facultative basis worldwide, except in Australia, Canada, Japan and the United States.

Within aviation, the company focuses on the private and pleasure segments, industrial aid, and commercial and cargo operations. Preferred risk types within the fixed-wing category include jets and turbo-props, while twin turbines and single turbine machines are preferred within the rotary wing category. Flagstone steers clear of large industrial helicopter fleets, airports, ATC companies and manufacturers.

Flagstone writes its coverage on an admitted basis. Available limits for facultative/direct aviation risks are \$15 million for proportional treaties (up to \$5 million for domestic programs), and \$7.5 million for nonproportional treaties. Space treaty limits also extend up to \$7.5 million. Market pricing for major airlines is increased by up to 7.5 percent with a larger benefit to the leaders as verticalization does still apply. Minor airline rates are pretty stable due to a larger market capacity available. In general aviation, rates have been stable in the London market, while the U.S. market shows some pressure on fixed wings. Overseas market pricing is holding much better. For space risks, Flagstone's direct rates are dropping, particularly for the launch phase. The company notes that the market is somewhat unpredictable but trending downward.

In other Flagstone Re news, the company will relocate its domicile from Bermuda to Luxembourg. Flagstone CEO **David Brown** expects the change to increase the company's strategic and capital flexibility. Flagstone has historically operated in the northern European city, and its existing office there will transition into the corporate holding company's office. Flagstone's principal operating center will remain in Switzerland. In addition, the company will maintain its Bermuda offices.

### New Technology Should Provide Help for Brokers

Chartis launched an upgrade in mid-April to its eLAD site that will allow brokers of light aircraft risks to obtain quotes online. The site also includes advanced document handling, fillable PDF applications and e-document and policy delivery. Also within the light aircraft segment, the company institutes a deductible waiver program for pilots who have attended additional safety training and for aircraft equipped with emergency recovery parachutes. In addition to insuring light aircraft, Chartis counts crop dusters, airlines, corporate aviation, airports, aviation manufacturers' products and satellites among eligible risks.

Chartis aerospace counts more than 41 licensed pilots on its staff. Limits of up to \$500 million (liability) and \$80 million (hull) are available to general aviation. Higher limits also can be afforded depending on the risk and vertical program structure. The great majority of risks are written on an admitted basis. While policy forms depend upon the line of coverage and client need, most are occurrence based. Chartis writes in all states and internationally.

JLT Aerospace brings on a new partner, **Chris Subba Row**, who will be based in the Middle East. Row comes to the company from **Willis**. This should be a smart strategic move, as Aon believes this region will be one of unique growth, with both average fleet values and passenger numbers growing by 12 percent from 2009 to 2010.

#### AVIATION

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## TECH INSURERS ADAPT TO DYNAMIC ENVIRONMENT

Technology insurers reappraise their programs to adapt to a rapidly changing risk landscape and gain a competitive edge as more carriers enter the sector to meet growing demand. **Zurich** provides a new assessment tool to its insureds. **NAS Insurance Services** adds a GL component to its miscellaneous technology E&O product. **Victor O. Schinnerer** revamps its TechVantage program.

The current challenge for technology coverage is the ability for the potential insured to compare apples to apples when it comes to coverage enhancements, including cyberliability insurance. The insurers need to understand their exposures and budgets. E&O is probably the biggest issue facing technology firms right now. When products or services fail, the result is a general financial loss rather than bodily injury or property damage. Property coverages can be a close second in terms of difficulty, especially for hardware firms. Cyberliability is at the forefront of concerns, and increased global competition is leading to concerns about supply chain management and contingent business interruption. Additionally, some insurers note indications of increased limit requirements in contracts, as well as an increased focus on intellectual property coverage.

Zurich launched its Emergency Risk Management (ERM) HealthCheck Tool last month. Response has been positive so far. The free assessment tool allows mid- to large-size technology companies to examine and manage their operations, procedures and emerging risks, among other issues, and provides recommendations on how to improve ERM preparedness. The program provides tools to protect tangible and intangible assets, minimize total cost of risk and barriers to achieving business objectives, maintain creditworthiness, maximize strategic growth opportunities, provide management assurance to regulators and stakeholders, and limit reputation damage. Zurich also introduced Zurich Pro Plus, a robust security and privacy coverage for E&O, in late 2009. The enhanced coverage targets business professionals, including consultants, media and IT customers. It includes automatic media liability coverage, security and privacy protection coverage, and the ability to cover professional liability and security and privacy exposures together under a single limit.

