

CONFERENCE SCHEDULE

(tentative – please visit www.arias.org or www.ebixusergroup.com for updates)

Sunday, October 15 -

- 2 - 5 p.m. e-Commerce Showcase Exhibitor Setup
Vendors: ebix.com, Inc.; Safety Insurance, idNet; TAG Online; Boston Software; CertificatesNow.com; Yankee Systems; IntraNet Concepts; InsureHelp.com
- 6 - 9 p.m. **“Lighting of the Torch” Welcome Reception** in the e-Commerce Showcase

Monday, October 16 –

- 8 – 9 a.m. **“Breakfast of Champions”** with Exhibitors in the e-Commerce Showcase
- 9 – 10:30 a.m. Opening General Session with Master of Ceremonies, **Gregory A. Maciag, President & CEO of ACORD**
Keynote Presentation - **“The Shape of Your Tomorrow “** by **ChannelPoint** - Bill Woahn, VP of Prop & Casualty
- 10:30 – 11 a.m. Coffee Break with Exhibitors in the e-Commerce Showcase

Concurrent Session Schedule:

| 11 a.m.–12 noon | 2-3:30 p.m. | 4-5:30 p.m. |
|--|---|--|
| <p>“e-Commerce from the Agent’s Point of View” - During this panel session, agents will share their philosophies regarding use of the internet to grow their businesses; or how they plan to thrive without use of the internet. Bring your questions!</p> <p>Greg Maciag moderator</p> | <p>“.com Portal Sites - What's out there and what works?" This panel discussion features representatives of the insurance industry’s leading .com sites who will share how .com portals can enhance your e-commerce strategy.</p> <p>Steve Aronson moderator</p> | <p>" ISP, DSL, ISDN, cable, T1 – What are they?/Why do I need them?" During this panel session, the issue of connectivity will be the main topic for discussion. Panelists will include internet service providers and technology vendors who will give guidelines for deciphering the issues of speed, bandwidth, internet connections, and more.</p> <p>Panelists include: John Almeida of Safety Insurance; Roger Hockenberry of IVANS; and Amy Gideon of TAG Online. Keith Savino moderator</p> |
| ■ ■ ■ | ■ ■ ■ | <p>“How the new ACORD XML standards can affect you” by Gregory A. Maciag, President & CEO of ACORD</p> |
| <p>Microsoft PowerPoint Basics (hands-on lab) During this brief overview you’ll learn to Create a Presentation, use the AutoContent Wizard, Get Help, Use the Slide Sorter View, Edit Slides, and Use the Outline View.</p> | <p>Microsoft Word – Intermediate Level (hands-on lab) During this class you’ll learn to Create and Save Documents, Select and Navigate Text, Work with Multiple Documents, Manage Files, Apply Formatting, Set Tabs, and more.</p> | <p>Microsoft Excel – Intermediate Level (hands-on lab) This class will teach you to Navigate Excel, Explore the Menus, Create a Worksheet, Use a Template, Create a Formula, Use Functions, and Format Values.</p> |

- 12 noon – 2 p.m. **“Go for the Gold” Luncheon** with Exhibitors in the e-Commerce Showcase
- 3:30 – 4 p.m. Popcorn break with Exhibitors in the e-Commerce Showcase
- 5:30 – 6:30 p.m. **“Silver Salute” Wine & Cheese Reception** with Exhibitors in the e-Commerce Showcase
- 6:30-7:30 p.m. e-Commerce Showcase Exhibitor Teardown
- 7:30 - 10 p.m. **“Gold Medal Dinner “ followed by an evening of entertainment**

CONFERENCE SCHEDULE

(tentative – please visit www.arias.org or www.ebixusergroup.com for updates)

Tuesday, October 17 –

8 – 9 a.m.

Continental Breakfast

Concurrent Session Schedule:

| Topic/Track | 9-10:30 a.m. | 11-12:30 p.m. | 1:30 - 3 p.m. |
|-----------------------------------|---|---|--|
| Executive | <p>The Internet: the Agents' answer to leveling the Playing Field by <i>Richard Roy of idNet</i></p> <p>With all the .com advertising going on today, your customers are being inundated with various offers to "link" on the Internet. Offers ranging from millions of dollars of giveaways, like iWON.com to business services to recruiting services to AOL.com. Everyone wants the personal and professional consumer to "link". What happens once someone "links" is where Agents need to be concerned. Come join us to learn what the .com folks are after, how that affects your business and what you should do to enhance and protect your position with your current customers as well as your prospects. The good news is that the opportunities for you and your business are better than ever, the bad news is that you cannot sit idle on the sidelines and watch. Participating on the Net is one of the least expensive pursuits available to you today. Come learn how to take advantage of this powerful tool.</p> | <p>AutoStory (<i>tentative</i>)</p> | <p>Using the Internet to Enhance Agency Growth by <i>Dave Schuppler</i></p> |
| Company Specific e-commerce tools | <p>Sending & Receiving Certificates using the Internet by <i>Certificates Now.com</i></p> | <p>Hartford Insurance Company (<i>tentative</i>)</p> | <p>Safety Insurance - Agents Virtual Community by <i>Jim Berry</i></p> <p>This session will showcase the latest enhancements to the AVC designed to increase your agency's productivity while at the same time enhancing your agency's website.</p> |

