

Summer 2016 

NavNews

The Quarterly
News Magazine
for Navigators
Employees



Marking 30 Years on NASDAQ!

Marking 30 Years on NASDAQ!



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LETTER FROM the CEO

On June 20th Navigators celebrated the 30th anniversary of our Company's Initial Public Offering, one of the defining moments of our corporate history. Our Global Leadership Team, along with some of our Board members and other Company leaders, were invited to ring NASDAQ's closing bell on that day – a special experience for this unique organization.

Very few of us working at Navigators today were around 30 years ago when the Company went public, and it's hard to remember how business was done in a pre-internet, pre-email world. I'm grateful that we have our founder, Terry Deeks, to share his vivid memories of that exciting time in this issue of Nav News.

The last three decades have been a journey of growth, diversification and expansion. Through it all, Navigators has maintained the Company's core commitments to underwriting excellence; to building a great work environment that values individual contributions; and to always conducting our business with integrity, professionalism and pride. Our current OPUS strategy is building on those principles.

Since our June 1986 IPO, Navigators has thrived. We've added more than a dozen locations across the U.S., the U.K. and Continental Europe. We've grown from a few dozen employees in three U.S. offices to nearly 700 colleagues in 28 offices around the world, and every one of those offices had a role in our success.

Our stock has risen steadily from its offering of \$18 per share in 1986 to over \$90 per share today, while the number of shares outstanding has more than doubled; and our market capitalization is now approaching \$1.4 billion. Last month, we announced our first-ever quarterly cash dividend. I hope you share my pride in the business we've built and the value we've delivered to our shareholders.

The closing bell on June 20th ushered in the next chapter for our Company – a bright future built upon outstanding people; outstanding underwriting; and outstanding service (OPUS!). Thank you for your contributions in making Navigators a great company for employees, customers and investors!

Thanks for all you are doing,

Stan



SERVICE STAR WINNERS

Congratulations!

Nominate someone by going to the Intranet today!

Stella Star

The Stella award winner is someone who demonstrated excellent customer service and has gone beyond their normal job responsibilities. They are recognized with a \$50 gift certificate.



Kelly Cole
Operations
Iselin, NJ



Marion McElveen
Human Resources
Stamford, CT



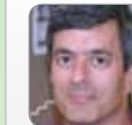
Anton Hu
Actuarial
New York, NY



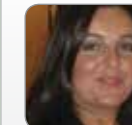
Tiffanie Mytnik
Operations
Schaumburg, IL



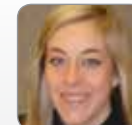
Colleen Cullen
Operations
Schaumburg, IL



Jeffrey Kach
Information Technology
Stamford, CT



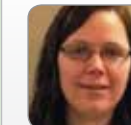
Draga Hrkac
Operations
Chicago, IL



Jackie Paulson
Operations
Schaumburg, IL



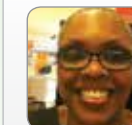
Danielle Rowland
Operations
London, UK



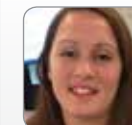
Kristin Schlobohm
Operations
Schaumburg, IL

Polaris Star

The Polaris award winner is someone who has demonstrated superior customer service resulting in an intermediate level of impact on business, process or efficiency. They are recognized with a \$500 award.



Macy Pryor
Operations
Danbury, CT



Melissa Schlemmer
Operations
Danbury, CT

INSIDE NAVIGATORS



The OPUS Spirit

On every account, be it big or small, high-profile or low-profile, I know that we will always get binders, policies and invoices quickly, and that these documents will be accurate...

We admire the way that the Navigators team works together seamlessly and efficiently, despite differences in geographic locations and job descriptions. We never have to wait long for a quote or a policy document; your underwriting is highly professional and thorough; and, to an employee, you are all kind, courteous and customer focused. That's the Navigators difference.

Thanks again for your exemplary work, Jennifer. Your colleagues are fortunate to have you as an example.