Zurich has seen growth double each year since the 2007 launch of its division specifically for technology, a sector it has written on a global basis for many years. It expects to see more organic growth of firms in 2010 and continued rapid growth in the segment going forward. The carrier provides technology firms with property, GL, workers' comp, auto, umbrella, international, D&O, EPLI, cargo and surety coverage. E&O and umbrella limits go up to \$25 million and property limits can reach \$400 million. E&O coverage has a minimum deductible of \$10,000. Policies are not off-the-shelf products but rather tailored to the customer's specific needs. Premiums are calculated based on an individual insured's risk. E&O is claims-made and GL is occurrence. The overall technology program is admitted and available in all states, and the E&O is admitted in 46 states. Zurich writes technology business through appointed agents and brokers.

NAS notes a substantial increase in volume this year due to enhanced wording, increased marketing efforts and increased demand for tech E&O and privacy coverage. NAS's total premium in its tech book is small but growing rapidly. The company overhauled its tech E&O form last year, adding network security, privacy coverage and other enhancements. It now provides GL for an additional premium as an option to its TechGuard program, depending on the nature of the business. Other changes to the program include clarification of the privacy wrongful act definition to specify coverage for failure to properly handle, manage, store, destroy or otherwise control a person's private information in any format. It also clarified the customer notification and credit monitoring costs definition to specify legal expenses, advertising expenses, and the costs of credit monitoring services provided to affected individuals for up to 12 months from the credit monitoring enrollment dates. TechGuard coverages include tech E&O, network security and privacy, multimedia, customer notification and credit monitoring and data recovery. *Continued on Next Page*

### TECHNOLOGY

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### TECH INSURERS ADAPT TO DYNAMIC ENVIRONMENT...

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TechGuard is available to tech service providers including: technology and communications systems consulting, design, implementation and support, data storage, network systems management, website design, online advertising, search engine services, project management and outsourcing, hardware resale and installation, software development and maintenance, ASP services and Web hosting. Limits go up to \$5 million/\$5 million. The minimum premium is \$1,500 and the minimum retention is \$1,000. High risk classes are those involved in IT services or software development for security systems, video games and financial transactions. Policy forms are claims-made. Coverage is nonadmitted and written on **Lloyd's of London** paper. TechGuard is available in all states except Illinois, which should be on board soon. Business is accepted from wholesale brokers, larger retail agencies and program business.

Victor O. Schinnerer moved its TechVantage program to **Scottsdale Insurance Co.** last year and introduced a new, updated form that features enhanced coverages and options. The program continues to expand eligible classes and now considers light to moderate media risks, in addition to software, consultant and web designer classes. It expects to increase its book by several million dollars this year and looks for continued substantial growth over the next few years. Schinnerer provides technology E&O liability, personal injury coverage, optional BI/PD, optional intellectual property coverage and optional personal information coverage. Limits go to \$5 million/\$5 million. The minimum premium is \$950 and the minimum deductible is \$1,000.

Schinnerer focuses on firms with up to \$50 million in annual revenue. Personal injury protection is included to address the gaps created for many technology firms by changes in the ISO GL form. Its definition of technology products and services is very broad, and Schinnerer includes coverage for punitive damages where insurable by law. The policy provides worldwide coverage for services, and prior acts coverage is available subject to confirmation of prior coverage. Coverage is available nationwide. Schinnerer recently filed the policy in all states, with approval in all but Massachusetts and New York. Policy forms are claims made. Schinnerer accepts business from all properly licensed agents and brokers. No appointment is necessary.

### CRANE INDUSTRY AWAITS REBOUND

Insurers crowd the crane operation niche despite the need for industry knowledge when writing this coverage. Established companies look to keep their books strong while still underwriting responsibly. **International Excess** targets new territories to capture additional crane accounts. **Insurance Innovators** now covers larger risks after adding coverages last fall. **Norman-Spencer Agency Inc.** hopes for growth this year but sticks to its underwriting guidelines. **National Interstate Insurance Co.**'s Titan Group Captive Program targets best-in-class operators.

