

NAIFA - South Carolina

Policy and Procedures Manual



Revised August 22, 2015

Acronyms

AALU	Association for Advanced Life Underwriting
AEAC	Association Executive Advisory Council
AEC	Association Executives Conference
ACLI	American Council for Life Insurers
APIC	Advisors Political Involvement Committee
CBT	Charter Builder Trust
CE	Continuing Education
CEBS	Certified Employee Benefit Specialist
CFP	Certified Financial Planner
ChFC	Chartered Financial Consultant
CLU	Chartered Life Underwriter
CPCU	Chartered Property and Casualty Underwriter
FLMI	Fellow Life Management Institute
FSS	Financial Services Specialist
GAMA	General Agents and Managers Association
IFAPAC	Insurance and Financial Advisors Political Action Committee
IIABA	Independent Insurance Agents and Brokers of America
LAMP	Life Agency Management Program (GAMA Annual Conference)
LIFE	Life and Health Insurance Foundation for Education
LILI	Leadership in Life Institute
LIMRA	Life Insurance Marketing and Research Association
LSP	Local Success Planning
LUTC	Life underwriting Training Council
LUTCF	Life underwriting Training Council Fellow
MDRT	Million Dollar Round Table
MSFS	Master of Science in financial Services
NAIC	National Association of Insurance Commissioners
NAIFA	National Association of Insurance and Financial Advisors
OLTC	Online Leaders Training Center
OMRS	Online Membership Reporting System (formerly DAR)
REBC	Registered Employee Benefits Consultant
RHU	Registered Health Underwriter
RVP	Regional Vice President
WIFS	Women in Insurance and Financial Services
YAT	Young Advisors Team

CONGRATULATIONS

You have been elected to the Board of Directors of one of the largest and most important professional organizations in South Carolina, The National Association of Insurance and Financial Advisors (NAIFA-SC). Its membership consists of members who are engaged in life, health, property and casualty insurance, financial products and other related services.

NAIFA-SC MISSION STATEMENT

Our Mission is to promote high standards of ethical practice in the best interest of the insuring public. We educate, advocate and motivate to improve the professional skills of our members who provide insurance and other closely related financial products.

YOUR NEW ROLE

Your Board of Directors is the policy-making body of the NAIFA-SC. As a Board member, you are no longer a local "representative" only. You have been elevated to the decision-making group of your state. This does not imply that you will abandon your local constituents or local problems. It does mean that your thinking and your actions must give first priority to the general welfare of NAIFA-SC and its widespread and diverse membership of our industry. This requires thinking in terms of the entire association and industry.

It is a privilege, an honor, and a great responsibility to have been elected to represent our membership. What you do and say is important. Your decisions could affect the future of this organization and its members for many years to come. Your responsibility, therefore, should be approached with a clear mind, a devoted sense of service, and all of the wisdom you possess.

COMMUNICATIONS

All official communications between NAIFA-SC Officers, Executive Board Members, Full Board Members, Committee Members, Local Association and/or their representatives, NAIFA-National or any other person or company may be made by electronic communication and or telephone. All decisions made via telephone communications must be documented with written confirmation. Written communication by letter or electronic mail will be acceptable if properly identified indicating sender, receiver, and date of communication, subject and written text. Written communications will be assumed received if not returned to the sender in an appropriate time and manor. All NAIFA-SC leadership and committee members and local NAIFA association leadership and committee members are expected to respond where appropriate, to all communications in the appropriate manor and within a reasonable time.

Many communications will be made on the official NAIFA-SC website, www.naifasc.org. The website should be reviewed frequently for updated information concerning NAIFA-SC and our local associations. NAIFA SC abides by all current Federal or State "Do Not Call" protocol.

SUGGESTIONS FOR EFFECTIVE PERFORMANCE

The following suggestions may give you a better understanding of the scope of our association. Leadership in NAIFA-SC requires some special background and information.

NAIFA-SC's Bylaws state the reasons for our existence, our purpose, and our method of operation. A copy of the Bylaws is included in this Manual. Familiarity with it is essential and will save much time and discussion.

Orderly procedure requires some ground rules. In our case, NAIFA-SC Bylaws, Policy and Procedures Manual together with Robert's Rules of Order (revised), are essential to achieving this goal. Remember, parliamentary law is designed to expedite proceedings and not to impede or frustrate them. Parliamentary law and its formalities must guide your presiding officer at all times. It should be invoked from the floor only when it is clearly necessary to the orderly flow of business, or to the legality of the actions involved. Be sure to check web site for updates.

Website is www.naifasc.org.

Board Meeting Attendance

NAIFA SC has monthly meeting conference calls and in person Quarterly Full Board meetings. Attendance at these meetings is required by the Executive Board, Local Association President, Local National Committeeman and/or State Committeeman. In the event these local association board members cannot attend, each Local Association must report in advance who will be attending from the local association. Notice should be sent to the NAIFA SC Executive Director as soon as possible.

PUBLIC STATEMENTS BY ASSOCIATIONS

Any advertisement, circular, resolution or other oral or written statement which states or implies that members of the association are the only reliable agents in the area, or that the public should not buy certain kinds of policies or products, or deal with certain agents, salesperson, or companies or even certain types of agents, salesperson, or companies, may violate the state unfair trade practices law, the Federal anti-trust laws or the laws against libel and slander, and give rise to a cause of action against the association for damages. This may be so even though the association does not use specific names in the statement.

