

Fort Worth Association of Health Underwriters

POLICY AND PROCEDURES

POLICY TITLE: Duties of FWAHU Board Members

CLASSIFICATION: Board of Directors

DRAFTED BY: Audra Sullivan and Kasey Buckner

DATE SUBMITTED: October 09 2003

APPROVED

REVISED

NOT APPROVED

PURPOSE: To define duties and responsibilities of FWAHU Board of Directors.

POLICY: FWAHU Board of Directors must:

1. Attend all FWAHU Board Meetings in accordance with FWAHU By Laws.
2. Chairpersons are encouraged to work out all projects in committee PRIOR to presentation to FWAHU Board. Incomplete committee work on a project introduced to the Board will likely result in a tabling of the topic until such time as all the details have been resolved in committee.
3. Each Board member is required to bring written reports from their respective committee to each board meeting with a copy to be distributed to each member. These will then become part of FWAHU's permanent record as received in the minutes of the meeting.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

POLICY TITLE: Execution Of Board - Director Decisions

CLASSIFICATION: Board Of Directors

DRAFTED BY: Audra Sullivan and Kasey Buckner

DATE SUBMITTED: Ocotber 9 2003

APPROVED

REVISED

NOT APPROVED

PURPOSE: To clarify the relationship between the Board of Directors and the Executive Committee concerning votes and decisions executed at Board of Directors meetings.

POLICY: Robert's Rules of order states, "For organizations that meet annually or quarterly, it is customary and necessary to delegate to a committee, usually known as the Board of Directors, all its authority, with slight limitations between its meetings.it is usual to authorize *the Board* to appoint from its membership an Executive Committee of a specified number who shall have all the power of the Society between the meetings of the Society, except that the subordinate body cannot modify any action taken by its superior."

PROCEDURE(S):Any *vote taken by an* assembly may be rescinded by a majority vote,provided that notice of the motion *has* been given at the previous meeting or in the call for this meeting or it may be rescinded without notice by a two thirds vote or by a vote of the majority of the entire membership.

Any variation of this policy will be considered a. serious violation of the respect paid to Board decisions and is subject to the full disciplinary action of the Board of Directors.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

.POLICY TITLE: FWAHU Officer Nomination Creteria

CLASSIFICATION: FWAHU Officer

DRAFTED BY: Audra Sullivan and Kasey Buckner

DATE SUBMITTED: October 9 2003

APPROVED                      REVISED                      NOT APPROVED

PURPOSE: To Establish nomination criteria.

POLICY: Any FWAHU member in good standing who has served in a position on the FWAHU board for at least two (2) years. Time served would include the current year. Time served does not have to have been concurrent.

PROCEDURES: The nominating forms will be distributed to FWAHU members via Regular meetings. Nominations will be forwarded to FWAHU Nomination Chairperson as defined in the FWAHU By Laws. Currently the Imediate Past President will serve.

OBJECTIVE: Nominations period is the 2nd Thursday of Februray to the 2nd Tuesday of March. Any necessary voting will take place from 2nd Thursday in March to 2nd Tuesday in April. Results will be announced 2nd Thursday of April. Majoriyity votes wins Board Position.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

POLICY TITLE: CONTINUING EDUCATION SEMINARS

CLASSIFICATION: EDUCATION

DRAFTED BY: Audra Sullivan

DATE SUBMITTED: OCTOBER 19, 2003

APPROVED

REVISED

NOT APPROVED

PURPOSE: FWAHU will provide for continuing education courses for members and guests.

POLICY: Chair will get all furnish the necessary sign-in/sign-out sheets, evaluation forms for those courses sponsored by TAHU. Chair will be responsible for setting up, marketing and moderating all Continuing Education Courses. Education Chair will coordinate all financial functions with the Treasurer and any expenditures must be approved by the Board.

PROCEDURES: Chair will send all TAHU completed course evaluations and sign-in sheets to Executive Director for completion of certificates. If another provider is used, the Chair will keep copies. Quarterly reports are to be sent to the TAHU state Education Chair in a timely manner.

POLICIES AND PROCEDURES  
FOR FWAHU HOLDING A  
CONTINUING EDUCATION SEMINAR  
.USING TAHU'S PROVIDER NUMBER

I. Obtain sponsors for CE seminar.

II. Determine if CE seminar will be one currently on TAHU's approved TDI course list or if it will be a new course.

A. NEW COURSE

1. If it is a new course and TAHU's provider number is to be used, contact Laura Firestone, TAHU Executive Director, to obtain course approval from TDI.
2. Complete TAHU Chapter CE Worksheet, attach required information for new course and fax/email/mail to Executive Director.
3. Allow 30 days to get a course approved.
4. When the course is approved, TAHU will provide the sponsoring chapter with course evaluations forms and sign-in/sign-out sheet.

B. CURRENT TAHU APPROVED COURSE

1. Confirm location, date, time, and site.
2. Complete the TAHU Chapter CE worksheet and forward it to Executive Director.
3. TAHU will provide the sponsoring chapter with course evaluations forms and sign-in/sign-out sheet.