Insurers hoped that the crane industry would have rebounded by now, but some operations are still shrinking and current market pricing remains very soft, the result of excess capacity in the marketplace. The health of crane operations depends on the region and the type of project, with residential work still falling but infrastructure work showing signs of stabilization. This class of business is primarily an operation-driven exposure and suffers more from severity losses than from frequency losses. The industry has unique challenges and it is critical that producers and wholesalers are well-versed in the particular exposures. The need for rigging care custody and control, the ability to offer coverage for mobile equipment while traveling down the road under the GL policy, and the ability to provide third-party loss of use if third-party equipment is damaged or destroyed during the lift should be paramount concerns when writing this coverage.

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## CRANE INDUSTRY AWAITS REBOUND...

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International Excess hopes to boost its crane book this year by writing more policies outside its home state of Ohio. A geographic marketing push will target California, Florida, Illinois and Texas and will utilize direct contact marketing, social media marketing and e-mail blasts. International Excess provides this class with coverage for inland marine on an all-risk basis. It targets truck-mounted cranes reaching from one to three stories. Limits can go as high as necessary. The minimum premium is \$1,500, with deductibles typically starting at \$2,500. International Excess writes crane operators through **Essex** and **Max Specialty**. Policy forms are occurrence-based and coverage is available in all states, usually on a nonadmitted basis. Business generates from independent agents and brokers.

Insurance Innovators now considers larger accounts — typically with premiums in excess of \$500,000 — that look to take more risk with higher retentions, larger deductibles or captive approaches. Insurance Innovators focuses on smaller cranes but will write taller cranes if the insured, the equipment and the operators have a demonstrated safety record. Rates on the primary side of GL and inland marine are stable, and good accounts can get small reductions. Expect higher rates on the excess side. Insurance Innovators managed modest growth in this book last year, despite the fact that the crane industry hasn't rebounded as quickly as hoped and some crane operations are still shrinking. The company added workers' comp and auto coverage for qualified crane accounts in October, augmenting its existing all-lines coverage for GL, umbrella and inland marine, including no co-insurance provisions and overweight boom. Inland marine coverage also has been enhanced with replacement costs for equipment up to five years old, including flood and earthquake losses. The definition of mobile equipment was modified back to the 2001 definition so that it does not fall under the definition of auto. Limits for its occurrence-based CGL go to \$1 million/\$2 million/\$1 million, with \$1 million/\$2 million/\$2 million also available. Riggers coverage goes up to \$1 million and umbrella limits can reach \$10 million, including hook coverage. Insurance Innovators can supply limits up to \$100 million for accounts willing to pay the firm and high price, but only a small percentage of its accounts carry limits that high; \$10 million to \$25 million is more typical. The minimum premium for GL ranges from \$5,000 to \$6,500 for very clean, low-sales operations. Much of Insurance Innovators business falls into the premium ranges of \$6,000 to \$15,000 and \$20,000 to \$75,000. It writes several accounts with premiums in excess of \$500,000. The exclusive program is available nationwide through two lead carriers. Inland marine, auto and workers' comp are admitted. GL is nonadmitted.

## Captive Program Evaluates New Enhancements

National Interstate's Titan Group Captive Program introduced GL coverage last year and continues to evaluate new enhancements. The captive is designed for mid-sized to larger cranes and specialized heavy haulers, and is likely the only captive catering specifically to crane, rigging, millwright and heavy haul operations. It provides coverages for auto liability, GL, workers' comp, physical damage and excess. Primary limits reach \$1 million and excess can be provided as needed. The minimum premium is \$100,000 for all lines of coverage. Total premiums currently range from \$100,000 to almost \$800,000 per account. Coverage is provided on a first-dollar basis, with a \$100,000 retention. Policies are highly customized and available to best-in-class operators. The Titan captive offers various pay plans and broadened coverage options. It can eliminate premium finance fees by billing the customer directly, and typically avoids fees that may traditionally be charged in addition to the policy premium. Program coverages are written on National Interstate paper in the Titan Group Rental Captive Program. The program is available nationwide and National Interstate and its affiliates are admitted in all 50 states and Washington, D.C. Policy forms are occurrence-based. Titan operates on an open-broker distribution system.