What OPUS Means to Our Employees

- "I believe that OPUS means that we can all be transformational leaders. No matter your title, by striving to do better individually, we motivate those around us to do the same resulting in positive changes for all of us as a whole."
Barbara Bistany, Title, Marine Underwriting, New York, NY
- "OPUS means knowing your customer so you can proactively provide the type of service you would expect to receive as a customer."
Roberta Andreasi, Title, Information Technology Danbury, CT
- "At the heart of OPUS is putting the customer at the center of everything we do – that's not always the easiest or most natural thing to do. We should strive to deliver customer experiences well beyond what would be expected and derive great satisfaction from exceeding those expectations."
Adrien Robinson, President Navigators Commercial, Chicago, IL

The OPUS Spirit: What Our Customers are Saying

James J. Bourke, VP, Casualty Placement at Willis Towers Watson, New York, on Jennifer Brancho, Retail Excess Operations in Pittsburgh, PA

Featured Service Principle:

Make it effortless (for our customer). Create peaks in the customer's experience and avoid valleys.

- Jon Picoult, Watermark Consulting

"I am going to shape my customer buying experience by making it effortless to buy Navigator's Professional Liability products. This can be done with rapid responses, simple but comprehensive quotes with selling points and interesting industry information. By anticipating what the broker needs, it will save them time and effort. The idea is to create more peaks. This should help build brand loyalty, develop more promoters and bind more business." **Rocco Malandrino, Title, Specialty Underwriting, Schaumburg, IL**

New OPUS Resource Center on the Intranet

Check out the new OPUS Resource Center, accessible from the homepage by clicking on the OPUS logo on the left sidebar. You'll find a growing bank of tools and information, including links to the OPUS training modules, the OPUS logo and Power-Point template in downloadable forms, customer testimonials and more.

Be sure to send your OPUS suggestions and testimonials to: OPUS@navg.com

INSIDE NAVIGATORS

Remembering When...

Sal Margarella started at Navigators in New York City in 1983 as Controller, the week Navigators Insurance Company got its license to write business. He was a hands-on participant in the IPO preparations, and remembers the days leading up to the offering:

I remember going to the printer's office almost nightly, revising our S-1 with changes from the attorneys, the accountants, or the SEC. We had to travel back and forth from the printer to our offices every time there was a change to get support for Peat Marwick (now KPMG). We had no IT department and no PCs. All our ledgers, accounts and backup were on manual green spreadsheets. Each new edition of the prospectus had to be sent to D.C. by a courier. On the day of the IPO we were not sure it had even gone off! We were receiving telephone calls all day with the price since there was no internet.

James Connell, Hull and War Underwriter, was one of several current Navigators employees who worked in the London insurance market at the time of Navigators' IPO. James, who was with a Lloyd's managing agency in the 1980s, recalls what the industry was like at that time:

"We operated from three small rooms on the third floor of a small office building in Lime Street, just down from the Lloyd's building, where the underwriting box was situated. The underwriting box was a single desk with superstructure down the middle to contain the underwriting ledgers. We sat on wooden benches with cushions and wooden fixed backs (see photo above).

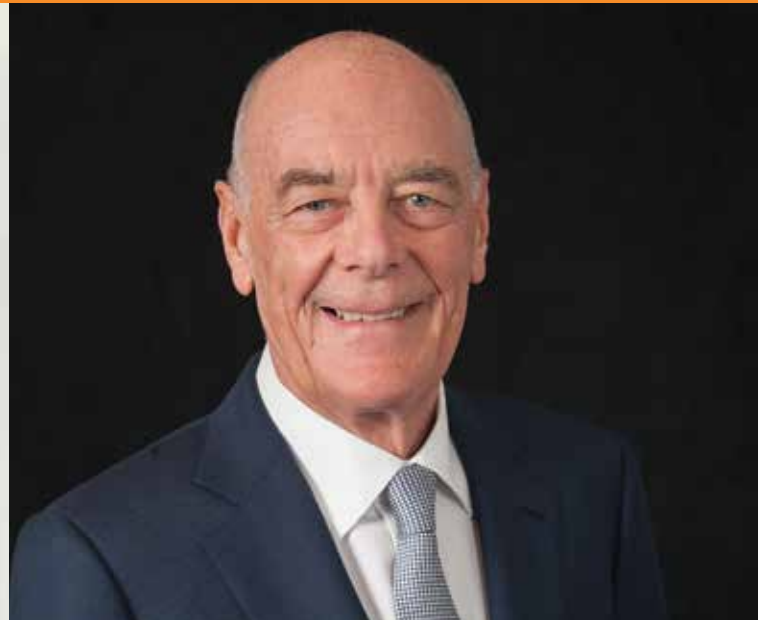


What has changed since the mid 1980s? Almost everything, other than the face-to-face negotiating of insurance contracts. Photocopiers were new in 1983, with telephones and early Casio calculators being the only technology at our disposal. We were able to out-source most needs, including computing, claims, premium processing, accountancy, etc. We did not have the need for in-house manpower to cover these areas. Our vocabulary was so much smaller back in the day; words such as compliance officer, chief actuary, rating model, pipeline, capital loading, corporate services, human resources, information technology hadn't been invented!"