If an association contemplates issuing any public statement that might be construed as being false, malicious, misleading or derogatory, it should first have it reviewed and approved by counsel.

Since members of the association are representatives of many life, health, property and casualty insurance companies, other financial or related services, it may be that an offended party will also include some or all of those companies in any legal action which may result.

ASSOCIATION ADVERTISING

NAIFA-SC member associations are exempt from Federal income tax under Section 501(c)(3) of the Internal Revenue Code of 1954 because they are business leagues not organized for profit and because no part of their net earnings are to the benefit of any private individual.

Associations can sponsor advertisements that are for the good of the community. This advertisement would be in the nature of announcing public service activities the association is participating in or providing information that is for the good of the community. This advertisement should be clear that the sponsor of the advertisement is NAIFA-SC or a local NAIFA Association and should not have the appearance of sponsorship from an individual agent group of agents, company or other related financial service.

There is a danger that use of association funds to pay for advertising which lists the names of members might be construed as performance by an association of particular services for its individual members, rather than as expenditure to improve business conditions generally, and may place the association's tax-exempt status in jeopardy.

Where association advertising is to list the names of individual members, the safest course of an association to follow is to require that the entire cost of the ad be paid for by voluntary individual contributions from the members whose names are to be listed. Another practical and "safe" technique that can be employed is to have a "third party" (e.g. Trust department of a bank) sponsor and pay for the ad as a public service.

CONTINUING EDUCATION

NAIFA SC will assist the local associations in providing reimbursement to its members for Continuing Education. RegEd is the chosen online CE provider for NAIFA SC members. NAIFA will reimburse the annual cost of \$29.95 for its members once a member has paid and provided proof of completed courses and payment to its Local Association. NAIFA SC will reimburse the Local association on a quarterly basis for all of its members who have provided the correct documentation to the Secretary/Treasurer of their local association. Individual Course credit will not be reimbursed. For more information on the courses available and required documentation visit www.naifasc.org under the Member Center tab.

PUBLIC STATEMENTS ON LEGISLATIVE MATTERS

It is the policy of NAIFA-SC to make every reasonable effort to have its official position on federal and state legislation and regulations conform to the majority opinion of the federation. Accordingly, it is highly desirable that local associations issuing statements regarding federal and state legislation or regulations be in agreement with the position of NAIFA-SC. Therefore, issues concerning federal and state legislation or regulations should be introduced to local associations for their discussion at the appropriate time and their decision forwarded to NAIFA-SC for consideration in the final Statement of Position of NAIFA-SC. A Statement of Position by NAIFA-SC should be delivered to all local associations in a timely manner.

BOARD MEETING MANAGEMENT

Organization
Preparation
Comprehension
Communication
Support

Organization

Three types of agenda items

- Consent--Reports, minutes and request which are routine and usually no discussion is necessary but need approval (e.g., finance committee report)
- Discussion -- no decision is necessary at this time, but some "sense of the board" would be helpful (a discussion on legislative strategy)
- Action -- the board is being asked to make a decision that will usually result in the allocation or reallocation of resources, take a position, or enforce the procedures or bylaws of NAIFA-SC.

The board may table any agenda item for later action if they feel more information is necessary before a quality decision is made or if it is for the good of the association to delay a decision.

Preparation

Advance work

- Email materials in advance
- Do your "homework" -- all board materials are required to have been read prior to the meeting
- Speak to your members about issues and concerns that may need to be addressed by the Executive or Full Board.

Comprehension

Understanding the issues facing your Association can be accomplished through:

- Face-to-face meeting
- Telephone communications
- By participating -- know when to talk and when to listen
- Developing and following the agenda
- Educating your local board

Communication

Subsequent to the meeting

- Once the meeting and debating is over, all board members are expected to advocate the NAIFA-SC position.

Support Your Board

The NAIFA-SC Board does not have an easy task. Here are a few suggestions to guide you:

1. Your knowledge of the workings of NAIFA-SC and of the challenges of the association is essential.
2. Fulfill specific assignments given to you.
3. Attend and actively participate in all Board meetings. Making every Board meeting vital and constructive depends largely on your contribution.
4. Organize your thinking to make your comments concise and direct.
5. Important proposals, motions, and resolutions will be far more effective if they are first reduced to the written word.
6. Stick to the agenda. Irrelevant material impedes any meeting. Wait for the president to invite new subjects for discussion.
7. Keep your comments short and to the point.
8. Side conversations during Board meetings are discouraged.
9. When speaking, speak through the Chair to the group. Remarks made across the table exclude the rest of the Board.
10. Aimless discussions may arise on subjects that require study or research.

11. Do not let them drag on. Stop them with a motion to table or refer to a committee.
12. Do not hesitate to comment, criticize constructively, or disagree. Know your subject, however, have the strength of your convictions, but have the ability to compromise where agreement with your point of view is impossible.
13. Request clarification of questions or remarks at the proper time.
14. Before calling for a vote fully deliberate all matters before the board.
15. Members of the Executive Board, Full Board and Local Association Presidents should inform the President if they are going to be out of their office for an extended period of time that could impede the execution of your role.

