

# LEADER

Electronic version available at [BigICT.org/Join](http://BigICT.org/Join)

## Your Agency Has Made a Great Investment in Its Future

Just a reminder that you are your agency's **Key Contact (Company Administrator)**. This means you are our "go-to person" at your agency and we send most of the materials to you. We ask that you share them with your fellow employees.

You are also asked to keep your company roster and profile up-to-date, which is done quickly and easily in your account (we can walk you through it, if needed). If you feel you're not the right person for this role, please give us a call.

### A Quick Reminder...

- Big I Connecticut staff is always available to talk through the amazing aspects of your Big I Connecticut membership! This includes finding things on our website, products and services, education programs, and more. Please don't hesitate to reach out to us.
- Our membership year runs September 1<sup>st</sup> - August 31<sup>st</sup>. Your yearly invoice will arrive in early August and can be paid online at [BigICT.org/Dues](http://BigICT.org/Dues) or by mail or fax.
- We are a member-driven association. Every summer you are given the opportunity to participate in our proxy vote in which the next slate of executive committee members and board of directors is elected.

- Your agency is also a member of our national association (IIABA or the Big "I"), which grants you additional benefits on a national level.

Your Big I Connecticut membership gives **EVERYONE** in your agency access to our extensive and exclusive member products and benefits. This includes the vast resources on our website, market programs, **Trusted Choice®** resources and materials, ability to subscribe to the **Trusted Choice®** online portal, new hire training options, discounted education pricing, CE history tracking, and more.

### Discounts

Access to and savings on exclusive member programs such as:

- Industry-specific HR consulting (**The Workplace Advisors**)
- Remote staffing (**WAHVE – Work-At-Home-Vintage-Experts**)
- Personality assessment & job matching tool (**Caliper**)

# LOGIN

## Make My Big I Connecticut Your Big I Connecticut

Your **Big I Connecticut account** lets you register for Big I Connecticut education classes and webinars online, review your CE history (including your employees' history), print your CE certificates, manage your contact information, pay your membership dues, and access the "members only" content on our website. This is also where you'll maintain your staff roster, update company information, and add/delete/modify branch information. But first, the basics...

### Log into Big I Connecticut Website ([BigICT.org](http://BigICT.org))

- Go to [BigICT.org](http://BigICT.org); click "Sign In" in the top right corner
- Enter your username and password

### Not Sure of Your Password?

- Go to [BigICT.org](http://BigICT.org); click "Sign In" in the top right corner
- Click "Forgot Your Password?" (*below the fields*)
- Enter your email address and your password will be sent to you

### How to Change Your Password

#### Individual Users

- Sign in to [BigICT.org](http://BigICT.org)
- Once logged in, click on your name in the upper right hand corner, click "My Member Profile", then click "Password"
- Follow prompts to enter your new password twice then click "Reset Password"

#### Company Administrators

- Sign in to [BigICT.org](http://BigICT.org)
- Once logged in, you must select the user's password you want to change, follow the prompts to enter the new password twice, then click "Reset Password"

### Create New Accounts

Each employee needs their own account. We can take care of it for you (email [team@bigict.org](mailto:team@bigict.org)) or you can do it yourself in your account:

- Sign in to [BigICT.org](http://BigICT.org) and click "Account Login"
- Click "Company Roster"
- Click "Add Employee to Roster" then follow the prompts

### Assign Additional Company Administrators

To allow another employee to maintain your company info, pay dues, and/or vote then you'll need to make them a company administrator.

- Click "Company Roster" then "Manage Company Admins"
- Find that person's name and click "Add"

The Big I Connecticut website is your first go-to for information and news but there are other ways you can stay connected.

Our e-newsletters and e-alerts will provide you with the latest need-to-knows. Our social sites are great ways to get engaged with other members, be notified on our latest advocacy efforts, see upcoming events/event recaps, and much more.



@BigIConnecticut







# USE

## Are You Taking Advantage of All That's Available?

We are proud that we offer such a wide array of products and services (the Benefits Index gives a high-level overview). **Plus there are all of the things that we do behind the scenes, like our tremendous legislative and carrier advocacy work.** However, we realize it can all be overwhelming!

Start by looking at your own agency. Where could you use some help?

### Answer Center

Have a questions or need assistance? We've done the research for you! Our online Answer Center provides helpful resources, frequently asked questions, regulations and legal opinions, and much more. Plus our in-house "insurance geek", **Tim Dodge**, is just a phone call (ext. 229) or e-mail ([tdodge@bigict.org](mailto:tdodge@bigict.org)) away if you need more help.