III. CE Certificates

1. Distribute and collect the signed and completed seminar evaluation forms and the sign-in/sign-out sheet and forward them to Executive Director.
2. Executive Director will process certificates and mail to attendees within 30 days of receipt of evaluation forms and sign-in/sign-out sheets.

## TAHU CHAPTER CE WORKSHEET

Chapter: \_\_\_\_\_

Date Submitted: \_\_\_\_\_

Course Name: \_\_\_\_\_ Course #: \_\_\_\_\_

CE Credit Hours: \_\_\_\_\_

Course Date(s): \_\_\_\_\_

Course Time(s): \_\_\_\_\_

Course Location: \_\_\_\_\_

Instructor(s) Name: \_\_\_\_\_

Instructor(s) Address: \_\_\_\_\_

Instructor(s) Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Chapter Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Information needed to apply for new course approval (Allow minimum of 30 working days for approval from TDI):

\_\_\_\_\_ CE Worksheet (one per course)

\_\_\_\_\_ Name of Course (under 50 characters)

\_\_\_\_\_ Statement of Course Learning Objectives

\_\_\_\_\_ Course Outline

\_\_\_\_\_ Length of Course

\_\_\_\_\_ Instructor Bio

\_\_\_\_\_ Instructor Certification

\_\_\_\_\_ If Course approved in another state, need name of state and number of credit hours.

Information needed for approved CE course:

\_\_\_\_\_ CE Worksheet (one per course)

\_\_\_\_\_ Instructor Bio

\_\_\_\_\_ Instructor Certification

Return Worksheet with Applicable Information to:

Laura Firestone, Executive Director

Texas Association of Health Underwriters

PO Box 381506

Duncanville, TX 75138-1506

214/244-0006

972/709-0611 fax

Email: [management.company@mail.tahu.org](mailto:management.company@mail.tahu.org)

## TAHU Instructor Certification

The Texas Department of Insurance Continuing Education Program rules require providers to certify that course instructors will be **experienced and qualified** in the subject taught. **Further,** providers and instructors must certify that they will comply with all provider and course requirements as outlined in the program rules. This certification, or a document similar to this certification, must be maintained by the providers for four years and be available to the department upon request.

Instructor's Full Name	
Residence Address	Residence Phone
Insurance Company Affiliation	Company Phone
Company Address, City, State, Zip Code	

### Insurance Licenses Held:

License Type	License Number	Date of Issue	In Which State?
License Type	License Number	Date of Issue	In Which State?
License Type	License Number	Date of Issue	In Which State?

### Other types of licenses held:

License Type	License Number	Date of Issue	In Which State?
License Type	License Number	Date of Issue	In Which State?

# Course Evaluation

*Please Print or Type, Each Attendee must fill out and return to the TAHU office through the local CE Chair and must sign the sign-in sheet in order to receive a certificate of completion for this course.*

Name of Registered Course: \_\_\_\_\_  
 TDI Course Number(s): \_\_\_\_\_  
 Name of Registered Provider: Texas Association of Health Underwriters  
 Provider Number: 0426  
 Instructor Name: \_\_\_\_\_  
 Course Date: \_\_\_\_\_ Number of CE Hours: \_\_\_\_\_

**Location of the Classroom Presentation:**  
*(Include facility name, address & city)*

*In order to improve continuing education courses, please answer the following:*      **Yes**    **No**

Did the class meet at the announced time?		
Did the class begin promptly and resume promptly after breaks and /or lunch?		
Did the class meet for the required number of contact hours?		
Was the material presented in a clear and concise manner?		
Did the instructor encourage class participation?		
Did you find the student materials and/or audio/visual aids useful to you?		
What helped you the most in this course: <input type="checkbox"/>		

<b>INSTRUCTOR EVALUATION</b>
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*Please evaluate your instructor for each part of the course. This should be your overall reaction to the preparation, organization, knowledge, communication and attitude toward subject matter and students.*

**E = Excellent    G = Good    F = Fair    P = Poor**

Instructor	Organization	Knowledge	Attitude	Overall Rating

**COMMENTS:** *Please make any comments you think the provider and TEXAS Department of Insurance should know to evaluate the effectiveness of this course. If additional space is needed, please use the back of this form.*

**PLEASE PRINT**

Attendee (Print Name): \_\_\_\_\_  
 Certificate Mailing  
 Address: \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_ TDI License ID Number: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Tahu Monthly CE Activity Reporting Form

Please feel free to duplicate this form if you need more space to report additional CE's

Date of this Report: \_\_\_\_\_

Tahu Local Chapter: \_\_\_\_\_

## New Designation Recipients

Name: \_\_\_\_\_ Company: \_\_\_\_\_

Ph: \_\_\_\_\_ Fx: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

Designation Received: \_\_\_RHU \_\_\_REBC \_\_\_MHP \_\_\_LPRT \_\_\_Other

## Continuing Education Courses

Topic / Title:

Course #:

Speaker:

Phone #:

E-Mail address:

Monitor:

Phone #:

CE Credit Hrs:

# of Attendees:

Date of Occurrence:

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Topic / Title:

Course #:

Speaker:

Phone #:

Monitor:

Phone #:

CE Credit Hrs:

# of Attendees:

Date of Occurrence:

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

POLICY TITLE: Processing New Member Application

CLASSIFICATION: Membership

DRAFTED BY: David Michell, Membership

DATE SUBMITTED: OCTOBER 19, 2003

APPROVED

REVISED

NOT APPROVED

PURPOSE: To acknowledge new members in a more timely manner.