Norman-Spencer expects its crane book to hold steady or grow slightly this year after remaining flat last year. Renewal retention is good and will stay on its same course, only writing business at what it feels are acceptable rates for exposure. Norman-Spencer provides GL through **QBE Specialty** and auto coverage through **Praetorian**. Limits are \$1 million/\$2 million for GL and \$1 million for CSL auto. The minimum premium for GL is \$10,000 and the average is \$30,000. Deductibles start at \$5,000. Norman-Spencer started its crane program in December 2007 to fill a niche need for available carriers for this class. Riggers liability for care, custody and control is provided within the occurrence limit. Policies are written on an occurrence form. The crane program is available in 27 to 30 states, primarily border states. Coverage for New York-domiciled risks is not available at this time. The GL coverage is admitted and auto is nonadmitted. Norman-Spencer prefers that submissions come directly from the retail agents but does accept submissions from wholesale brokers, as well.

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## CRANES

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## PLENTY OF BUSINESS ON TAP FOR CRAFT BREWERY INSURERS

Expect growth in craft brewery books of business as specialty, small-batch beer gains more and more fans across the country. Two major players on the distributor side expect 20 percent growth this year, but look for continued pressure on pricing as insurers compete for the new business. High-profile program administrator **Whalen Insurance Agency**, backed by **The Hartford**, expands into insuring craft distilleries and expects big growth from a national marketing push. **Mesirow Insurance Services**, which taps **OneBeacon**, **Liberty Mutual**, **CNA** and others for this coverage, also looks to boost its brew book substantially this year. **Hospitality Mutual Insurance Co.** takes a new approach for the company in the segment and prepares to write property in Massachusetts along with its liquor liability and other coverages. California carrier **Golden Eagle Insurance** chugs along with a number of brewery accounts.

Agents may find increased opportunity to write craft brewery and brewpub accounts due to the growing popularity of craft beer – beer that's produced in small batches, typically by independent breweries. Insurance companies are proactively seeking new business, and they have a wide spread of appetites. Craft brewers' dollar sales rose by 10 percent last year, even as U.S. beer sales overall declined by 2 percent. Look for more brewers to set up shop and seek coverage for their operations. Agents placing this coverage need to pay special attention to individual risk exposures, and particularly the equipment involved. Brewpubs have both restaurant and manufacturing exposures because they are by definition restaurants that brew their own beer. Because of the long lead time needed to produce the beer, good equipment breakdown coverage is important for both craft breweries and brewpubs.

Longtime program administrator Whalen Insurance Agency expects 20 percent growth this year because of national marketing efforts and a healthy helping of new craft brewers. It also just gained approval to write craft distilleries across the country and already has one good-sized account in North Carolina that's in the process of distilling. The playing field has changed markedly since agency president **Peter Whalen** began writing craft brewery business more than 20 years ago. It's no longer an unknown industry, and the program manager now must compete with newcomers who tend to price too low. Whalen Insurance Agency partnered with The Hartford as the program's underwriter in 2008. The target insureds for Whalen Insurance Agency are craft breweries and family-style brewpubs. It stays away from brewpubs with live entertainment and those that cater to the college and happy-hour crowds, as they have greater loss potential. The high-profile program administrator is staying current by opening its arms to craft distilleries – a small yet burgeoning industry with equipment and exposures very similar to breweries. The number of craft distilleries in the United States is 200 to 250 and growing, with many craft breweries distilling spirits on an incidental basis and potentially expanding those operations. Premiums for the craft distillery coverages will be comparable to those for breweries.

The Northampton, Mass.-based agency writes property and liability coverages for craft breweries and brewpubs, with equipment breakdown, product recall, business interruption and liquor liability built into the product. Components also can be broken out on a standalone basis or removed entirely. Higher limits for components such as product recall can be purchased as well. Additional coverage options include commercial auto, workers' comp, bonding and umbrella (with bonding and umbrella provided by companies other than the Hartford). Premiums for the product start at \$1,000. Limits can range from a few thousand a year for startups to the high six figures for bigger establishments. Deductibles start at \$1,000 and probably could go as low as \$500. Coverage is available nationwide, although craft brewery presence is particularly strong in New England, Pennsylvania, Colorado, California and New Jersey. Business is welcomed from independent agents and brokers.

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**BREW PUBS**

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**PLENTY OF BUSINESS ON TAP FOR CRAFT BREWERY INSURERS...**

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Look for Mesirow Insurance Services, a division of **Mesirow Financial**, to achieve about 20 percent growth in its brewery/brewpub book of business over the coming year. That's a tall order in this economy, but the independent insurance brokerage is well-staffed and positioned to grow in the segment. It taps the paper of OneBeacon, Liberty Mutual, CNA and others when writing this coverage, and does a lot of due diligence to make sure the coverage structure fits the specific risk.