Pictured above l to r: Richard Bardwell, Mike Rodgers, James Connell and Bruce Lane of the Navigators London office, remembering how business was done 30 years ago.

INTERVIEW



Terry Deeks

THE FOUNDER OF NAVIGATORS

Terry shares his memories of the Company's Initial Public Offering on June 20, 1986, and how the Company has evolved over the last three decades.

Can you recall the sentiment in the workplace around the time of Navigators' initial public offering?

It was terribly exciting. We were a relatively young group of underwriters. None of us had any experience in the financial circles. We all had to be groomed and coached to prepare.

We were like school boys. We spent hours and hours training in front of the camera before we could go out and present our investment proposition. After we were groomed, Ed Hoffman and I went on a road trip around the country (including Boston, San Francisco, Dallas and New York) to make the pitch to invest in our public placement.

DLJ (Donaldson, Lufkin & Jenrette, now part of Credit Suisse), the agent managing the offering, insisted we change our auditors. Peat Marwick (now KPMG) was

selected. Sal Margarella had to teach them about our business. He had the pressure to have all the answers to all the possible questions at his fingertips.

I remember we worked through the night to finalize the prospectus. Every comma had to be in the right place. It was stressful.

The big day came, and we were finalizing the list of investors and the price of the initial stock offering. We were all ready to price the stock and it was way over-subscribed (which is a good thing). After the market had closed we went to that meeting. We thought we were pretty good negotiators. But when we got there, it was a disaster.

We went into this big room, with these high-powered guys. The market had fallen that afternoon. The bottom had dropped out of most IPOs. We were told we had to settle on a price the investment bankers had put out: take it or leave it. We started to bargain, but they just walked away.

Monica (Terry's wife) and I talked it over that evening. We decided, "To heck with this. We won't go public. We'll pull the offering in the morning."

But the next morning we were late into the office due to a terrible traffic blockage in the Holland Tunnel. We arrived at the office after 9:30, too late to stop the offering. Everybody in the office was trying to find out what was happening. No one was doing a bit of work. The stock was offered at \$18 a share, and it went up the first day, straight up! It was very exciting. DLJ had a big party for us to celebrate at the 21 Club.

What has changed most dramatically since the IPO and over the last three decades?

It's a totally different company. We've gone from a family-run company to a true international specialty company. Our Lloyd's Syndicate operation would have been gone without our public support. We are certainly much more secure than what we were.

Even after we went public, we had no true "employees." All the sweat and work were done by the private agencies (mainly owned by staff), MGAs, and they were backed by other agencies. We got 1% of the premiums – the agencies were still the private side of the businesses

What has remained consistent over the decades?

The skills and the loyalty of the people.

What makes you most proud about the Navigators "journey"?

Most businesses fail within five years, but we've prospered in spite of our challenges. We nearly went bankrupt 22 years ago. We have always overcome the challenges. We've always come back stronger than ever.

What have been some of the big challenges?

The biggest one is always integrating new people into the company, ensuring we hire people with the same work ethic and same beliefs, especially people coming in from much bigger companies. Another is dealing with the ever-growing bureaucracy and regulatory environment, which is a tremendous distraction. Regulations have consumed people in London, for example. Instead of doing our business, we're spending a great deal of time putting out forms.

What are some of the benefits to Navigators of being a public company?

Certainly the access to the capital that we need to grow. It's also easier to recruit exceptional people with a larger, public company. You can offer more security and growth potential. Some of our senior people would likely not have joined us if we were still a small, private company. For example, when I was looking to recruit for Stan's position, I was on the verge or

offering someone else the position, but he declined because his wife didn't want to go to the country club unless her husband worked for an S&P 500 company. Thank goodness he did not join us!