AFFIRMATIVE ACTION FOR EQUAL EMPLOYMENT OPPORTUNITY A STATEMENT OF POLICY

The success of NAIFA-SC as a professional organization requires that we maintain a rich diversity of personnel able to render excellent service to the public and the membership. Our policy of affirmative action to advance the principles of equal employment opportunity has that effect of supporting that goal by enlarging our talent pool.

The policy of the Association is to seek and employ men and women of skill, integrity and enthusiasm and to provide them with the means to develop professionally, without regard to race, color, religion, sex, age, national origin, handicap or veteran status.

All personnel policies including compensation and benefits are administered without regard to race, color, religion, sex, age, national origins, handicap, or veteran status.

HARASSMENT POLICY

This policy applies to all employees, members and vendors.

NAIFA-SC is committed to a work environment free from unlawful harassment in which everyone is treated with respect and dignity while working, while on NAIFA-SC premises, while traveling on NAIFA-SC business or at NAIFA-SC social functions. NAIFA-SC has zero tolerance for unlawful harassment.

Unlawful harassment is defined as harassment based on any characteristic protected by applicable federal, state or local law including race, religion, color, sex, national origin, age, veteran or disability status, which is sufficiently severe or pervasive as to alter the working conditions of a member, employee or vendor. Examples of conduct prohibited by this policy include, but are not limited to:

1. Verbal or physical conduct that harasses a member on the basis of a category protected by applicable federal, state or local law and that is sufficiently severe or pervasive as to create an intimidating, threatening, offensive or hostile

environment.

2. Sexual displays or publications, or other verbal or physical conduct, where a member is told either explicitly or implicitly that they must submit to the conduct to remain involved as a member or where their reaction to the conduct is used as a basis for a management decision, such as evaluation, advancement, assigned duties, disciplinary action, or any other condition of member involvement or career development.

Examples of prohibited verbal or physical conduct include:

- i. Unwelcome sexual advances;
 - ii. Stalking, dating violence, date rape, or sexual assault;
 - iii. Persisting with romantic advances despite the rejection of the advances;
 - iv. Requests for sexual favors, whether or not accompanied by promises or threats with regard to the employment or member relationship;
 - v. Sexual jokes and innuendo; verbal abuse of a sexual nature; comments about an individual's body, sexual prowess, sexual activity, or sexual attractiveness;
 - vi. Leering, whistling, or touching; insulting or obscene comments, sounds, or gestures; displays of sexually suggestive objects, cartoons or pictures.
3. Words, actions or visual matter that demean or show hostility toward an individual or group because of any characteristic protected by applicable federal, state or local law.

Members are responsible for reporting any concerns regarding unlawful harassment to the Executive Board in writing. Members who act in good faith to report or assist in the investigation of a possible violation of this policy will not be retaliated against. If, after investigating any claim of unlawful harassment, NAIFA-SC concludes that a member has filed a claim in bad faith, provided false information regarding a claim, or refused to cooperate in an investigation of a claim, disciplinary action, up to and including termination, may be taken.

Violations of this policy will be dealt with appropriately and promptly. Corrective action may include, but is not limited to, training, referral to counseling, and/or disciplinary action up to and including termination.

ALCOHOL SERVICE POLICY

In an effort to minimize the potential liability of NAIFA-SC and its members for injuries caused to third parties by individuals who consume alcohol at Association-sponsored and related events, the following rules must be followed at all Association functions:

1. Association members may not directly purchase, supply, serve, or otherwise furnish other members or guests with alcohol at or in connection with Association

functions. Instead, professional bartenders (unrelated to the Association or its members), such as hotel staff or catering company employees, must be retained to serve alcohol at Association functions.

2. The bartender(s) retained to serve drinks must be provided with written instructions that they are not permitted to serve alcohol to any guest they believe (or should believe) is intoxicated.
3. Reasonable efforts must be made to obtain the agreement of the hotel or catering company providing bartender service to indemnify and hold harmless the Association and its members for all liabilities arising from the hotel or catering company's sale or service of alcohol to a guest.
4. Taxi cab service must be provided for visibly intoxicated guests, making sure they are provided with cab fare, if necessary.
5. Self-service alcohol, such as unmonitored tables of alcohol or kegs of beer, is strictly prohibited.
6. As used herein, the term "alcohol" is intended to include alcohol and any alcoholic beverages (e.g., wine, champagne, beer, mixed drinks).
7. As used herein, the term "function" is intended to include meetings, conferences and other events sponsored by the Association, as well as informal gatherings such as "hospitality suites" hosted by Association members in connection with Association-sponsored events.
8. Such an agreement could be worded as follows:

Hotel shall be responsible for exercising reasonable care in its service of alcohol to attendees at all functions that are catered or otherwise serviced by Hotel.

Hotel also shall be responsible for adhering to federal, state and local laws regarding the sale and service of alcoholic beverages and shall not serve alcohol to attendees that either are noticeably intoxicated or are underage.

