

March 19th, 2026

INSURANCE PRESENTATION FOR EJF





Meet our Panel:



Christa Brady
AMS, PCAM, CIRMS
USI Insurance Services
Vice President
Ph 571.442.0608
Christa.Brad@usi.com

Christa has 20 years of experience in the community association industry. She has been with USI for the past six years, following a 14-year career as an Executive Manager for two different community association management companies. She has built expertise negotiating and placing insurance programs for community associations exclusively in multiple states across the U.S.

Credentials:

- CIRMS** - Community Insurance & Risk Management Specialist®
- PCAM** – Professional Community Association Manager®
- AMS** – Association Management Specialist

Community Associations Institute (CAI) Involvement:

- WMCCAI: Immediate Past President and Executive Committee Member
- CAIMDCHES: Education Committee Member; Past Co-Chair
- CAI National: Faculty Member

Industry recognition:

- 2025 CAI National Rising Star
- 2024 WMCCAI Special Recognition for Policy & Procedures Task Force
- 2023 WMCCAI Presenter of the Year
- 2023 CAIMDCHES Volunteer of the Year
- 2021 WMCCAI Rising Star



Jessica M. Knutsen
CIC, EBP CIRMS
USI Insurance Services
Partner/Senior Vice President
Ph 703.340.0716
Jessica.Knutsen@usi.com

Jessica has been practicing insurance for 20 years and has been with USI for 15 years. She has built expertise negotiating and placing insurance programs for community associations exclusively in multiple states across the U.S.

Credentials:

- CIRMS** - Community Insurance & Risk Management Specialist®
- CIC** - Certified Insurance Counselor designation
- EBP** - Educated Business Partner Distinction

CAI National:

- 2024 & 2026 Business Partner Council - Chair
- 2023-2026 Board of Trustees - Member
- 2026 CAI Government and Public Affairs Committee - Member
- 2026 VA Legislative Action Committee - Treasurer
- 2026 CIRMS Planning Committee
- 2026 CIRMS Ethics Task Force

Industry recognition:

- 2020 Educator of the Year by the WMCCAI Chapter
- 2021 Volunteer of the Year by the WMCCAI Chapter
- 2021 Rising Star by the Southeastern Virginia Chapter
- 2022 Educator of the Year by the WMCCAI Chapter
- 2025 Volunteer of the Year Programs Committee by the Southeastern VA Chapter
- 2021, 2023, 2024 USI PEAK Award

A hand is shown interacting with a digital interface. The hand is pointing at a wireframe umbrella shape that is composed of interconnected nodes and lines. The words "RISK MANAGEMENT" are written in a bold, white, sans-serif font across the center of the umbrella. The background is a dark blue with various glowing blue lines, circles, and icons, including a key icon to the right of the hand and a person icon at the bottom right.

**RISK
MANAGEMENT**






Agenda

- I. Market Update (Property, General Liability, D&O, Umbrella)
- II. Underwriting Challenges
- III. Lender requirements
- IV. Directors & Officers Liability
(social inflation, avoiding claims)
- V. Social Engineering, Cyber and AI
- VI. HO6/HO4 for residents
- VII. CIRMS Credential
- VIII. Q&A



USI Brings National Capabilities & Local Expertise

USI is a national insurance brokerage and consulting firm with more than 200 local offices connected across the U.S. and a leading market position in all core businesses. The USI DC Metro office has been serving the local community since 1961.

 <p>Top ranked brokerage across multiple specialties and sectors</p>	 <p>The USI ONE Advantage® delivers superior client solutions with financial impact</p>	<p>500,000 +</p>  <p>clients served</p>
<p>“Top Insurance Employer” <i>Eight Years in a Row!</i> <small>Insurance Business America, 2018 - 2025</small></p>		<p>approximately \$3 BILLION IN Revenue</p>
 <p>Local Expertise National Resources</p>	<p>~ 200 Local offices Servicing local, national, and international needs.</p> 	<p>150 + Years of brokerage experience <i>through our acquired agencies</i></p>
<p>PROPERTY & CASUALTY • EMPLOYEE BENEFITS • PERSONAL RISK • PROGRAMS •</p>		