What do you consider some of the greatest highlights of the last 30 years for the Company?

1. Buying our first computer. It was a major, major deal. For a couple of years, we had quite a substantial business, but we didn't even allow calculators. In the 1970s, we had tens of millions of dollars of business and no calculators! We thought they slowed us down. Our first computer was on a trolley (cart) – it was shared.
2. Opening up in London and buying our Lloyd's Syndicate. This was especially pleasing to me, having worked in London for six years.
3. Getting Stan Galanski to join us. That was a major accomplishment. The company is twice the size than when he joined us. He has recruited the vast majority of the people here today.

What would you like to express to the staff of Navigators upon the anniversary of the company you founded?

We've always tried to make Navigators a great, rewarding place to work. Anyone can come into Navigators and make a difference, and that is special. Even the youngest person coming in can put a footprint in here. That is so much different than joining a company like AllState or State Farm. For those who work hard, there is as much opportunity here as there was all those years ago. We were and are quicker on our feet.

I was on a panel recently, and the CEO of a big company asked, "How can a company like Navigators survive, when the big insurance companies can squish us like a bug?"

I said to the audience, "By the time this guy's company even knows there is an opportunity, we've already found it. If it's a problem, we've already squashed it, fixed it, and moved on!"

This should also be a fun place to work. I hope everyone has as much fun today as Monica and I did years ago.

PARTNER PROFILE

Warren Mula

President, Aon Risk Solutions



Warren Mula is a 36-year veteran of the insurance industry. Before taking his current position as President of Aon Risk Solutions, a relatively new role, he was CEO of Aon Broking. Aon is a large and important broker partner for Navigators.

Aon, and Warren, have been involved with Navigators for many years, in what Warren describes as a "great relationship that he is very proud of." The relationship today, he says, is much more strategic than in the past. "There is a genuine feeling of wanting to expand the relationship he says, to establish and achieve managed outcomes that are the result of planning and executing together." He said, "I'm very proud of the progress and the results we've shown... The value of people – good and experienced people – is greater than ever before."

Almost an FBI Agent

Warren entered the insurance industry unintentionally, sort of stumbling into it. "When I went to school, no one woke up and said, 'I want to work in insurance' – not unless there was a family member involved in it," says Warren. "Today, it's different. There are universities that have great risk management programs as areas of study."

As for Warren, he originally set out to be an FBI agent. The FBI's interview process lasted for six months, and then he was told he had to wait another eight months, until he turned 23, to become an agent. In the meantime, Warren took a job with broker Alexander and Alexander to earn money. His insurance career took off, and the FBI became less appealing. The rest, as he says, is history.

"I started off as a Casualty broker in the New York office," recalls Warren. "After five years, I headed up the New Business and Product Development group. In the late 1980s, I headed up the New Jersey office for Alexander and Alexander, and then I

led the Baltimore, DC, and Richmond, VA offices for the company in the 1990s."

Warren had just decided to go to Aon when Aon decided to buy Alexander and Alexander. After the acquisition was complete, he went to work at Aon's New York City office.

September 11th

One of the most challenging periods of Warren's career was regrouping after September 11th, 2001. "I was working on the 105th floor of 2 World Trade Center on 9-11," he remembers. "I had to leave at 8:15 a.m. for a doctor's appointment, so I wasn't in the building at the time. We lost over 100 people on that day."

That tragedy offered Warren and his colleagues a real lesson in the spirit of teamwork, people pulling together.

Aon's New York operation regrouped and ultimately moved to Water Street. In 2014, Warren moved to Aon's Chicago office.

Facing Change

Warren has faced his share of challenges. "One challenge for me is always wanting to do more," he says. "You can't always anticipate what you're going to be doing next, so it's important to remain current." That's the reason Warren returned to school for a master's degree from Fairleigh Dickinson.

Leading change in culture and professional standards, where many have been ingrained in the industry for decades – is always a challenge. Aon has been at the forefront of introducing new standards and innovation, using a fact-based approach to shape decisions and risk advice. "Change can be unsettling, and it's both a thrill and a great challenge to lead during a transition of this magnitude."

Warren may have worked at Aon for decades, but it doesn't feel that way to him. "We've had new leadership and different viewpoints," he says. "Today there is much more of an emphasis on data and analytics in decision-making, whereas we used to

rely heavily on instincts and intuition. In the end, experience is the culmination of data and vice-versa."