POLICY: New members will be sent to TAHU as soon as possible and in no event no longer than one week after the application is received by FWAHU membership chair.

PROCEDURES: The membership chair will mail the new member a letter over the current president's and membership chair signature and a new member packet.

POLICIES AND PROCEDURES  
FOR PROCESSING NEW MEMBERSHIP APPLICATIONS

- I. Make checks payable to NAHU.
- II. Forward new member applications to current membership chair.
- III. New member will be entered into the FWAHU Member data base.
- IV. New member will be sent a welcome letter from the FWAHU membership chair and a Certificate of Membership signed by the President will be given at the next meeting when the new member is present.
- V. New member will be sent a new member packet (newsletter and any additional timely promotional information available, symposium, golf tournament, GRIP, etc.).
- VI. FYI ... If an individual new member application (not sent by a local chapter) is received at TAHU headquarters the appropriate local chapter will be notified.
- VII. Application and accompanying payment will be forwarded to NAHU.

Fort Worth Association Of Health Underwriters

POLICY & PROCEDURES

POLICY TITLE: FWAHU Credit Card Processing

CLASSIFICATION: Finance

DRAFTED BY: Chaliесе Rippey, Treasurer

DATE SUBMITTED: October 19 2003

APPROVED

REVISED

NOT APPROVED

PURPOSE: To establish a process for accepting credit cards.

POLICY: FWAHU will accept credit cards for payment of symposium registration fees, golf registration fees, seminar fees, membership dues, luncheons, and other events.

PROCEDURES: FWAHU members & guests can transact various fees & dues via the website, [www.fwahu.org](http://www.fwahu.org). PayPal will be the vendor.



**TEXAS ASSOCIATION OF HEALTH UNDERWRITERS  
Credit Card Authorization**

Mastercard       Visa       Discover       American Express

Cardholder Name: \_\_\_\_\_

Cardholder Billing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Amount Charged: \$ \_\_\_\_\_

Card Number: \_\_\_\_\_ Exp Date \_\_\_\_\_

VAL Code (3-4 digit number found on reverse side of card MC/Visa – on front for AMEX) \_\_\_\_\_

Purpose of Charge: \_\_\_\_\_

Signature: \_\_\_\_\_

Return this form to:

**Laura Firestone, CPA**

Executive Director

Texas Association of Health Underwriters

PO Box 381506

Duncanville, TX 75138-1506

972/780-0066

[management.company@mail.tahu.org](mailto:management.company@mail.tahu.org)

**OR Fax to her at 972/709-061**

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

POLICY TITLE: Expenditure Payments

CLASSIFICATION: Finance

DRAFTED BY: Chaliese Rippey, Treasurer

DATE SUBMITTED: October 19 2003

APPROVED

REVISED

NOT APPROVED

PURPOSE: To establish a standard Procedure whereby expenditures, to be paid or reimbursed, are approved for payment.

POLICY: Upon approval of the annual budget, each officer and committee chair is responsible for his/her expenditures of office, unless prior approval by majority of Executive Board is given. Exception(s) to exceed budget may occur, at which time, approval to pay will require majority of Executive Board.

PROCEDURE(S): All Members of the Board must submit a voucher for any expense to be paid or reimbursed. Receipts must be attached to the voucher, and all expenses explained. Any-expense not given prior approval by the Executive Board must be approved by majority of the Executive Board by fax or mail. Any approved expenses may be paid upon written voucher approval by two members of the Executive Board, the President and Treasurer.

## POLICIES AND PROCEDURES FOR REQUESTING EXPENSE REIMBURSEMENT CHECKS

- I. Consult with FWAHU's Board before making an expenditure for printing, copies etc.
- II. All expenditures must have prior approval from the FWAHU Board.
- III. Submit an expense voucher to the Treasurer.
- IV. Original receipts must accompany expense vouchers.
- V. All contract agreements with vendors have to be reviewed by the President and Treasurer
- VI. Only the President is allowed to execute contract agreements between FWAHU and vendors.
- VII. Checks will be issued to the treasurer for signature and then forwarded to vendor and/or board member over the amount of \$1000.
- VIII. Lack of prior approval can result in denial of expense reimbursement.

