

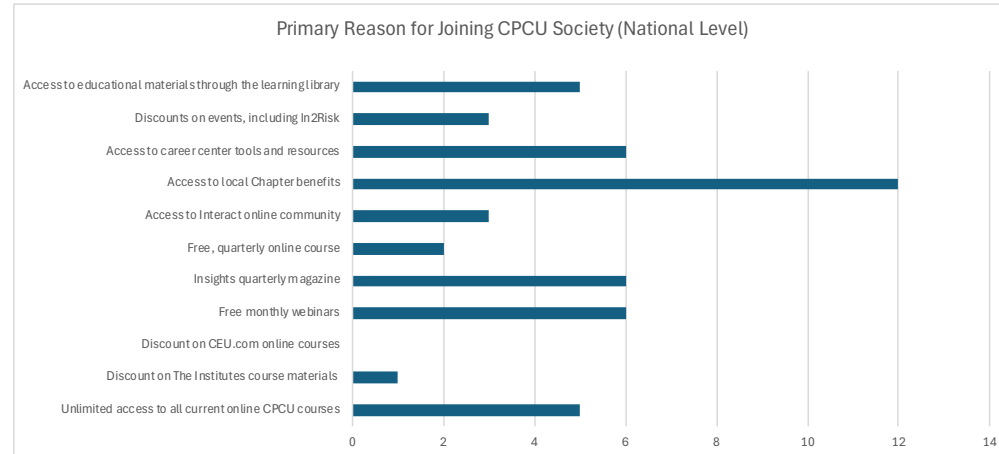
## November 2024 Member Satisfaction Survey

17 Respondents

### Question 1

**What is your primary reason for joining the CPCU Society at the national level? Select only one.**

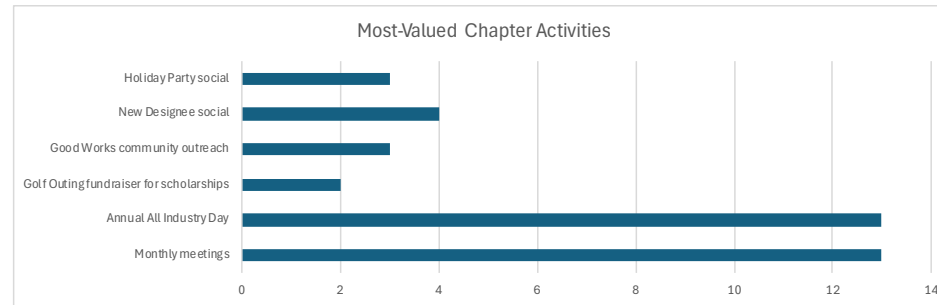
Unlimited access to all current online CPCU courses 5  
Discount on The Institutes course materials 1  
Discount on CEU.com online courses 0  
Free monthly webinars 6  
Insights quarterly magazine 6  
Free, quarterly online course 2  
Access to Interact online community 3  
Access to local Chapter benefits 12  
Access to career center tools and resources 6  
Discounts on events, including In2Risk 3  
Access to educational materials through the learning library 5



### Question 2

**Of the activities your local Central Indiana Chapter currently offers, which are most important to you? Choose no more than three.**

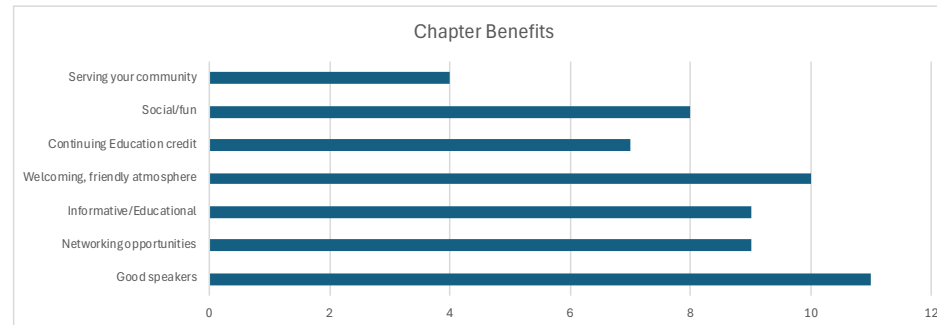
Monthly meetings 13  
Annual All Industry Day 13  
Golf Outing fundraiser for scholarships 2  
Good Works community outreach 3  
New Designee social 4  
Holiday Party social 3



### Question 3

**What benefits have you received from the Chapter meetings or events you have attended? Choose all that apply.**

Good speakers 11  
Networking opportunities 9  
Informative/Educational 9  
Welcoming, friendly atmosphere 10  
Continuing Education credit 7  
Social/fun 8  
Serving your community 4



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### Question 4

Are there activities the Chapter could offer, but currently isn't offering, that would make your Chapter membership more valuable to you (or more likely to get involved)?

I would just love more after work hours events for social/fun and networking.

Create a presence at job fairs and the like for the Insurance Industry as a whole, with CPCU being a secondary but important corollary. The industry is bleeding bodies and need replacements. Such activities are one small but important way to do so.

I think the Chapter does a great job with their current offerings.

Yes, I wish the virtual monthly meetings would be offered again. I live in NW Indiana and would like to attend monthly meetings, but it would require me to be out of the office for at least 3 and possibly 4 hours to attend. I understand the networking opportunity with in-person meetings and I do value that, but it my calendar does not allow me to be out of office for a good portion of the day, I miss out on the educational content as well. As a CPCU member in good standing, I am looking to other opportunities to meet this requirement.

### Question 5

Have there been any aspects of your local Chapter membership that have not lived up to your expectations and have negatively impacted the value of your membership?