What Defines Exceptional Service?

The best way to define an exceptional service experience is through the client's eyes. The claims statement has been the best example of service. Are you quick to accept the claim, respond to it and get a check to the customer?

The reaction to a catastrophe from the underwriting company and the broker is key. Warren remembers Post-Super Storm Sandy as a great example: Insurance companies provided partial payments to get companies back on their feet, even before all the information came in. "The industry did itself proud for the most part," he recalls of Sandy. "It's the power of the claims part of what we do for a living."

Warren believes that it's not just the payment; it's the process of getting there. "If you make every claim a contest or a negotiation that results in a delay, that is often construed as a breach in trust by the client that drags us all down," he states. "We're keeping a watchful eye on these tactics, but I do not see that with top-tier carriers like Navigators."

For those entering the industry, Warren offers this advice: "Don't stay in your comfort zone. Push yourself into a role that challenges you, that forces you to learn new skills and acquire new knowledge. The moment you get comfortable, you slow down and become less competitive."

"At some point, you have to manage your own career," adds Warren. "Your boss doesn't wake up worrying about your career."

INSIDE NAVIGATORS

Personal News



John Edwards, Policy Administrator in London (picture, center with Stamford-based **Tracy Barney**, AVP, Ceded Reinsurance Accounting at left and **George Iacono**, Finance Operations Controller, at right) celebrated his retirement this spring after 30 years with Navigators.



John Michael Mackiewicz (Premium Services Specialist, Danbury) and his wife Kari welcomed their second baby, Austin John "AJ" Mackiewicz on June 16th. AJ was 7 pounds, 9 ounces and 20 inches.



David Mulvaney (Management Liability Underwriter, NavPro, London) and his fiancée Vikki welcomed their son Henry Thomas Mulvaney who was born on May 5, 2016 weighing 6 pounds, 5 ounces.



Congratulations to **Ryan Morris** (VP, Retail Excess in Chicago) and wife Liz, who welcomed James Hugh Morris on May 27th. James was 7 pounds, 13 ounces and 22 inches long.



Christina Aviles (Senior Premium Service Specialist in San Francisco) and Jesus Grady welcomed baby Kaylani Jade Grady on December 30, 2015. She weighed 7 pounds, 8 ounces, and was 19.25 inches long.



Congratulations to **Jerry Wosleger**, SVP Onshore Energy & Engineering in the New York office, who welcomed his first grandchild, Jackson Roy Jones, on May 26. Jackson was 9 pounds, 2 ounces and 21.5 inches.



Silvana Rueda (Coral Gables) welcomed baby girl Valentina Baron Rueda on June 21.



Congratulation to **Sandra Heiden** (Specialty Claims in the Irvine, CA office), whose 13-year-old son Ryan received his blackbelt in the Korean form of Tae Kwon Do in May.

INSIDE NAVIGATORS

IN THE Community

1 The Navigators KIC IT Triathlon
(l to r) Paul O'Grady, Normary Negron, Joann Obi, John Michael Mackiewicz, and Andrew Gaudio (all from the Danbury office, pictured here) were among more than 30 Navigators volunteers who helped out at the Navigators KIC IT Triathlon. Navigators is the lead sponsor of this annual event, which raises funds for Kids in Crisis, an emergency shelter for children based in Cos Cob, Connecticut.

2 The Stamford Boys & Girls Club 5K Run/Walk
The Navigators Stamford office was well-represented at this year's Stamford Boys & Girls Club 5K run/walk. The Company not only participated in the event, but was a sponsor as well.

3 Miami Mercedes Benz Corporate Run
Led by Ivan Vega. Senior Vice President for Global Property treaty, Latin America reinsurance (center, with hand raised), members of the Miami office staff participated in the Miami Corporate Run in April. The Corporate Run Series promotes running and walking as a means to a fit, healthy lifestyle for people from all walks of corporate life. The Miami Navigators office has a tradition to design a new themed tee shirt each year. This year's shirt, featuring "Day of the Dead" skulls, boasted, "We Do Not Run from Risk!"