<b>FWAHU Expense Report 2003-2004</b>
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**Date:**

**Requested by:**

**Payable to:**

**Purpose (attach receipts):**

**Total to be Paid:**

**Mail to:**

(NAME)

(COMPANY)

(ADDRESS)

(PHONE NUMBER)

Fort Worth Association of Health Underwriters

POLICIES AND PROCEDURES

POLICY TITLE                    NAHU Conference Reimbursement  
   House of Delegates

DATE SUBMITTED                October 19, 2003

DRAFTED BY                     Audra Sullivan and Kasey Buckner

**POLICY:**     The Association will reimburse delegates to the NAHU Conference and House of Delegates with funds available. The maximum amount of funding is set each year by the Executive Board and approved by the Board.

**PROCEDURE:**  
                                 The Association will reimburse Delegates toward the costs of registration, airfare and lodging up to the amount approved by the Board. The total amount available shall be divided among the the delegates in a fair and equitable manner as approved by the Board.

                                 Delegation Selection: The number of delegates is determined by NAHU based on FWAHU membership.

                                 Delegations are defined in FWAHU By-laws.

                                 Requirments for reimbursement are:

- 1) Attendance at all state meetings
- 2) Attendance at all regional meetings
- 3) Attendance at all House of Delegates meetings
- 4) Attendance to all general session meetings
- 5) Any Chair specific meeting (ie Legislative, Presidents, etc

If these requirements are not met, no funds will be reimbursed.

Fort Worth Association of Health Underwriters

POLICIES AND PROCEDURES

POLICY TITLE                      Expense Reimbursement - Capitol Conference

DATE SUBMITTED                      October 19, 2003

DRAFTED BY                      Audra Sullivan and Kasey Buckner

POLICY:                      The Association will reimburse Delegates to Capitol Conference with funds available. The maximum amount of funding will be set annually by the Executive Board and approved by the Board of Directors. Distribution of funds will be as set in the Chapter By-laws.

PROCEDURE:                      The Association will reimburse Delegates to Capitol Conference toward the costs of registration, air fare and the cost of lodging up to the amount approved by the Board.

Requirements for reimbursement are:

Attendance at all meetings and functions at Capitol Conference.

Fort Worth Association of Health Underwriters

POLICIES AND PROCEDURES

POLICY TITLE                      NAHU Regional Conference Reimbursement

DATE SUBMITTED                      July 29, 2004

DRAFTED BY                      Kasey Buckner

**POLICY:**    The Association will reimburse a number of delegates to an annual official NAHU Regional Conference with funds available.

**PROCEDURE:**

The Association will reimburse Delegates toward the costs of registration, airfare and lodging up to the budgeted amount approved by the Board. The maximum amount of funding is set in the budget each year by the Executive Board and approved by the Board.

Participant Selection: Standing board members are eligible to participate in the Regional Conference. Budget restrictions may limit the number of participants who can be reimbursed for eligible expenses each year.

Requirements for reimbursement are:

- 1) Attendance at the general session and any chair-specific sessions.

If these requirements are not met, no funds will be reimbursed.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

POLICY TITLE: FWAHU Annual Budget

CLASSIFICATION: Budget

DRAFTED BY: Audra Sullivan and Kasey Buckner

DATE SUBMITTED: October 19 2003

APPROVED-

REVISED

NOT APPROVED

PURPOSE: To provide the Executive Board and other Board Members with an annual budget of expenditures. This Budget is to be made accessible to any good standing member upon request.

POLICY: The Executive Board will establish an annual budget. The budget will be categorized by officer and committee and will be broken down by item such as travel, etc. The budget will include all organization expense items such as advertising, stipends, etc. Every area of expenditures by the FWAHU will be included in the budget. Items should be managed on a monthly basis. Exceptions may be made by following the procedure below.

PROCEDURE(s): The Executive Board will present the budget to the Board of Directors at the first meeting of the chapter year. The budget must be approved-by the Board. The budget will not be altered except for a full hearing and majority vote of the Board of Directors. Budget will be reviewed at least once per chapter year and modified as necessary. Revised budget must be approved by the Board.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

POLICY TITLE: GRIP CONTRIBUTIONS

CLASSIFICATION: GRIP

DRAFTED BY: Audra Sullivan and Kasey Buckner

DATE SUBMITTED: October 19, 2003

APPROVED

REVISED

NOT APPROVED

PURPOSE: FWAHU to retain its percent of GRIP contribution and then forward  
TAHU's percent portion.

POLICY: GRIP contribution will be processed by the GRIP Chair. FWAHU will forward TAHU's  
portion within thirty days. FWAHU will establish a separate ledger for GRIP contributions  
as to not comingle funds.

PROCEDURES: TAHU will process contributions and then forward NAHU's portion  
on to them.

**POLICIES AND PROCEDURES  
FOR GRIP CONTRIBUTIONS  
INDIVIDUALS AND ASSOCIATIONS**

- I. Make checks payable to FWAHU GRIP Fund.
- II. Forward contributions to TAHU Headquarters.
- III. Contribution will be deposited into an individual legislative ledger.
- IV. Contributors will be sent a thank you letter.
- V. TAHU will forward NAHU's portion monthly, with an accompanying contribution list.