Hotel shall indemnify, defend and hold harmless Association, its directors, officers, employees, agents, and members from and against any and all losses, damages, claims, expenses and liabilities of any kind, including costs of defense thereof, caused by or arising from Hotel's sale or service of alcoholic beverages.

Hotel shall maintain sufficient commercial host liability insurance to meet its obligations under this Section (specify minimum insurance coverage scope and limits).

An adequate selection of nonalcoholic beverages must be provided for the bartender(s) to provide to guests who choose not to drink, or who are becoming intoxicated. In addition, the function hosts should set up self-service stations with ice, water and soda, so that guests can refresh their drinks without adding more alcohol.

A sufficient quantity of food should be served to slow down the absorption of alcohol into the bloodstream. Food should be placed at the entrance to the function so that guests are encouraged to eat first, rather than consume alcohol on an empty stomach.

Alcohol may be served for a reasonable time period only, not to exceed four hours. "Last call" must be given (and enforced) at least thirty (30) minutes before the end of

the function. At such time, coffee, soda and dessert may be served.

Assure that sufficient social host liquor liability insurance coverage exists for the function.

Any material breach of this policy by any Association member shall result in appropriate sanctions to be determined and enforced by the Association's Board of Director's, in its sole discretion. Any questions about this policy, its interpretation or enforcement should be directed to the Association's Board of Directors.

As previously stated NAIFA-SC does not provide alcoholic beverages. Therefore, NAIFA-SC does not take any responsibility for alcohol consumed by individuals that is provided in private homes, hotel rooms or suites, bars, lounges or any other private or public setting where alcohol is served whether provided by a company, association or individual before or after an official or unofficial NAIFA-SC, NAIFA National or local association function. Individual members and guest of NAIFA-SC or local associations are responsible for their actions as a result of alcohol consumption.

DUTIES AND RESPONSIBILITIES OF OFFICERS AND CHAIRPERSONS

State President

The President shall be the executive officer of the association, and shall preside over all meetings of the association and of the Board of Directors.

The President shall appoint Special Committees and Task Force and be an ex- officio member of all Standing Committees Special Committees and Task Force. The President will serve as a member of the National Council of NAIFA. The President will be authorized to execute all legal documents for NAIFA-SC. The President shall perform such other duties that usually pertain to the office of the President.

Duties and Responsibilities

1. Appoint special committees or task forces, where applicable to perform various functions not provided for in the bylaws of the association.
2. Review the association Policy and Procedures Manual annually and recommend revisions. A task force should be appointed the year following a bylaw change to complete a total review of the Policy and Procedures Manual to assure the two documents are compatible.
3. Review the bylaws annually for necessary revisions. A task force should be appointed to update the NAIFA-SC Bylaws.
4. Study and become familiar with the Jack E. Bobo Award of Excellence application. Apply for the award by the specified deadline.
5. Attend and vote at the NAIFA National Convention. If the President is unable to attend the order of alternate selection should be:
 - i. President-Elect
 - ii. Vice President
 - iii. Secretary

6. If none of the first alternates are able to attend the convention, then the President and National Committeeperson should discuss and appoint a qualified alternate. The alternate will receive the same reimbursements as the President would have received.
7. Preside over all board meetings and other association meetings. Report important developments and current issues of the association.
8. When asked by the media, represent the association as spokesman or appoint someone to act on your behalf in this capacity.
9. Attend local association board and monthly meetings when possible to inform and motivate local leaders and members.
10. When controversies and disagreements emerge among local associations, leaders or members act as a mediator to resolve problems.
11. Continually recruit and encourage leaders and members to get actively involved in local associations and NAIFA-SC.
12. The president's paid expenses are mileage, overnight (if required) motel/hotel, telephone calls and any other expenditures that come up that are required to meet this job description as long as they stay within his/her budget.
13. The president's registration, travel and housing expenses are covered expenses at the National convention.
14. Review, evaluate and recommend changes of all vendor contracts annually.
15. Confirm with the President-Elect that all officer and committee chairperson positions for NAIFA-SC will be filled in the upcoming year by February first.
16. Monitor the progress of all association training including LSP, Continuing Education and any other training or educational opportunities that may be available to NAIFA-SC or its members.
17. Monitor and report regularly on Association goals for the current year.
18. Monitor the goal setting and budget formulation process of the President-Elect for the upcoming year.
19. The President and Executive Committee should regularly review the current year budget and make recommendations for adjustments as the need arises in order to maintain the approved budget.
20. Appoint all Special Committees or Task Force as needed.
21. The President and Treasurer will be authorized to sign checks for NAIFA-SC.
22. Complete the online leadership academy by Sept. 1 of each year.
23. Support IFAPAC verbally and financially.

President-Elect

The President-Elect shall prepare for and learn the job of President of the association and chair various events and committees as determined by the board of directors

Committees

1. Annual Meeting– held during June of each year; preparation should begin during the year.
2. LSP – prepare for and arrange for LSP to be carried out as President.
3. Past President Symposium – Hold the role of Chair and assist with the planning and execution of the event. Typically held in the beginning of the year.