### Training, Education Discounts & CE Tracking

Do you have new hires or internal promotions? Our online, on-demand **New Hire Training** features audiovisual exercises and knowledge checks creating an interactive learning experience that is cost-effective and measurable. We also offer in-house options as a complement to our award-winning education classes and webinars (*which are both discounted for members*) as well as **CE tracking**. Do you have a future leader in your agency but don't have the time and resources to help them reach their full potential? That's where **Big I Connecticut Leadership Academy** comes in. We've put together a top-notch team of expert coaches to guide and train team members to give them the tools and skills they need to be a successful agency leader. Do you have an employee ready to take their career to the next level? We offer pre-licensing classes to get them started today!

### Reducing Costs and/or Increasing Revenues

Our members also earn commissions on our exclusive market access programs: a stand-alone **Personal Umbrella Policy**, **Independent Market Solutions Access Markets- Commercial & Personal Lines** (*may qualify for profit sharing*), **Selective Write-Your-Own Flood Program**, and **Big "I" Alliance programs**. Exclusive member programs are also available in everything from premium finance to HR consulting, remote staffing, and much more.

### Marketing/Branding

Free access to **Trusted Choice®** marketing resources, reimbursement money, training, and materials specifically made for Independent Agents to grow your business. Features also include a website review, Google Reviews guide, social media calendars and more. [Trustedchoice.com/agents](http://Trustedchoice.com/agents)

### Technology

Catalyit.com free full access- Catalyit helps you discover, evaluate, select, implement, and maximize your agency technology. All the agency tech guidance you need in one place at [Catalyit.com/BigICT](http://Catalyit.com/BigICT).

# BENEFITS INDEX

## Information

Technical Answer Center - ext. 229  
Best Practices - ext. 218  
Government Affairs - ext. 212  
Carrier Relations & Contracts - ext. 218

News & E-Communications - ext. 224  
Membership Billing Questions - ext. 243  
Website Login Help - ext. 210

## Products & Tools

### INSURANCE FOR YOUR AGENCY

Errors & Omissions - ext. 233  
Cyber Liability - ext. 233  
Employment Practices Liability Insurance - ext. 233  
Retirement - (703) 706-5466

### E&O TOOLS AND RESOURCES - ext. 233

Customized Training / Consulting  
E&O Loss Control Seminars  
E&O TLC Agency Audit  
Forms, checklists, sample letters, disclaimers, and tools  
The E&O Report

### MARKETING & TRUSTED CHOICE® - ext. 231

Trusted Choice® will reimburse a portion of expenses for digital marketing efforts, marketing education, and services from vendors listed on TechCompare. Reimbursement amount is calculated at 50% of cost to member agency with a maximum reimbursement of \$1,000.

*Free marketing materials and training*

*Ad customization*

*Social media training and resources*

*Google Review guidance*

*Hard market and AI toolkit*

*Website performance review (Digital Performance Hub)*

### CONSULTING - ext. 232

One-on-one Operational, Technical, or Technology consulting for your agency.

### OPERATIONS - ext. 231

The Workplace Advisors

*Endorsed human resource consulting firm*

Agency Focus

*Agency valuation operations planning*

Big "I" Hires/IdealTraits

*Hiring Support*

Catalyit

*Agency technology guidance. Catalyit.com*

Caliper

*Personality assessment and job matching tool*

ePayPolicy

*Endorsed online payment provider*

WAHVE

*Endorsed cost-saving remote staffing solution*

## Market Access

### Independent Market Solutions (IMS Access) - ext. 233

More added frequently

**Carriers:** Attune, Chubb, CNA Surety, Coterie, Foremost Signature Home & Auto, JIBNA, Progressive, Prudent Pet, RMS Hospitality Group, Semsee, Travelers.

### Big "I" Alliance Blue - ext. 231

Personal Lines & Commercial Lines programs available.

### Personal Umbrella Policies - ext. 243

### Home Business Insurance - ext. 243

### Flood & Excess Flood Insurance - ext. 231

### Workers' Comp - ext. 321

## Education & Events

Classroom & Webinar Offerings (incl. Pre-licensing) - ext. 138  
New Hire Training - ext. 138  
In-House Training Options - ext. 215  
Statewide & National Events - ext. 249  
Accessing Your Big I Connecticut CE History - ext. 138  
Leadership Academy - ext. 226

## Interact & Engage

InVEST - ext. 226  
Volunteer Opportunities - ext. 218  
InsurPAC - ext. 212  
NextGen - ext. 249

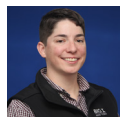
# ASK

Our goal is simple: To help you in any way we can!