*Bank drafts for GRIP TAHU contributions are be available.*

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

POLICY TITLE: Chapter Communications Chair

CLASSIFICATION: Communications

DRAFTED BY: Jenni Fabian

DATE SUBMITTED: OCTOBER 19, 2003

APPROVED

REVISED

NOT APPROVED

PURPOSE: To be the source for group wide communications to the association.

POLICY: Gather and disseminate appropriate information, news and announcements pertinent to the chapter and distribute electronically to members as needed.

PROCEDURE: Work with the Membership chair in maintaining an up to date membership list with current contact information. Coordinate with other chairs as needed for the gathering of information to be sent out to the board and/or membership. E-mail reminders about monthly luncheons, indicating time, location, etc. Keep members informed of all upcoming events, issues, etc. Work with the Media chair as needed to communicate with local media about FWAHU events.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

POLICY TITLE: Chapter Charity Chair  
CLASSIFICATION: Charity  
DRAFTED BY: Kasey Buckner and Audra Sullivan  
DATE SUBMITTED: OCTOBER 19, 2003

APPROVED                      REVISED                      NOT APPROVED

PURPOSE: To coordinate the charitable giving efforts of FWAHU and its members.

POLICY: Work closely with established charities to find creative ways that members can donate to or help the charity.

PROCEDURE: Organize up to six charitable events/occasions per year.  
Work with other board members as necessary to increase awareness of upcoming charity events.  
Creatively develop ways in which members can give to charities (not always involving money).  
Keep records of charitable events for purposes of state and national awards criteria.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

POLICY TITLE: Monthly Facility Arrangements

CLASSIFICATION: Facility

DRAFTED BY: Kasey Buckner and Audra Sullivan

DATE SUBMITTED: OCTOBER 19, 2003

APPROVED

REVISED

NOT APPROVED

PURPOSE: To arrange for facility use on a monthly basis.

POLICY: Coordinate with appropriate chairs (communications, treasurer, etc.) for the efficient handling of regular monthly meetings.

PROCEDURE: Facility arrangements are to be made in 6 month to one year contracts with appropriate facility. This contract is to be signed by Facility Chair, Treasurer and President. Coordinate with the Communications chair, Education Chair and Treasurer for the purposes of headcounts needed for lunches. Ensure proper payment is given to appropriate facility. Coordinate with treasurer on extra needed monies for tips, etc.

Fort Worth Association Of Health Underwriters

POLICY AND PROCEDURE

POLICY TITLE: Duties of Techonolgy Chair

CLASSIFICATION: Board of Directors

DRAFTED BY: Audra Sullivan

DATE SUBMITTED: October 14 2003

APPROVED

REVISED

NOT APPROVED

PURPOSE: To define the duties and responsibilities of the Technology Chair

POLICY: The follow the defined duties and responsibilities of said Chair position per the following procedure:

PROCEDURE:

Chair will keep the FWAHU website updated with current and future events, keep the current FWAHU Officers and Board of Directors roster up to date, post those hyperlinks necessary to enhance the professional growth of FWAHU members, and post any additional page(s) necessary. All per the direction of the FWAHU Board Members.

Any advertising, contracts, additional software, and any other revenue or costs associated with the website must be approved by the Board.

Fort Worth Association OF Health Uunderwriters

POLICY & PROCEDURES

POLICY TITLE: Golf Tournament Chair  
CLASSIFICATION: Fund Raising  
DRAFTED BY: Kasey Buckner and Audra Sullivan  
DATE SUBMITTED: OCTOBER 19, 2003

APPROVED                      REVISED                      NOT APPROVED

PURPOSE: To provide for the orderly operation of an annual golf tournament benefiting FWAHU and a chosen charity.

POLICY: Establish a committee of volunteers to assist in the organization and implementation of a fund raising golf tournament.

PROCEDURE: Set a location for an annual tournament of up to 140 players.  
Location can change year to year.  
With volunteers, solicit sponsorships to generate funds for the association and its charity.  
Work with appropriate board embers for the advertising and publicity of the tournament.  
Arrange for prizes and giveaways to players.

Fort Worth Association Of Health Underwriters

POLICY & PROCEDURES

POLICY TITLE: Programs Chair  
CLASSIFICATION: Programs  
DRAFTED BY: Kasey Buckner and Audra Sullivan  
DATE SUBMITTED: OCTOBER 19, 2003

APPROVED                      REVISED                      NOT APPROVED

PURPOSE: To provide for the regular presentations at regularly scheduled meetings.  
POLICY: Each month procure a presentation for the education and edification of the members.  
PROCEDURE: Presentations can consist of speakers (from a variety of sources), media shorts, special programs, etc.  
Work with appropriate chairs to publicize upcoming programs.  
Always have a backup plan in case....  
Work with Education Chair as needed for arrangements of CE speakers.