Commercial P&C

Employee Benefits

Personal Risk

Retirement Consulting

Community Associations Insurance Division

- Over 40 years of experience serving the Common-Interest Community
- Dedicated Community Association Practice, currently serving more than 6,000 associations
- Dedicated Analytics, Claims, Risk Control, Environmental and D&O liability resources
- Background in underwriting, claims, and property management
- Access to all major carriers for community associations





Rates: Admitted vs Non-Admitted

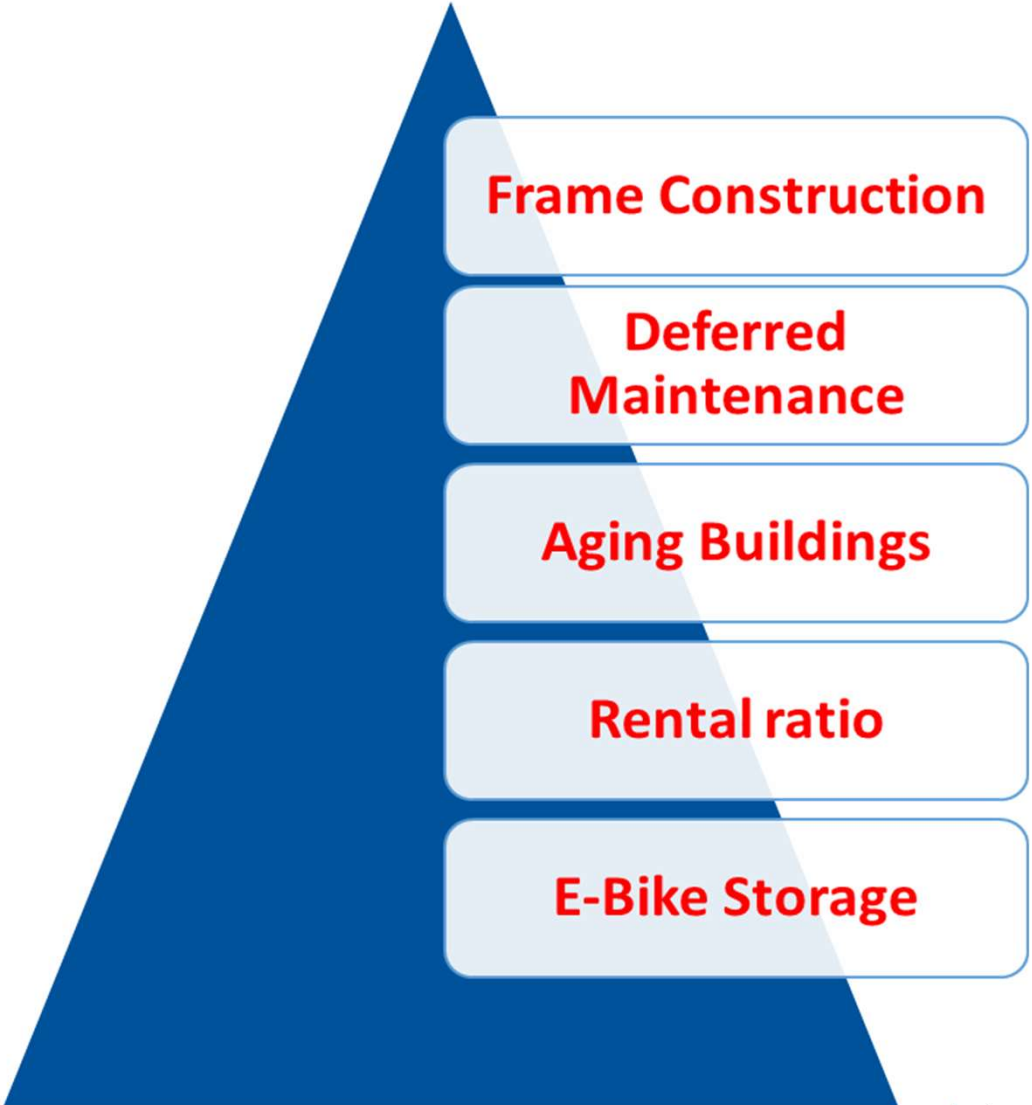
Adjusted Valuation

Deductible Structure

UNDERWRITING FOCUS
What is your association's Risk Profile?
YOC, TOC, CAT, 5 Year Loss Ratio, Fire Suppression, Open Loss Control Recommendations