Duties and Responsibilities

1. Attend all executive and full board meetings.
2. When at all possible, act as speaker for any association that requests you.
3. Support IFAPAC verbally and financially.
4. Give reports as required to the President and board.
5. Study and become familiar with the NAIFA Jack E. Bobo Award of Excellence.
6. Early Bird Registration will be paid toward NAIFA National Convention expenses.
7. Encourage and assist in Board Development.
8. Plan and conduct, or designate someone to conduct a Local Success Planning meeting (LSP). The LSP will help train and motivate local association officers and committee chairpersons.
9. Work closely with the Membership Chairperson for the upcoming year to create membership goals that will support the upcoming year's budget for NAIFA-SC.

Vice President / Membership

The Vice President shall chair a committee on membership. The committee is comprised of local membership chairs, RVPS and Ad hoc members.

The role of the local membership chair is the foundation of membership activities throughout the state. It is at the local level that members have their first contact and acquire their impression of NAIFA-SC and the local association.

Duties and Responsibilities

1. Evaluate previous membership efforts and assess the association's membership needs and trends.
2. Review the current year Membership Development Plan with your state board along with any challenges and successes throughout the year.
3. Lead the membership committee in implementing the Membership Development Plan.
4. Support NAIFA National Membership Campaigns.
5. Support NAIFA's "Seven Touches" program.
6. Conduct agency presentations and follow up on leads from the NAIFA- National Corporate Partnerships Program and various related campaigns.
7. Support your local membership chairs in carrying out their plans for achieving their goals including membership recruitment and retention.
8. Encourage teamwork and link membership development and local programming.
9. Review membership status daily.
10. Ensure a smooth and effective transition from one year to the next through training, leadership development, accurate record-keeping and administration.
10. Work closely with the Treasurer to create a budget for the upcoming year for NAIFA-SC.
11. With the executive committee, review and finalize the association budget, based on the Executive Board recommendations.
12. Complete the online leadership academy by Sept. 1 of each year.
13. Support IFAPAC verbally and financially.
14. Mileage will be reimbursed for travel to other local association meetings that are 50 miles or more one way.

Secretary / Treasurer and Association Management Company

The secretary shall execute or monitor the execution of all official documents issued by NAIFA-SC. The Secretary shall record minutes of State Meeting, Executive Board meetings and Full Board meetings. The minutes shall be dispersed to the appropriate persons within 7 business days after meetings via e-mail if requested, and perform such other duties as are requested by the President of the Board of Directors.

The Secretary/Treasurer or designee shall receive all funds paid to this association, deposits the same in the official depositories designated by the Executive Board, and disburse the same y order of the Executive Board. The Secretary/Treasurer's accounts and books shall at all times be open to the inspection of the President, the Executive Board and any auditors name by the Board of Directors or members in good standing. The books of NAIFA-SC shall be audited or reviewed annually by a qualified accountant

approved by the Executive Board. Additional audits or reviews may be conducted at the discretion of the Executive Board. A budget must be prepared by the Executive Board and initiated by the Treasurer and presented to the Executive Board for approval. The Secretary/Treasurer will present the annual budget to the Delegate Council for review. The Secretary/Treasurer shall make a report at the Annual Convention of the Association which shall be sent out to each member of the Board of Directors at least one (1) month in advance of the Annual Convention, and at such other times as the President or the Executive Board may require, and shall give bond for the faithful discharge of duties in a sum and with such sureties as may be required by the Executive Board.

The NAIFA-SC Treasurer and President shall be authorized to sign checks. The Association Management Company will maintain possession of the checkbook.

The Secretary/Treasurer and Executive Director shall be authorized to use the credit card. Cash withdrawals are not permitted.

The Secretary/Treasurer shall invest the assets of the association according to the directives of the Executive Board.

The secretary/Treasurer will enact, but not be responsible for the financial decisions of the association.

Secretary Duties and Responsibilities

1. The Secretary shall execute or monitor the execution of all legal documents for NAIFA-SC and maintain the appropriate files.
2. Record and maintain minutes for all Executive Board, Full Board meetings and Annual Business Meeting/Conference.
3. Distribute within 7 days Executive Board Minutes to the Executive Board and the Full Board Minutes to the Executive Board, Full Board and local Association Presidents.
4. Monitor the progress of legal reporting requirements of NAIFA-SC and local associations.
5. Maintain the NAIFA-SC web site.
6. Work with the Membership Chairperson on all aspect of the Membership Development Plan for the current year.
8. Consult with the President-Elect, Treasurer, and other necessary persons to create a Membership Develop Plan for the upcoming year.
9. Present a Membership Development Plan for the upcoming year to the President, Executive Board and Full Board.
10. Recruit the appropriate regional membership committee members.
11. Early Bird Registration will be paid for attendance at the NAIFA National Convention.
12. Complete the Online Leadership Academy by Sept. 1 of each year.