4 Horizon Gala in Los Angeles
The Life Science and Allied Health team participated in the Horizon Gala event held in Los Angeles on March 16th. Linda Schultz, Jeff and Nancy Mayes, Heather Warner and Connie Taylor attended. The Horizon Gala recognizes the collective philanthropic efforts of the insurance industry. This event raised over \$500,000 and

honored the Centre Theatre Group with a \$10,000 grant! Navigators was a Silver-level sponsor.

5 JP Morgan Corporate Challenge
*Navigators employees from the New York, Stamford and New Jersey offices were among the thousands of participants running in this race on June 2. Navigators sponsored its runners by funding the entrance fee. A donation is made to the Central Park Conservancy by JP Morgan, on behalf of all Corporate Challenge participants. *(Pictured, l to r) Nick DeVino (AmWINS), Mike Dempsey (Navigators), John Moreno (AmWINS), Mike Dunn (Naviagtors), and Jeff Jamison (AmWINS).**



Team Navigators



Rock to Rock: Several members of "Team Navigators" cycled in the Rock to Rock Earth Day Ride on April 30th through New Haven, Connecticut. The event, which welcomes all level riders, raised \$164,000 to support several community non-profits, including: Common Ground, New Haven Urban Resources Initiative, New Haven-Leon Sister City Project, CitySeed, Inc., and New Haven Parks Department. *Top pictured l to r: Mark Bernstein, Clay Bassett, Jr., Linda Gliedman, Andrea Scascighini and Stan Galanski.*

Vino Fondo: Dale Cira (pictured above lower left), a Navigators broker partner who rides with Team Navigators, participated in the Vino Fondo ride in Augusta, Missouri in May, wearing the Navigators team colors. Thank you to Dale, for representing Team Navigators in this aggressive, 75-mile ride!

The BP MS 150: Navigators was well represented at the BP MS 150 ride, a two-day fundraising cycling ride organized by the National MS Society: Lone Star. Covering the route from Houston to Austin, this ride is the largest event of its kind in North America. *Many thanks to Lisa Chines (pictured) for organizing the Navigators team. Also pictured above lower right, l to r: Connie Taylor, Gabe Galanski (of MacQuarie), Stan Galanski, Carl Basile, Mark Bernstein and Savita Gorasia.*

Summer BOOST!

Simple ways to boost your health this summer. Try one or try them all...They're so easy you won't even know they're so good for you!



Summer Tips

1. Prevent Heat Stroke

Drink water at least every 20 minutes. During activities for less than one hour, water alone is fine. But if going outside for more than an hour... add a sports drink **to replenish electrolytes.**

2. Go Broad

Use a "broad-spectrum" sunscreen. This means it will screen out both UVB and UVA rays. Make sure to use at least SPF 30!

3. Scan for Bad Plants

When hiking or gardening...**learn to recognize poison ivy and poison oak... and steer clear!** For understanding poison ivy, oak and sumac symptoms go to... <http://www.webmd.com/skin-problems-and-treatments/understanding-poison-ivy-oak-sumac-symptoms>.

TOP PICKS

When experts in the medical field were asked to suggest one simple change this season to boost personal health, what did they suggest?

1 Give Your Diet a Berry Boost. Have a cup of mixed fresh berries every day! You will load up on antioxidants which may help prevent damage to tissues and reduce the risks of age-related illnesses. A big bonus: Berries are high in fiber which helps keep cholesterol low.

2 Get Dirty and Stress Less. To improve your stress level, plant a small garden, cultivate a flower box. Putting your hands in soil is "grounding." And when life feels like you're moving so fast your feet are barely touching the ground... being mentally grounded can help relieve physical and mental stress.

3 Get Outside to Exercise. Pick one outdoor activity — going on a hike, taking a nature walk, playing games such as tag with your kids, cycling, roller blading, or swimming — to shed that cooped-up feeling of gym workouts. And remember, the family that plays together not only gets fit together — it's also a great way to create bonding time.

4 Be Good to Your Eyes. When playing sports or doing tasks such as mowing the lawn, care for eyes! To protect your vision, wear protective eyewear. When outdoors, wear sunglasses that block at least 99% of ultraviolet A and B rays. Sunglasses can help prevent cataracts, as well as wrinkles around the eyes.

5 Vacation Time! Improve Your Heart Health. Take advantage of summer's slower schedule by using your vacation time to unwind. Vacations have multiple benefits: they can help lower your blood pressure, heart rate, and stress hormones such as cortisol, which contributes to a widening waist and an increased risk of heart disease.