**PROCEED
WITH
CAUTION**





Insurance Loss Control Visits



FPE -
Federal
Pacific
Electric
Panels

Aluminum
Wiring





Fannie Mae

Carrier's rating category must be "B" or better

100% Replacement Cost for the entire building ~~including the roof~~

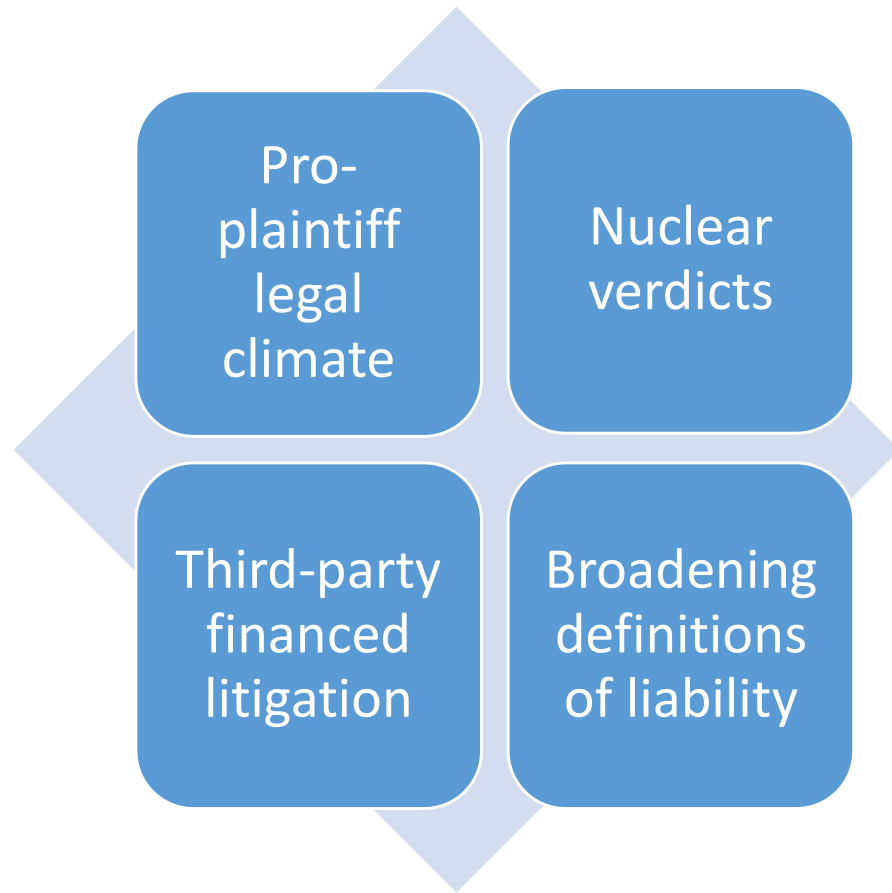
Roof can be covered on Actual Cash Basis (ACV)