13. Support IFAPAC verbally and financially.

Treasurer and or Association Management Company

Duties and Responsibilities

1. The Treasurer will receive all funds for the association, make deposits and pay all bills of the association in a timely manner that have been approved in the budget.
2. Deposits will be made weekly.
3. All bills that have been received by the NAIFA-SC office shall be forwarded to the Treasurer weekly.
4. The treasurer will mail all checks to arrive by the due date.
5. All checks will require written documentation. This may be an invoice, bill, contracts, detailed receipt, email or reimbursement request forms properly completed signed and indicating the goods or services have been received or when they will be received.
6. The Treasurer and or Association Management Company is responsible for providing written financial statements to the NAIFA-SC President, Finance Committee and Executive Board monthly. The Treasurer shall provide financial statements to the Full Board, Investment Committee at the next Full Board meeting and the association's accountant in a timely fashion and as needed.
7. The Treasurer and or Association Management Company shall chair the Finance Committee. The Treasurer should work with the President-Elect and The Finance Committee to develop the budget for the upcoming association year. The Treasurer will present the budget for approval to the Executive Board.
8. The Treasurer and or Association Management Company shall receive approval from the Executive Board or President to pay any invoice that has not been previously approved or is not approved in the current annual budget. The President can approve invoices or expense not to exceed a total expense of \$500 and the Executive Board must approve all other expenses.
9. Early Bird Registration will be paid for attendance at the NAIFA National Convention.
10. The Treasurer and or Association Management Company shall file all financial documents required by federal, state or local governments by the appropriate date. A copy of these documents will be forwarded to the NAIFA-SC Secretary within seven days of filing.
11. Complete the Online Leadership Academy by Sept. 1 of each year.
12. Support IFAPAC verbally and financially.

National Committeeperson

The State National Committeeperson shall serve as the liaison officer between the state association and NAIFA, shall sit upon the National Council of NAIFA, and shall report back to and take council with the association with reference to problems and matters arising in and referred to said National Council, the NAIFA Board of Trustees, and the various standing and special committees of NAIFA.

Duties and Responsibilities

1. Attend and vote at the Annual National Council meeting of NAIFA.
2. Utilize the NAIFA, Federal Legislative Reports, State Legislative Reports and other NAIFA publications, report NAIFA activities to the membership at all state meetings and at specific times when action by the membership is required.
3. Report the activities of the state and local associations to the appropriate recipients.
4. Ensure that all local associations in the state send their two voting delegates to vote at the NAIFA Convention. This responsibility includes the appointment of an alternate where necessary if available in the event a local association fails to have two delegates attend the NAIFA Convention.
5. In the event that the National Committeeperson cannot attend the NAIFA Convention the selection of their alternate will be as described in the Presidents Duties of this manual.
6. If the National Committeeperson is unable to attend the order of alternate selection should be:
 - President-Elect
 - Vice President
 - Secretary

If none of the selected alternates are able to attend the convention then the President and National Committeeperson should discuss and appoint a qualified alternate. The alternate will receive the same reimbursements as the National Committeeperson would have received.
7. Encourage greater attendance by all local members at the NAIFA Convention.
8. Prepare and present a "suggested budget" for attending the NAIFA Convention and present it to the Executive Board by January 15th or the first Executive Board meeting after.
9. Prepare and deliver to the treasurer an annual budget (excluding NAIFA Convention expense) for the upcoming year by February 15th of the current association year.
10. Ensure that the association secretary reports all officers and standing committee chairperson to NAIFA and NAIFA-SC immediately following election or appointment no later than June first.
11. Make a report to membership following attendance at each NAIFA Convention and prepare a written report for the association website.
12. Early bird registration will be paid for attendance at the National Convention.

Immediate Past President

The immediate past president shall be a member of the Board of Directors.

Duties and Responsibilities

1. Attend all Executive and Full Board meetings and all other NAIFA-SC functions as requested by the President.
2. Support IFAPAC verbally and financially.
3. The immediate past presidents paid expenses are mileage for travel more than 50 miles on way to other associations from your local.
4. Early Bird Registration will be paid for attendance at the NAIFA National Convention.
5. Serve as chairperson of the Nominating Committee.
6. Represent NAIFA-SC on the CBT Board.
7. Share ideas, guidance and expertise with the Executive Board.
8. Assist President and executive Board as requested.
9. Support IFAPAC verbally and financially.

Regional Vice President

The Regional Vice-President will serve as liaison between NAIFA-SC and the Local Member Associations assigned to them. The RVP must be an active member of a local association that will be assigned to them. They will be elected by the delegate body at the Annual Business Meeting for a term commencing July first following the annual meeting at which elected and serving through state convention two years hence according to the current bylaws of NAIFA-SC. The RVP may serve more than one term. The RVP will be a member of the Executive Board of Directors.

DUTIES AND RESPONSIBILITIES

1. Provide leadership and maintain a constant and close relationship with all associations within their assigned region and with the state association. Understand the issues facing their Associations by meeting with their leadership face to face or via telephone.
2. Create good feeling and promote attendance among all members within their assigned region. Promote state and national projects within the region assigned.