## POLICY AND PROCEDURE

POLICY TITLE: FWAHU Associate Member

DRAFTED BY: Audra Sullivan

DATE SUBMITTED: October 19, 2003

APPROVED

REVISED

NOT APPROVED

PURPOSE: To create an additional classification of membership for support staff of Individual Members and non-industry professionals desiring to be a part of the Fort Worth Association of Health Underwriters.

POLICY: FWAHU Associate Membership. FWAHU Associate Memberships shall be available for the support staff of Individual Members as well as non-industry professionals desiring to be part of our Association.

PROCEDURE: Dues will be the regular TAHU state dues, the local chapter dues and \$40.00. The FWAHU Associate Member will be considered a member of the local chapter. FWAHU Associate Members will not be members for census or voting purposes, nor will they be eligible to serve on the FWAHU Board of Directors. FWAHU Associate Members shall enjoy all other membership privileges provided the Fort Worth Association of Health Underwriters members including a membership directory and member discounts for continuing education, symposiums and other member offerings.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

POLICY TITLE: E-Mail Meetings and Votes

CLASSIFICATION: Administrative

DRAFTED BY: Audra Sullivan

DATE SUBMITTED: October 19 2003

APPROVED

REVISED

NOT APPROVED

PURPOSE: To establish guidelines for use of e-mail for voting and meetings.

- I. A vote of the full Board via e-mail will occur only when:
  - a. A prior vote of the Board at a regularly scheduled meeting established that a vote would occur via e-mail on a specific topic by a set date, or
  - b. A majority of the Board has voted to open the membership to a specific motion for a “virtual meeting” and discussion followed, if needed, by a vote by e-mail; all within a specific time period.
- II. Only votes from good standing members sent to the President in the specified time frame will be counted.
- III. The President will tally the votes and report the votes via e-mail, giving each member’s vote status.
- IV. For voting purposes, a quorum will be determined by the number of votes or abstentions received.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

POLICY TITLE: Awards Submission

CLASSIFICATION: Awards

DRAFTED BY: Audra Sullivan

DATE SUBMITTED: October 19 2003

APPROVED

REVISED

NOT APPROVED

PURPOSE:

To submit Awards Criteria for all TAHU and NAHU Awards. Gathering of all information should be done during the Chapter year.

PROCEDURE:

The Awards Chair will follow awards deadline submission date. Submissions will be forwarded prior to the due date. Chair must ensure that all applications must be POSTMARKED no later than the due date regardless of method of delivery.

Faxed or hand delivered submissions will not be accepted.

The chair must make sure that a copy of the submission form must accompany all submissions with points/narrative written on the submission form. Also should ensure that the submission form should NOT be changed, retyped or reformatted. If additional space is needed, extra sheets should be attached and numbered to correspond to submission form.

Fort Worth Association OF Health Uunderwriters

POLICY & PROCEDURES

POLICY TITLE: Legislation Chair

CLASSIFICATION: Legislation

DRAFTED BY: Kasey Buckner

DATE SUBMITTED: OCTOBER 9, 2003

APPROVED

REVISED

NOT APPROVED

PURPOSE: To provide an overall legislative emphasis for the chapter.

POLICY: Regularly update membership on current legislative issues that might have impact on our industry in one way or another, and provide avenues for involvement with said legislation.

PROCEDURE: Regular legislative updates as necessary are to be distributed to the membership either via mail, e-mail and/or live presentation at regular meetings.

Cooperate and coordinate with TAHU and NAHU Legislative personal concerning state and national lobbying efforts and events. Promote TAHU Day at the Capitol and NAHU Capitol Conference to membership for attendance.

Coordinate a contact system of key state and federal legislators for the membership.

Know and make known AHU positions on legislative matters.

Provide whatever is necessary to promote, educate and inform members of relevant legislative matters.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

POLICY TITLE: The Trustee Committee

CLASSIFICATION: Trustees

DRAFTED BY: Ken Smith

DATE SUBMITTED: May 25, 2005

APPROVED

REVISED

NOT APPROVED

PURPOSE: To offer non-binding assistance to the Nominations Committee, regarding the future slate of Officers and Honorary Members for FWAHU.  
To serve as an advisory council to the current President.  
To serve as host and organizer of an annual awards and recognition banquet. Such awards and recognition may include those individuals receiving their RHU or REBC designations, LPRT qualifiers, Underwriter of the Year, The Donna Carnall Career Achievement Award, Honorary Members, Trustee Emeritus and any other activity that is consistent with the theme of the event.

POLICY: No specific meeting times are required. Meetings may be called by the Trustee Executive Director, in accordance with the requirements of the issues to be considered. The Trustee Secretary will be the Immediate Past President of FWAHU and will represent the Trustees as its committee chairperson on the FWAHU Board. The Executive Director will be chosen by the Trustees each year. Any circumstances requiring an adjustment to this sequence selection will be determined by the trustees.

ELIGIBILITY All active past Presidents who regularly attend association meetings, where regular attendance is defined by the Trustees, are eligible.