6 Sleep Well. Resist the urge to stay up later during long summer days. Instead pay attention to good sleep hygiene by keeping the same bedtime and wake-up schedule and not drinking alcohol within three hours of bedtime.



Going on Vacation?

Remember Teladoc. You can access Board Certified doctors 24/7 via phone or video-conference.

- Follow these easy steps:
1. Go to www.Teladoc/Aetna.com
 2. Set up your account and complete medical history
 3. Click on "Request A Consult"

If you would like to complete this process on the phone, contact Teladoc at 1-855-835-2362.

INSIDE NAVIGATORS

Events



Quiz Night

The London office Sports and Social Committee organized a "Quiz Night" in May, for some friendly competition among staff! The "Magnum OPUS" team finished in first place. *Pictured l to r: Kevin McCarthy, Marine; Alastair Burns, Marketing; LoriAnn Lowery-Biggers; Abigail Price, Marine; Louise Crockford, Marine; and Charlotte Hornsby, Marine.*



RIMS Conference

Both retail and wholesale distribution systems were represented at the RIMS conference in April! *Pictured l to r: Jeff Mayes, Jeff Mazie (Lockton Los Angeles), and Navigators' John Grimaldi (NYC) and Dominick Bruno (Chicago).*



West Coast Casualty Construction Defect Seminar

On May 12, **Steve Lokus**, Assistant VP, Claims Manager in Schaumburg, (pictured, center) spoke at the West Coast Casualty Construction Defect Seminar in Anaheim, CA, attended by hundreds of participants. The topic was "Construction Defect Claims and Insurance Coverage: 35 Years of Turmoil, Conflict, Coverage and Change."

Anatomy of a Surety Bond Claim

David Pesce, President, Surety spoke at the Construction Financial Management Association's annual conference on Monday June 27th and Wednesday June 29th. This year his presentation was an Advanced Session titled, "Anatomy of a Surety Bond Claim – The Underwriter's Story." Approximately 900 registrants attended the conference, which is geared to financial managers in the construction industry.

A recent article published on www.ship2shore.it (on-line magazine of maritime and transport industries) featured the Navigators Milan, Italy branch. For more information, visit http://www.ship2shore.it/en/about-us_30054.htm



The Palpatine

Simon Marshall (NavTech, London) and crew raced the Palpatine in Antigua in May, the ship flying the Navigators branded spinnaker. Simon also sailed the Palpatine in a well-publicized 750-mile race around Ireland in June, in the Royal Ocean Yacht Racing Club's lead event this year.



Atlanta Retail Broker Event

Navigators employees attended the Retail Broker Event held in Atlanta on May 11th at TopGolf in Alpharetta. *Among our attendees pictured here were Karen Gilbert, Jeff Kuklinski, Ed Wu, Yasmin Livingston, Chris McKenna, Jonathan Backlund and James Hutchinson.*

Anniversaries *April – June 2016*

25 Years

Congratulations to **Jannita White**, Senior Premium Services Specialist in San Francisco, who celebrated 25 years of service on April 1st.

15 Years

Maciej Kupiszewski, AVP, Operations in New York City, marked 15 years on Jun 4th.

10 Years

Robert Shipyor, Assistant Vice President in the Chicago office, marked 10 years on May 4th.

Lourdes Vaquerano, Complex Claims Specialist in the San Francisco office, celebrated 10 years of service on April 3rd.

John Lewis, Reinsurance Accountant in Stamford celebrated 10 years on April 3rd.

Karl Bisbee, Manager, IT in Danbury marked 10 years on June 26th.

Michael Frank, Senior Developer based in Danbury, celebrated 10 years on June 26th.

Junci Wu in the Shanghai office recently celebrated 10 years with Navigators. Congratulations to Junci!

5 Years

Richard Kladerman, Senior Claims Specialist-Commercial Marine Liability in Iselin reached 5 years on May 2nd.

Stephanie Oberheim, Senior Internal Auditor in Stamford, celebrated 5 years on May 2nd.

Jasmina Tuzlakovic, Office Services Specialist in the Schaumburg office, celebrated 5 years on May 9th.

Whit Whittle, Vice President in Los Angeles, marked 5 years on May 16th.