3. Complete the Online Leadership Academy Training by September 1.

4. Liaison between NAIFA-SC and Local Associations
 - A. Attend local Board of Directors meetings and maintain regular phone contact with the local presidents.
 - B. Attend regular membership meetings of each of their local association during the fiscal year
 - C. Serve as information resource to the locals regarding services available from NAIFA-SC.
 - D. Respond quickly to each task.
 - E. Assist local association leaders in accomplishing their goals.
 - F. Report to NAIFA-SC Board of Directors a written report to the Executive Board after visits to your respective local associations at the next Executive Board Meeting.
 - G. Encourage local representation at all NAIFA-SC meetings including the LSP and other training opportunities and NAIFA Conventions.
 - H. Encourage local participation in various committee projects (i.e. public organizations, education, publicity, etc.)
 - I. Attend all Executive Board and Full Board meetings.
 - J. Participate in and attend LSP and annual meeting.
 - K. Attend the NAIFA convention and any other meetings planned and sponsored by NAIFA-SC.
 - L. Support IFAPAC verbally and financially.
 - M. Encourage local associations to set goals that will reflect the requirements of the Jack E. Bobo Award of Excellence and all other industry awards.
 - N. Encourage local associations to submit nominations for NAIFA- SC individual awards and association awards.
 - O. Encourage local associations to adhere to the Best Practices Workbook..

5. Membership Promotion
 - A. Monitor membership in each local association to keep pace with growth or decline. Assist the membership committee in campaigns and promotion.
 - B. Stimulate "friendly" competition between neighboring or similar- sized associations within the region or with other regional directors.
 - C. When visiting local associations take the membership chair out for recruiting efforts.
 - D. Recognize individuals within locals doing an exceptional job of membership recruitment and promotion.
 - E. Share successful ideas used by one local with other locals in the region.
 - F. Keep local membership chairmen informed and aware of all deadline dates and reporting procedures.
 - G. Attend all membership conference calls

8 Recruitment of new leadership for NAIFA-SC

- A. Encourage locals to submit qualified candidates to the NAIFA- SC committee on nominations.
 - B. Encourage local members to participate in committee work and get involved in state activities.
 - C. Explain executive board duties and responsibilities to local boards so they will understand the NAIFA-SC structure and will have a desire to get involved.
 - D. Regional Vice presidents may be asked to install newly elected local officers. They should be willing and prepared to do so.
9. Expense Reimbursement.
- a. The regional vice president's paid expenses are mileage more than 50 miles one way for visiting their local associations.
 - b. Early bird registration is paid for the member only to attend the NAIFA National Convention.

Professional Development Chairperson

The Chairperson of Professional Development shall promote professional development and provide educational programs and opportunities for member associations and individuals involved with insurance and related financial services.

Duties and Responsibilities

1. Attend NAIFA-SC Full Board meeting.
2. Monitor and complete the duties and responsibilities of the Professional Development Committee.
3. Act as LUTC Chairperson.
4. Act as liaison from NAIFA and College of Financial planning and American College to NAIFA-SC.
5. Assist the President in formulating the official program of the annual meeting of this Association, as may be appropriate.
6. Assist locals in developing Professional Development and LUTC Chairpersons.
7. Support IFAPAC verbally and financially.

Awards Chairperson

The Awards Chairperson shall serve a two year term and be responsible for the awards committee fulfilling their duties. The chairman shall have a committee of themselves and one member from each region. The committee members shall serve two years and be appointed opposite of the Regional Vice Presidents. There is no limit to the number of terms served on the committee.

Duties and Responsibilities

1. Attend NAIFA-SC Full Board meetings.
2. Become familiar with the qualifications of all awards presented by NAIFA and NAIFA-SC.
3. Distribute qualifications for all awards presented by NAIFA and NAIFA-SC to each committee member for them to become familiar with.
4. Monitor and complete the duties and responsibilities of the Awards Committee.
5. Support IFAPAC verbally and financially.

YAT Chairperson

The YAT Chairperson shall create the YAT for members who are 40 years of age and under or within their first five years in the industry. The purpose is to research the needs of the young advisors and to ensure they receive the vital tools, resources and networks necessary to succeed in the financial services industry.

Duties and Responsibilities

1. Work closely with your local President, Executive Director, and Membership Chair to organize activities events that demonstrate the value of YAT and NAIFA membership.
2. Update NAIFA and NAIFA-SC with your contact data so you can receive pertinent information.
3. Plan and execute an event for March as YAT Awareness Month. You can do this in conjunction with a state membership blitz week.
4. Promote the NAIFA Convention and the specific activities designed for YAT at this meeting.
5. Work with the leadership in the locals to assign a YAT chair for each local.
6. Work with the leadership in your locals to promote Advisor Today's Four Under Forty nomination process.
7. Confirm that the YAT members in your local are signed up for Advisor Today's YAT Chat, a monthly newsletter containing tips and ideas for the young advisor.
8. Check the NAIFA YAT webpage on a regular basis for the latest information on YAT programs and news.
9. Utilize the Program in a Box #17 Survive and Thrive in Your First Three Years.
10. Work with the local membership chairs to promote membership and the scheduled membership blitz days.
11. Support IFAPAC verbally and financially.

IFAPAC Co-Chairperson

The IFAPAC Chairperson will support the program developed by the Governance Committee. The chairperson will promote the National IFAPAC efforts.

1. Attend NAIFA-SC Full Board meetings.
2. Attend NAIFA-SC Annual Meeting and promote IFAPAC and its current agenda.
3. Assist locals in setting IFAPAC goals.
4. Monitor local IFAPAC Chairperson's activities in their attempt to meet the local goal.
5. Report to the President, Executive Board, Full Board, local Presidents and IFAPAC Chairpersons the progress of NAIFA-SC towards its goals.
6. Report to the President, Executive Board and others as appropriate concerning IFAPAC issues.