## AWARDS AND THEIR CRITERIA

Nominations for the following awards should be completed by March 1st of each year.

### A). **Donna Carnall Achievement Award**

The Recipient of this award will be selected and approved by the following group: a FWAHU Officer designated by the Executive Committee, a Board Members designated by the Board of Directors and this Award's prior recipients. It will be presented to an individual who has, over a period of time, been an ongoing contributor of their time and talents to the association and the insurance industry. Annual recipients are not mandatory. Any selection for this award should meet the following minimum guidelines

- 1) Must have been in the insurance business for at least 5 years.
- 2) Must have been a member in good standing at least 5 years.
- 3) Must be a participant with their time & talent in legislative matters, local and federal, for at least 3 years.
- 4) Must have served on the association Board for at least 3 years.
- 5) Must have demonstrated leadership abilities by chairing various tasks or committees.
- 6) Must be considered by peers as an insurance professional.
- 7) Must have participated in various conferences of NAHU, TAHU, and FWAHU.
- 8) Must have been a regular attendee of the association meetings and functions.

### B). **Outstanding Member of the Year and Volunteer of the Year**

The recipients of these awards are nominated by the current President of the Association and the FWAHU board. The purpose of the award is to recognize an individual that has made a significant contribution, above and beyond and the call of duty, to the association, within that service year. Annual recipients are not mandatory.

### C). **Honoray Member of the Association**

May be present to an individual or an organization that may or may not be in the Life & Health Insurance business. An organization can be any kind of organization including an insurance company. The criteria for the award will be at the sole discretion of the current Trustees, with input from the current FWAHU President and Board, and within the Bylaws of FWAHU, TAHU & NAHU. Annual recipients are not mandatory.

## AWARD DINNER PARTICULARS

Will be held at the appropriate time & location that meets the criteria of that year's expectations.

Any cocktail reception will be offered on a cash bar basis, only.

Will have a printed program.

Dress will be business attire – Black Tie optional.

Seating will be in round table fashion.

A small band will provide background music for the cocktail hour and some portion of the remaining program, dictated by the planned activities.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

POLICY TITLE: Processing New Member Application

CLASSIFICATION: Membership

DRAFTED BY: David Michell, Membership

DATE SUBMITTED: OCTOBER 19, 2003

APPROVED

REVISED

NOT APPROVED

PURPOSE: To acknowledge new members in a more timely manner.

POLICY: New members will be sent to TAHU as soon as possible and in no event no longer than one week after the application is received by FWAHU membership chair.

PROCEDURES: The membership chair will mail the new member a letter over the current president's and membership chair signature and a new member packet.

POLICIES AND PROCEDURES  
FOR PROCESSING NEW MEMBERSHIP APPLICATIONS

- I. Make checks payable to NAHU.
- II. Forward new member applications to current membership chair.
- III. New member will be entered into the FWAHU Member data base.
- IV. New member will be sent a welcome letter from the FWAHU membership chair and a Certificate of Membership signed by the President will be given at the next meeting when the new member is present.
- V. New member will be sent a new member packet (newsletter and any additional timely promotional information available, symposium, golf tournament, GRIP, etc.).
- VI. FYI ... If an individual new member application (not sent by a local chapter) is received at TAHU headquarters the appropriate local chapter will be notified.
- VIII. Application and accompanying payment will be forwarded to NAHU.

# **FORT WORTH ASSOCIATION OF HEALTH UNDERWRITERS**

## **REFUND/PAYMENT POLICY FOR CONTINUING EDUCATION PAYMENTS**

### **2003/2004 CHAPTER YEAR**

- 1. Pre-payment for continuing education courses will guarantee the participant's seat and reservation in the class(es).**
- 2. Participants wishing to attend the CE without reservations and prior payment will be subject to seat availability and possible additional costs associated with facility limitations.**
- 3. Pre-payments may be made via Pay Pal on our website: [www.fwahu.org](http://www.fwahu.org); via check to our Post Office Box 3384; or in advance, in person, at prior Association functions.**
- 4. Cancellations within 24 hours of the event are non-refundable. Participants canceling before 24 hours of the event must have written confirmation of reservation cancellation in order for a refund to be processed.**

Fort Worth Association of Health Underwriters

POLICIES AND PROCEDURES

POLICY TITLE                      NAHU Regional Conference Reimbursement

DATE SUBMITTED                      July 29, 2004

DRAFTED BY                      Kasey Buckner

**POLICY:**    The Association will reimburse a number of delegates to an annual official NAHU Regional Conference with funds available.

**PROCEDURE:**

The Association will reimburse Delegates toward the costs of registration, airfare and lodging up to the budgeted amount approved by the Board. The maximum amount of funding is set in the budget each year by the Executive Board and approved by the Board.

Participant Selection: Standing board members are eligible to participate in the Regional Conference. Budget restrictions may limit the number of participants who can be reimbursed for eligible expenses each year.