## EXECUTIVE



**Lisa Lounsbury, CAE, AAI, AIS**  
President & CEO  
p: 860-563-1950 x230  
e: llounsbury@bigict.org



**Ryan St.Windsor**  
Executive & Office Assistant  
p: 860-563-1950 x210  
e: rstwindsor@bigict.org

## MEMBER ENGAGEMENT



**Christine Neet, CPIA**  
AVP of Member Engagement  
p: 860-563-1950 x231  
e: cneet@bigict.org

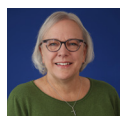


**Trisha Groth**  
Member Services Specialist  
p: 860-563-1950 x219  
e: tgroth@bigict.org

## INDUSTRY & GOVERNMENT RELATIONS



**Travis Wattie**  
AVP of Gov. Relations  
p: 860-563-1950 x212  
e: tswattie@bigict.org

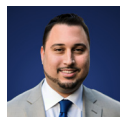


**Kathleen Lawler, AAI, CIC**  
AVP Industry & Community Partnerships  
p: 860-563-1950 x218  
e: klawler@bigict.org

## OPERATIONS & TECHNOLOGY



**Kathleen Glahn, AAM**  
SVP Operations & Info Systems  
p: 860-563-1950 x253  
e: kglahn@bigict.org

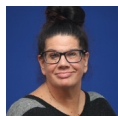


**Nick Johnson**  
Director of Technology  
p: 860-563-1950 x237  
e: njohnson@bigict.org



**Eric Miller**  
Systems Administrator  
p: 860-563-1950 x250  
e: emiller@bigict.org

## EDUCATION & INFORMATION



**Sue Keegan, AIC, MBA**  
Director of Education  
p: 860-563-1950 x215  
e: skeegan@bigict.org



**Jim Lombardo, CPCU, AAI, AIM, MBA**  
AVP of Learning & Development  
p: 860-563-1950 x226  
e: jlombardo@bigict.org



**Tim Dodge, AU, ARM, CPCU**  
AVP of Research & Information  
p: 860-563-1950 x229  
e: tdodge@bigict.org



**Lisa Britton, ACSR**  
Education Administrator  
p: 860-563-1950 x228  
e: lbritton@bigict.org

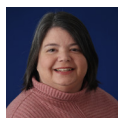
## MARKETING, COMMUNICATIONS AND EVENTS



**Julie Furst**  
VP of Marketing, Communications & Events  
p: 860-563-1950 x224  
e: jfurst@bigict.org



**Allison Just**  
Meeting & Event Manager  
p: 860-563-1950 x249  
e: ajust@bigict.org



**Kim Keville**  
Digital Marketing & Project Specialist  
p: 860-563-1950 x214  
e: kkeville@bigict.org



**Maddy Tomkos**  
Graphic Design & Marketing Specialist  
p: 860-563-1950 x216  
e: mtomkos@bigict.org



**Anjali Harris**  
Content Marketing & Social Media Specialist  
p: 860-563-1950 x213  
e: aharris@bigict.org

## FINANCE



**Lisa Nurnberger**  
Director of Finance  
p: 860-563-1950 x236  
e: lnurnberger@bigict.org



**Deb Perry**  
Accounting Manager  
p: 860-563-1950 x217  
e: dperry@bigict.org



**Maninder Bhullar**  
Accounting Specialist  
p: 860-563-1950 x238  
e: mbhullar@bigict.org

## IAAC (RETAIL & WHOLESALE INSURANCE PROGRAMS)



**Brian Bixby, CIC, AAI, CRM, ACSR**  
IAAC President  
p: 860-563-1950 x233  
e: bbixby@bigict.org



**Brenda Strong, AAI, ACSR**  
AVP Agency Services  
p: 860-563-1950 x247  
e: bstrong@bigict.org



**Terri Yates, AAI, ACSR, AINS**  
Account Executive  
p: 860-563-1950 x245  
e: tyates@bigict.org



**Ashley Smith**  
Account Executive  
p: 860-563-1950 x235  
e: asmith@bigict.org



**Denise Brown-Carter**  
Sr. Personal Lines Underwriter  
p: 860-563-1950 x246  
e: dcarter@bigict.org



**Murphy Riedl**  
Personal Lines Underwriter  
p: 860-563-1950 x221  
e: mriedl@bigict.org



**Rose Mullaly**  
Underwriter  
p: 860-563-1950 x243  
e: rmullaly@bigict.org



**Kaitlyn Lynady**  
Assistant Underwriter  
p: 860-563-1950 x248  
e: klynady@bigict.org

**Not sure who to contact?** Try one of our general emails:  
team@bigict.org | edu@bigict.org