~~Deductible should not exceed 5% of the property coverage amount~~

Deductible should not exceed \$50,000 per unit



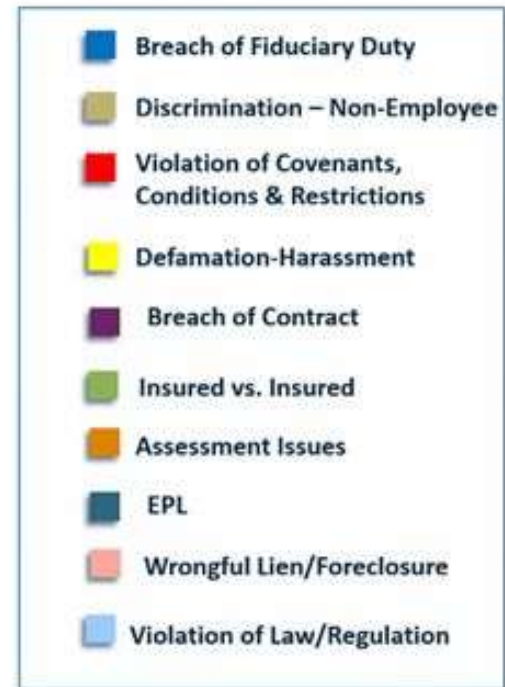
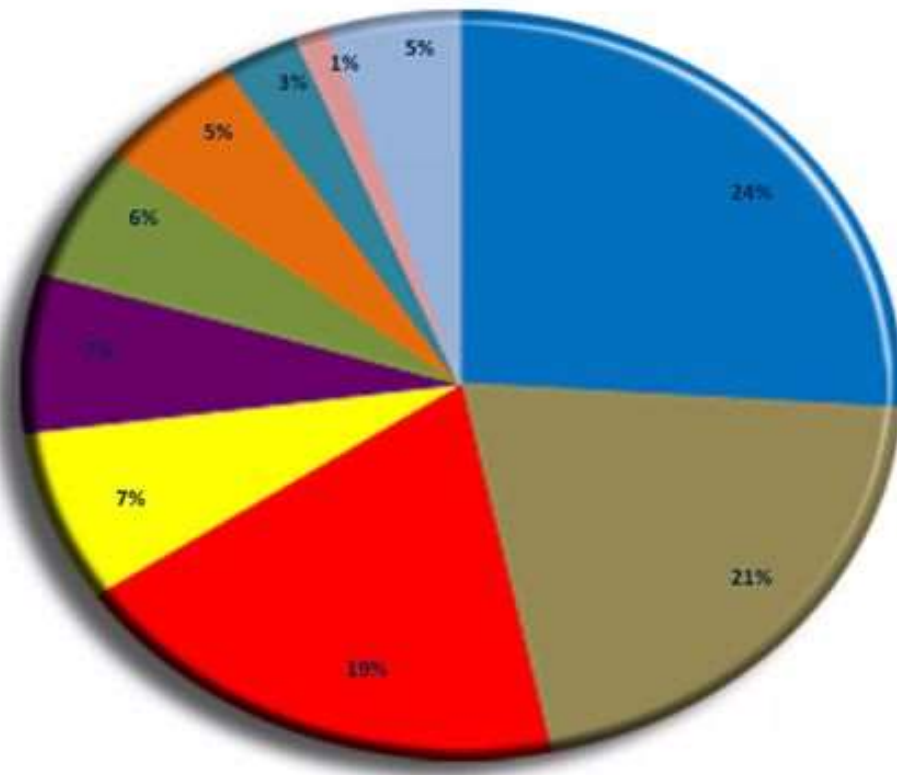
What is “Social Inflation”?





Common D & O Claims in Community Associations

% of Total Loss Amount



7 Simple Steps

To Help Avoid Common Non-Profit
Community Association Directors' &
Officers' Liability Claims



RISK
MANAGEMENT

INFLATION

1. Use professionals

- Boards should retain professional counsel to review and update by-laws. Attorneys specializing in associations can provide effective, expeditious, and economical services.
- Retain experienced property managers with proper credentials.
- Regularly consult with an accountant to keep financial order.

2. Follow the rules

- Require board members to read and understand the by-laws.
- Require association members to acknowledge receipt of by-laws.
- Even though association meetings can be informal, take the time to follow the procedures and rules.

3. Keep by-laws current

- Have counsel periodically review and update the by-laws.
- Keep up on new laws impacting the association. Only make changes in accordance with the by-laws.
- Memorialize all amendments to the by-laws.

4. Elect qualified board members

- Make sure prospective board members know what their position entails.
- Require all board members to read the by-laws before taking office.
- Provide training to board members as a group.

5. Do not allow emotions and personalities to get in the way

- Emotions and personality conflicts are one of the biggest causes of wasted time, money, and resources. Do not allow emotion to control resolution.
- The key root of many emotional and personality problems is that people do not feel they are given the opportunity to speak their mind or their voices are not heard. People will feel that they can speak their mind and will be treated fairly if basic rules and procedures are established and followed.