None come to mind, except as above more engagement outside our "four walls."

The in person monthly meetings are much better than the virtual meetings.

No

Please see above. The removal of the virtual monthly meeting offering makes it challenging to attend due to an extended drive. The virtual offering would provide a more inclusive environment.

### Question 6

Since COVID-19, the national CPCU Society has offered online classes and study groups for those working on a specific course. Do you think that re-instituting Chapter-led, in-person classes would be a valuable addition to your membership? (In the past, there was typically a fee of \$150 so the instructor could be paid.)

Depends on the courses offered. I have only needed classes for CIC courses and CPCU tests. I have needed assistance with other certifications.

Yes. Nothing will EVER replace the personal touch and the interactions it can create.

no- I'm a self study learner!

No, online offers more flexibility.

Yes, In person is always better. \$150 is a little tough.

I think this is of value overall, not specifically for me

Yes, go back to in-person classes as an option.

No

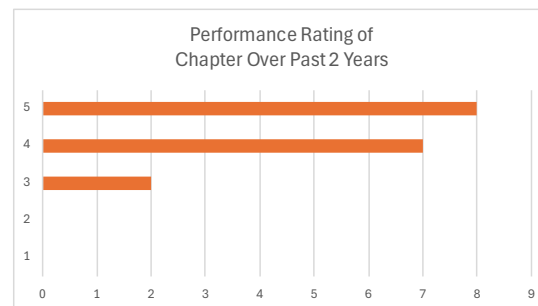
Yes. Getting the opportunity to discuss and exchange thoughts aids learning,

### Question 7

Overall, how would you rate the performance of the Chapter over the past two years on a scale of 1-5, with 5 being Excellent.

1  
2  
3  
4  
5

0  
0  
2  
7  
8



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### Question 8

**Does your employer reimburse you for your Chapter membership dues?**

|     |    |
|-----|----|
| Yes | 15 |
| No  | 1  |

### Question 9

**Does your employer support and/or promote the CPCU designation as desirable for its employees?**

|     |    |
|-----|----|
| Yes | 15 |
| No  | 1  |

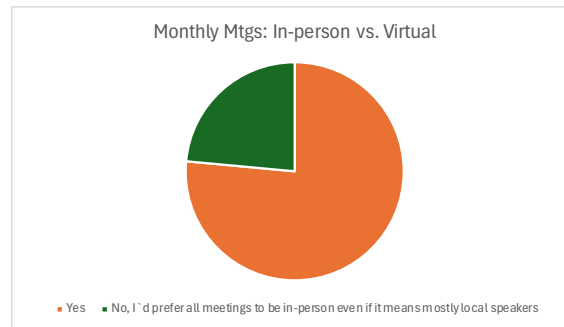
### Question 10

**Regarding the Chapter`s monthly educational meetings, do you appreciate having virtual meetings when the speaker is out of state and unable to travel?**

|     |    |
|-----|----|
| Yes | 13 |
|-----|----|

No, I`d prefer all meetings to be in-person even if it means mostly local speakers

4

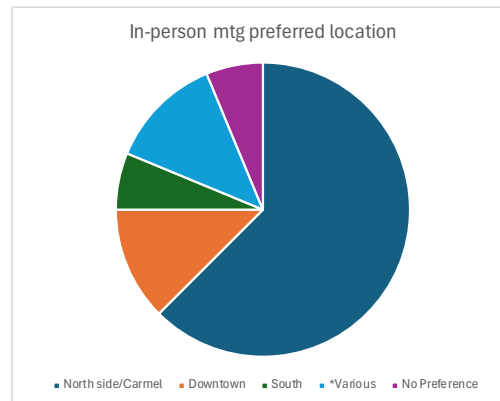


### Question 11

**What is your preferred location for in-person meetings (i.e., North side/Carmel, Downtown, East side, etc. or no preference) Write-in answer**

|                   |    |
|-------------------|----|
| North side/Carmel | 10 |
| Downtown          | 2  |
| South             | 1  |
| *Various          | 2  |
| No Preference     | 1  |

\*(one responder would like rotating location, including the west side)



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### Question 12

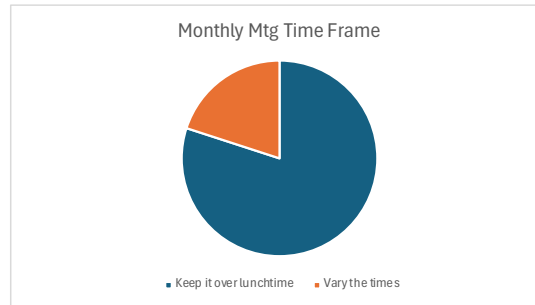
Currently, we hold our monthly educational meetings over lunch from 12:00 pm to 1:00pm. What is your preferred time for our monthly educational meetings?

Keep it over lunchtime

12

Vary the times

3



### Question 13

Do you have any topics or speakers you would like us to consider for our monthly meetings or I-Day?

I like topics related to the ever-changing insurance market, examples, drones, cannabis, amusement risks, etc.

I think insurance professionals are the best speakers for monthly meetings and I-Day. We've had speakers from other industries at I-Day in the past, but I believe insurance professionals are most relevant for our meetings.

Supply chain issues.

Generative AI/Machine Learning/ AI, differentiation between the three, how it's impacting insurance, and updates from a legislative perspective.

### Question 14

If you would be interested in volunteering with your local Chapter, please provide your name and contact info so we can reach out!

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### Question 15

Lastly, feel free to provide any other info you would like your local Chapter leadership to know, or follow up on any of the prior questions, if needed.

Thank you for sending the survey.  
I appreciate the opportunity to share my thoughts.