Requirements for reimbursement are:

- 1) Attendance at the general session and any chair-specific sessions.

If these requirements are not met, no funds will be reimbursed.

FORT WORTH ASSOCIATION OF HEALTH UNDERWRITERS  
POLICY & PROCEDURES

POLICY TITLE:                   Membership Retention/ Renewals

CLASSIFICATION:               Membership Retention

DRAFTED BY:                   Audra Sullivan

DATE SUBMITTED:               June 06, 2005

APPROVED

REVISED

NOT APPROVED

PURPOSE:                    To establish a procedure for the membership retention.

POLICY:                    The retention chair should make every effort to contact any members that are up for renewal. They will also be responsible for follow up with lapsed members and will keep the FWAHU Master Rooster.

PROCEDURES:               The retention chair will give all renewing and lapsing member information to the appropriate chairs to distribute to the membership. It is their duty to also keep track of all Associate members and ensure that proper billing and payments are made. They will also give monthly updates for the membership rooster to the following chairs: President, Membership, Treasurer, Newsletter, Technology , and Communication Chair.

Fort Worth Association of Health Underwriters

POLICIES AND PROCEDURES

POLICY TITLE                      NAHU Conference Reimbursement  
   House of Delegates

DATE SUBMITTED                      October 19, 2003

DRAFTED BY                              Audra Sullivan and Kasey Buckner

**POLICY:**    The Association will reimburse delegates to the NAHU Conference and House of Delegates with funds available. The maximum amount of funding is set in the budget at the beginning of each chapter year by the Executive Board and approved by the Board.

**PROCEDURE:**

The Association will reimburse Delegates toward the costs of registration, airfare and lodging up to the amount approved by the Board. The total budgeted amount available shall be divided among the delegates in a fair and equitable manner as approved by the Board.

Delegation Selection: The number of delegates is determined by NAHU based on FWAHU membership.

Delegations are defined in FWAHU By-laws.

Requirements for reimbursement are:

- 1) Attendance at all state meetings
- 2) Attendance at all regional meetings
- 3) Attendance at all House of Delegates meetings
- 4). Attend all general session meetings
- 5). Any Chair specific meeting (ie Legislative, Presidents, etc.)

If these requirements are not met, no funds will be reimbursed.

Fort Worth Association of Health Underwriters

POLICIES AND PROCEDURES

POLICY TITLE                      Expense Reimbursement - Capitol Conference

DATE SUBMITTED                      October 19, 2003

DRAFTED BY                      Audra Sullivan and Kasey Buckner

**POLICY:**        The Association will reimburse Delegates to Capitol Conference with funds available. The maximum amount of funding is set in the budget at the beginning of each chapter year by the Executive Board and approved by the Board. Distribution of funds will be as set in the Chapter By-laws.

**PROCEDURE:**        The Association will reimburse Delegates to Capitol Conference toward the costs of registration, air fare and the cost of lodging up to the amount approved by the Board.

Requirements for reimbursement are:

Attendance at all meetings and functions at Capitol Conference.

Fort Worth Association of Health Underwriters

POLICIES AND PROCEDURES

POLICY TITLE                      NAHU Regional Conference Reimbursement

DATE SUBMITTED                  July 29, 2004

DRAFTED BY                        Kasey Buckner

**POLICY:**    The Association will reimburse a number of delegates to an annual official NAHU Regional Conference with funds available.

**PROCEDURE:**

The Association will reimburse Delegates toward the costs of registration, airfare and lodging up to the budgeted amount approved by the Board. The maximum amount of funding is set in the budget at the beginning of each chapter year by the Executive Board and approved by the Board.

Participant Selection: Standing board members are eligible to participate in the Regional Conference. Budget restrictions may limit the number of participants who can be reimbursed for eligible expenses each year.

Requirements for reimbursement are:

- 1) Attendance at the general session and any chair-specific sessions.

If these requirements are not met, no funds will be reimbursed.

Fort Worth Association of Health Underwriters

POLICY & PROCEDURES

POLICY TITLE: FWAHU Annual Budget

CLASSIFICATION: Budget

DRAFTED BY: Audra Sullivan and Kasey Buckner

DATE SUBMITTED: October 19 2003

APPROVED-                      REVISED                      NOT APPROVED

PURPOSE: To provide the Executive Board and other Board Members with an annual budget of expenditures. This Budget is to be made accessible to any good standing member upon request.

POLICY: The Executive Board will establish an annual budget. The budget will be categorized by officer and committee and will be broken down by item such as travel, etc. The budget will include all organization expense items such as advertising, stipends, etc. Every area of expenditures by the FWAHU will be included in the budget. Items should be managed on a monthly basis. Exceptions may be made by following the procedure below.

PROCEDURE(s): The Executive Board will present the budget to the Board of Directors at the first meeting of the chapter year. The budget must be approved-by the Board. The budget will not be altered except for a full hearing and majority vote of the Board of Directors. Budget will be reviewed at least once per chapter year and modified as necessary. Revised budgets must be approved by the Board.