6. Keep good records

- Keep proper minutes for board meetings. Minutes leave no question about what the association discussed.
- Record communications with members, vendors, insurers, counsel, property managers, and anyone else.

7. Forward demands and claims

- No matter what preventative care is taken, "claims happen." When an association receives a demand to do or not do something, or learns of facts that may lead to a claim, the information should be submitted to the association's insurer immediately.
- The Directors' & Officers' Liability policy is a claims-made policy. Notice must be given to the insurer as soon as practicable to preserve all of the association's rights.

Endorsed by:



Endorsed by:



Administered by:





Social Engineering....



what
IS
that?

“The manipulation of people into performing actions or divulging confidential information.”

- Phishing – the most common form, typically via email, to trick targets into revealing sensitive data.
- Also very common by phone
- Other prevalent forms of social engineering



Red Flags of Social Engineering

- Urgency or Pressure
- Payment or Banking Changes
- Email Warning Signs – check the address
- Authority Impersonation – is that really you?
- Unusual Payment Patterns
- Technology/Account Warning Signs





USI

Master Policy

SINGLE ENTITY COVERAGE

EXCLUDED



Improvements & Betterments

Personal Contents (furniture)

Liability



Homeowner's Insurance

HO6 (owner) and HO4 (renter)

Personal Property (contents)



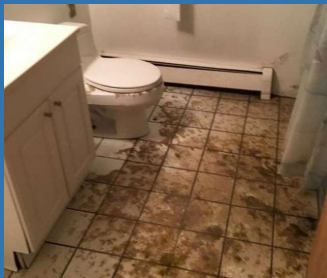
Master Policy Deductible \$ _____



Additional Living Expenses / Loss Assessments



Water Back-Up of sewer and Drain & Water Damage



Personal Liability



Internal Improvements & Betterments



What about Improvements installed by the 1st owner?

KEY TAKEAWAYS



- Ask your insurance broker for feedback when the budget season starts (carriers have specific trends)
- Start “renewal discussion” at least 120 days prior to the expiration date (timeline)
- Become aware of your association’s risk profile? Discuss with your broker to manage realistic expectations.
- Property market conditions improving but casualty lines are volatile
- Renewal outcomes will be very account specific
- All residents should have an HO6 policy regardless of the requirements
- Align with a credentialed community association risk management specialist (CIRMS) who is constantly aware of changes in the industry



CIRMS

COMMUNITY INSURANCE
AND RISK MANAGEMENT
SPECIALIST

HOW CAN A CIRMS HELP MY COMMUNITY?



The CIRMS designation is the highest level of recognition awarded by Community Associations Institute (CAI) to members of the insurance and risk management profession. By hiring a CIRMS, you can be confident that your insurance provider understands their obligation to your community and is dedicated to the profession.

EXPERIENCE

A CIRMS has at least five years of experience as a practitioner in the community association insurance field. They have successfully met all designation requirements, including:

- | Being responsible for at least 25 association insurance programs within the past three years
- | Demonstrating significant involvement in the provision of insurance and risk management services to community associations

KNOWLEDGE

A CIRMS can help ensure that your community association is prepared for the unexpected by:

- | Consulting, advising and providing insurance services to help protect your community from accidents or disasters
- | Conducting reviews, loss-control inspections and program analyses
- | Performing cost-benefit analyses so board members have information on which to base decisions
- | Educating board members so they can make knowledgeable decisions and helping them educate residents on how to avoid their own losses

- | Offering recommendations on choosing programs that fit the needs of your community
- | Advising you on how to reduce risk or transfer it to another party

INTEGRITY

A CIRMS commits to upholding the highest ethical standards. They must abide by the strict rules of conduct outlined by CAI's Professional Code of Ethics for Insurance and Risk Management Professionals.

For more information about the CIRMS designation, visit www.caionline.org/CIRMSdesignation.

Search CAI's Directory of Credentialed Professionals for a CIRMS in your area at www.caionline.org/directory.

"The CIRMS designation is evidence that the individual who holds it has specialized knowledge and understanding of the complex insurance and risk management requirements of community associations. It inspires confidence and reduces stress."

—BARBARA D. WICK, CIRMS, CPCU, ARM, AIS, NORTHFIELD, IL