Expect Mesirow Insurance Services to continue its focus on individual risk exposures, which vary among insureds in this class. The brokerage brings added value to insureds through comprehensive loss control and claims support services. Mesirow Insurance Services considers companies of all sizes, whether midmarket risks (typically with revenues in excess of \$20 million) or operations as small as one brewery. The brokerage's insureds include large structures and national accounts, while other companies fit into its small business underwriting program. Limits can go as high as \$100 million and above. Deductibles start at \$1,000 for a small account. Coverage is available in all 50 states on an admitted basis. While Mesirow Insurance Services typically generates new business internally, it will consider working with other agents and brokers.

**Company Adds Property**

Hospitality Mutual Insurance maintains its focus on liquor liability but will begin writing property in May. It writes liquor liability accounts of all kinds, including breweries, and also writes GL, assault & battery, and excess. The mutually owned company writes in Massachusetts only and has direct brokerage agreements with nearly 300 independent insurance agencies. Agents are given binding authority and can access the market through its two wholesalers as well. The company offers attractive commissions of 15 to 20 percent for new business and 10 to 15 percent for renewals. Hospitality Mutual recently filed for rate decreases of 50 percent for retail package stores and is awaiting approval. CGL limits go to \$1 million/\$2 million with no deductibles, and liquor liability goes to \$1 million/\$1 million/\$2 million. Excess coverage is available up to \$3 million over the underlying limits.

San Diego-based Golden Eagle Insurance maintains a small portfolio and limited appetite in the segment, although it does not target brewpubs or breweries specifically. The carrier, a regional company of **Liberty Mutual Agency Markets**, deals with appointed agents only and writes business and commercial lines exclusively in California. Golden Eagle Insurance is happy to write brewpubs that look more like restaurants than taverns, with a rule of thumb being no more than 50 percent of sales from alcohol. Risks are evaluated on an individual basis, and standalone breweries are considered in addition to brewpubs. General liability and property, including equipment breakdown, are standard coverages. Commercial auto is available as a separate policy. Premiums at Golden Eagle Insurance start at \$1,250 for a standard package, but a minimum premium for a small brewpub would be closer to \$5,000. Limits generally go up to \$1 million. Golden Eagle has found its book in this segment to be more or less static lately.

## ELECTRICAL CONTRACTORS NOT NECESSARILY SEEING SPARKS

Insurers with electrical contractors books find the segment hit or miss. **ACUITY** grows with additional endorsements and geographic expansion, but other carriers run into difficulties. **Duffy Insurance Agency** sees a small drop in business that corresponds to construction trends as it covers contractors with **Arbella Insurance Group, Hanover, Travelers, and Safety Insurance Co.** The agency sees Travelers pricing business at the most competitive levels for its customer base, which is located in Massachusetts.

ACUITY has seen an increase in growth over the past year. Expect to see the carrier enter Pennsylvania this fall as a part of an ongoing state expansion project; the company currently writes in 19 states. Although the expansion will result in a small bump in business this year, expect to see most of the growth next year. ACUITY offers both a BOP for electricians (Bis-Pak) and an electrician's commercial package policy. The most attractive aspect of the company's programs is likely the property enhancement endorsements offered, which include up to \$5,000 in coverage for portable tools, whether owned by the insured or by employees. The carrier sees its programs selected often because of attractive endorsements and offers a wide range of additional-insured endorsements, something many agents are concerned with.

In the past five years, premium from enhancement endorsements doubled and is expected to continue to grow, but not at such a rapid rate. ACUITY writes all sizes of electrician accounts from single owner/operators to firms with dozens of employees.

Look for Duffy Insurance Agency to ratchet up advertising for electricians later this year as it attempts to start growing its book again. Duffy has seen about a 15 percent decrease in volume in the past couple years, likely a result of the economy. Duffy sees a fluctuation with electrician's coverage during different times of the year and is currently seeing more activity; that is likely to stabilize with the economy. Which carrier the company uses depends on the electrician's locations and experience. The company, which only writes in Massachusetts, has no plans for expansion and writes most policies on a referral basis.

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