Monika Peterman, Senior Underwriter in New York City, celebrated 5 years on May 31st.

Alan Amiel, Business Actuary – US Marine based in New York City, marked 5 years on April 1st.

Eric Brown, Underwriting Assistant in the Chicago office, reached 5 years on April 4th.

Christine McWatters, AVP, Finance in Stamford, celebrated 5 years on April 11th.

Michael Dunn, VP, Navigators Specialty in New York City, reached 5 years on April 20th.

Stacey Lancia, AVP, Manager of Financial Reporting & Analysis in Stamford, reached 5 years on June 6th.

Sherry Little, Senior VP, U.S. Compliance in the Schaumburg office, celebrated 5 years on June 13th.

Robert Hatcher, VP and Health Actuary in the Danbury office, marked 5 years on June 6th.

Jennifer Davis, Assistant Vice President, Operations in the Chicago office marked 5 years on June 28th.

Tech Tip

Don't make your password a classic

Think of a classic item in your life. Perhaps it is a song that defines your generation or maybe a life event that holds special meaning. We all have them. They are part of what makes life wonderful.

Why do classics matter in a tech tip?

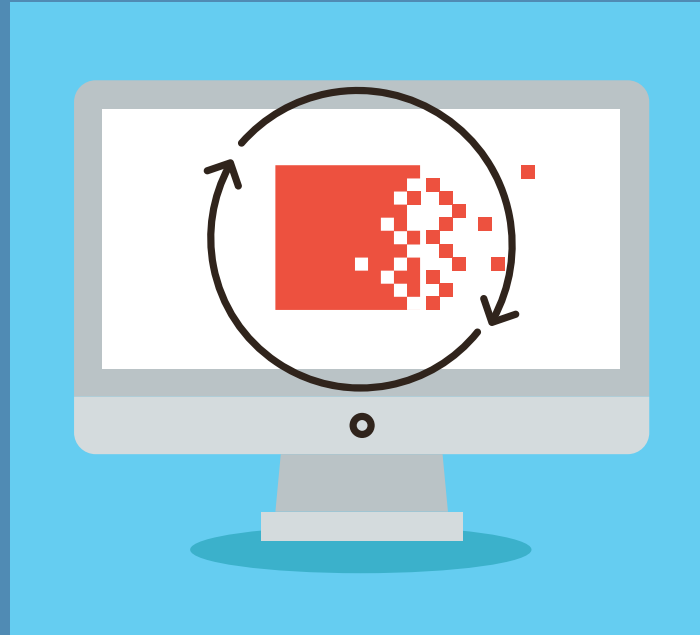
There was a recent revelation that 117 Million passwords were stolen in a LinkedIn password breach. That breach brings to mind the use of classic passwords. The LinkedIn password breach dates as far back as 2012, yet LinkedIn has requested password changes of all members who have had accounts from any time prior to 2014.

Are you still using the same online passwords for more than 2 years? The fact that LinkedIn recognizes that many of their members have not changed their password in more than 2 years indicates that this is not a shocking revelation.

Why do we use the same passwords and never change them? We stick to our standard passwords because in most instances, they are "classics."

Is your password named after your favorite Sports team that "went all the way" in 2012? Or is your password based on your child's name, or your favorite musical group? All of those are among the weakest password choices. However, they are so easy to remember that it is hard to resist the urge to use them, re-use them, and hold onto them forever.

A simple solution to using your old standby passwords is to join them with two-step verification. Two-step verification (also known as Multi-Factor authentication, Two-Factor Authentication, and "2FA") is a method of adding an extra layer of security to your login process. The most popular mechanism for issuing that second step is by sending a text message to your registered cell phone. You have probably already been forced to use a second method to login in to your online bank account.



There are some excellent step-by-step instructions on most of the popular sites, such as Facebook, Twitter, and Gmail about how to set up two-step verification. Unfortunately, not all sites offer two-step verification.

If your online accounts do not offer two-step verification, the only other choice is to change your passwords with more frequency than the championship prospects of your favorite teams.

I am a strong advocate for frequent password changes, and while this is a topic of debate in security circles, it is generally agreed that the use of the "classics" is never a good practice.

Two-step verification. Until something better comes along, this is the best way to protect your online accounts. Do you want to know more about it? Feel free to contact me at RCovello@navg.com.





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