



**Tuesday February 13, 2018 - LUNCHEON MEETING NOTICE**

**The Los Angeles CPCU Society Chapter Officers and Directors invite you to join us for an exploratory roundtable discussion facilitated by Tessa Lucero, CPCU**

**"When the Risk of Loss Leaves You at a Loss for Words"**

Almost every seasoned risk management professional has had at least one client ask for assistance or advice concerning a situation that leaves the risk manager, broker, underwriter, or claims specialist gobsmacked. When your first, unspoken response to a question posed to you is "What the [insert word of choice here] are you THINKING?" how do you actually word your response in a way that gets your message across while at the same time maintaining the client's dignity and doesn't lose you the business? The phrases "that's a very good question" or "that's a very interesting request" will buy you some time, but you need to answer the question as well, in a way that protects all parties involved, doesn't give anyone permission to do anything really stupid, and won't get you in trouble if you are ever asked about this request during a deposition.

Bring examples of the most "interesting" requests you've encountered in your career and we'll have a roundtable discussion, with the potential for group presentation at the end, time permitting.

**Our Facilitator**

Tessa M. Lucero, CPCU is a Marine Client Advisor at Marsh & McLennan. She joined the insurance industry in 1985 and earned her CPCU designation in 1989; she also holds the ARe, AIT, AMIM, AIAF, and AINS designations. She has been a member of the Los Angeles Chapter since 1989, served on the board from 1999 to 2013 and joined the board again in 2015; she was chapter president in 2004-05. She leads CPCU courses live for the Insurance Educational Association and online for The Institutes. Prior to joining Marsh in 1998 Tessa was with the Sullivan Companies for 13 years.

**Location: The Jonathan Club  
Room: The Beaumont Room (4<sup>th</sup> Floor)  
545 S. Figueroa Street, Los Angeles, CA 90017**

11:30 Registrations & Networking - 12:00 Luncheon and Discussion  
\$50 for non-members, guests and walk-ins, \$45 for paid members and \$40 for CPCU retirees.

Please make or cancel your reservation by Friday, February 9, 2018 by sending an e-mail to [losangelescpcu@gmail.com](mailto:losangelescpcu@gmail.com).  
Payment at the door by Credit Card or Check payable to the LA Chapter of CPCU.

**Save the Dates:** Here is our projected schedule for 2018  
March Luncheon: 3/13/2018  
April Luncheon: 4/10/2018  
May Luncheon: 5/8/2018  
June Dodgers Game: 6/9/2018  
CPCU Annual Meeting in San Diego, CA: October 13-16