| | | | |
|---------------|---|---|--|
| Microsoft | <p>Internet Explorer <i>by New Horizons</i> (hands-on lab) During this session you'll learn to setup and configure Explorer, and perform basic functions.</p> | <p>Outlook I - Configuration Issues <i>by Paul Reynolds</i> This workshops will cover different Outlook installation and configuration options that affect e-mail, contacts, tasks and more. (hands-on lab)</p> | <p>Outlook 2 - Advanced <i>by Paul Reynolds</i> This workshop covers advanced functions that can primarily be done over a LAN. For example: the creation of new folders for contacts, creating/using shared folders, assigning tasks, scheduling appointments for multiple people, and taking an automated e-mail vote. (hands-on lab)</p> |
| System Admin. | <p>Basic Networking & PC Administration <i>by Keith Savino</i></p> <p><i>Designed for beginner to intermediate NT administrators. If you are implementing or recently installed a network, and want to make sure you understand the basics needed to succeed then this is for you. Network Types, Security, Users, Backup, Tools, Intranets, and other concepts will be covered.</i></p> | <p>Maintaining & Troubleshooting PCs Q & A Session – <i>Keith Savino, Steve Aronson, Dave Schuppler</i></p> <p><i>This workshop is an open forum designed for beginner to intermediate systems and support people. Not limited just to PC's we will cover a host of questions and topics. This is a great follow-up to basic networking.</i></p> | <p>Installing a Network Card, Modem & Hard Drive – Live! <i>By Steve Aronson</i></p> <p><i>More and more you find yourself self diagnosing and improving your PC. Steve will cover the step by step process for ANYONE to be able to update or fix your PC's.</i></p> |
| Redshaw Elite | <p>Creating Keyboard Macros in Windows ULINK <i>by Kim Floyde</i></p> <p>Use this powerful Ulink function to automate daily activities. You can "record" a group of keystrokes making certain functions a simple matter of touching some assigned shortcut keys.</p> | <p>Translation Tables <i>by Jackie Weibly</i></p> <p>Learn to create and change the tables that translate the Riskfile coverage and underwriting codes into understandable English words and phrases. Eliminate the error messages that occur when viewing a Riskfile or printing and exporting a Schedule of Insurance.</p> <p><i>Use the VehSch Macro created in the prior session to create a Vehicle Schedule with all the correct translations to Export to Word in the next session.</i></p> | <p>Word Export / Data Merge <i>by Keith Savino</i></p> <p>Elite users have a great tool... word export. In this session you will understand how to setup the network and workstations, generate a proposal or schedule and how to design templates and merge documents. Issues surrounding implementation, file storage, training and others will be covered as well.</p> |
| ebix.one | <p>Navigation & Daily Use By: Michael Herron - Ebix So much has been added to ebix.one. In this session we will cover the basic navigation options (Explorer and Dashboard), data entry (Lightpaper and Dialog Boxes) and an overview of other basic daily procedures from the CSR perspective.</p> | <p>Word Merge for Word 97/2000 By: Anita Burton Word integration in ebix.one if pretty powerful stuff, made easy if you know how to do it. Join Anita for a look at the features and functions of this tool. What works with what version of word, and how you can take advantage of this in your agency.</p> | <p>Lightpaper Integration & Use By: TBD Lightpaper is the new Acord form system that integrates with ebix.one. It allows a use to create forms outside of ebix and import, or take existing accounts and export. How will your agency use this powerful tool. Find out....</p> |

| | | | |
|-----------------------|---|--|--|
| <p>ebix.com, Inc.</p> | <p>ebix.link demo by Jane Parker - Ebix</p> <p>Ebix link is the web based upload and workflow tool from ebix. It integrates with ebix.one today, and is in development for elite and infinity integration. In this session the ebix.link development schedule and achievements will be shared along with a demo of the system</p> | <p>An Overview of the new e-agency package Andy Whalen - Ebix Jane Parker - Ebix</p> <p>Write any new business lately ? Well it may be sitting on the mall for you. Learn about ebix.mall, and the legacy renewal package. Ebix.mall collects prospect information, and lets the agent shop for clients. You decide what you like and post your agency info, quote, and reason why a prospect wants you. Learn how to use this system and optimize your results.</p> | <p>ebix.one demo Michael Herron - Ebix Jane Parker - Ebix</p> <p>Argias members can get free ebix.one software through the end of this meeting. Take some time out to review the features and function of this 32 bit windows platform. It integrates with web solutions, freestanding acord systems, and robust accounting and download. All of this is wrapped up in a new customizable explorer style front end, and efficient "dashboard".</p> |
| <p>InStar</p> | <p>Navigation and Network Tips <i>by Stephanie Hulcher</i> This exciting presentation will help you unleash the power of InStar's navigation. Learn how to move with all the built in navigation functions that InStar provides. You will also receive network tips on peak performance.</p> | <p>Performance in Personal Lines <i>by Stephanie Hulcher</i> This session will review the multitude of ways you can achieve peak performance from your personal lines. Come prepared to embrace changes in your entire workflow to optimize your performance. Everything from incoming paper, download and transactional filing will be discussed in this session.</p> | <p>User Sharing Session <i>by E. David Mustard</i> Join your fellow InStar users as they have an open discussion on getting the most out of InStar—all the practical tips and tricks that other users are finding helpful in their own shops. Do not miss this chance to share ideas and pick the brains of people who use InStar everyday!</p> |

10:30 – 11 a.m.

Coffee Break

12:30 – 1:30 p.m.

Buffet Lunch in the Host Hotel Courtyard

Contact Argias At:

PO Box 35718, Richmond, VA 23235
804-674-4899 Phone | **804-276-1300** Fax

www.arias.org or www.ebixusergroup.com