LILI Chairperson

The LILI Chairperson is the key contact for the LILI Program working in harmony with the state executive and moderator to provide oversight of activities related to the administration, promotion and continuation of the LILI Program. Each year they will submit an annual Budget to the Executive Board for the upcoming Lili Program for approval.

COMMITTEES

Standing Committees

Government Relations

The Committee on Government Relations shall examine proposed legislation and regulations affecting life, health, property and casualty insurance companies and related financial services introduced in this state and by the federal government. The Committee shall submit recommendations concerning approval, disapproval or revision of each legislation or regulation to the Board of Directors and where appropriate, shall present the view if this association to proper committees of the Legislature and others and communicate recommendations to the National Association. The Committee shall develop programs and activities to promote contributions to this State Association's Pac and IFAPAC and to aid individuals in becoming more knowledgeable and involved in politics and government. The Committee shall seek to enhance awareness of the purposes and opportunities of IFAPAC and the State Association PAC by making contributions to select candidates for state elective office. The Committee shall promote the involvement of this Association in the election of candidates for local, state and national office, consistent with the legislative views of this Association. The Committee shall also identify and foster the creation of member relationships with elected officials through APIC. The Committee may carry out its duties through subcommittees or task forces on legislation, political action and political involvement.

Charter Builder Trust

The Committee for Charter Builder Trust shall consist of members to be elected at the NAIFA-SC Annual Meeting. One member shall be elected from each region of this association serving on alternating three year terms. The one year at-large term shall be filled by NAIFA-SC's immediate past president. Each regional member shall be elected for a term of three years. The President shall be empowered to elect to fill any vacancy that may exist between annual meetings. The Committee for the Charter Builder Trust shall make decisions on the type of securities in which the funds shall be invested.

LILI Alumni Committee

The LILI Alumni Committee will be comprised of Lili Graduates. Each year a Committee Chair will be appointed by the alumni at the annual Lili Alumni Event. This committee will be responsible for promoting the continuation of ideals in the Lili program and assist in the recruitment of Lili students for the upcoming Lili program. A Lili alumni event will be held each year at the discretion of the committee. The event will be a self-sustaining event in terms of budget and program. Each year they will submit an annual Budget to the Executive Board for the upcoming Lili Program for approval.

Scholarship Committee

The scholarship committee will be responsible for awarding scholarships to applicants who have met the criteria and have been approved by the committee. The committee will consist of five NAIFA SC Past Presidents; the current State President will oversee and appoint the members to the committee.

Awards and Clubs

Jack E. Bobo Award of Excellence, Carroll H. Jones and South Carolina Statesman Award along with Special Recognition for the following:

Special Recognition

The Awards Committee will maintain a list of individual association members and the year if their entry in to the insurance industry. This list will be a part of the official Annual Meeting publication. The source of this information will be the local associations Awards Chairperson.

TRAILBLAZER CLUB recognizing current members of NAIFA-SC whom have served the insurance industry 40 or more continuous years. The individual member information will remain on this list until the member is no longer in the insurance industry.

AMBASSADOR CLUB recognizing current members of NAIFA-SC whom have served the insurance industry 30 to 39 continuous years. The individual member information will remain on this list until their 40th year of service or the member is no longer in the insurance industry. Upon reaching their 40th year of service the member information will be transferred to the Trailblazer Club.

PIONEER CLUB recognizing current members of NAIFA-SC whom have served the insurance industry 20 to 29 continuous years. The individual member information will remain on this list until their 30th year of service. Upon reaching their 30th year of continuous service the member information will be transferred to the Ambassador Club.

YOUNG ACHIVERS CLUB recognizing current members of NAIFA-SC whom have served the insurance industry 5 years. The individual member information will remain on this list for 1 year or the member is no longer in the insurance industry.

THE CARROLL H. JONES AWARD

Awarded annually by NAIFA-SC

The Carroll H. Jones award has been designated as the State Association's person of the year award. The award was named in honor of Mr. Carroll H. Jones of Columbia, South Carolina. Mr. Jones was in the life insurance business for over 60 years, all of this time with one company. He was active in all phases of association work, as well as the community life of his hometown. It is fitting that he be honored in this manner. The award is presented annually at the state convention of NAIFA-South Carolina or Annual Meeting.

The purpose of the award is to honor the outstanding Insurance and Financial advisor in the state who has made, and is currently making the most outstanding contribution to our industry. He or she must devote his or her full time to the marketing of insurance; and financial products on a career basis.

Any association may nominate a member of its association or of any other association in the state. It is requested that you send the nominations in writing to the committee.

Qualifications for the Award:

1. Must be an active member in good standing of NAIFA-South Carolina
2. Must be a full time Insurance Agent or Financial Advisor
3. Must not be a home office employee.
4. Three years must have elapsed since the nominee for the award has held the office of State President NAIFA-South Carolina
5. The holding of a state office (past or present) by the nominee is not a necessary factor for qualification. The nominee does not have to be endorsed by an association, but it is desirable.

The committee shall consist of a chairperson and one member from each region, as specified in the bylaws. Past recipients of this award from each region should be considered for committee members, but it is not mandatory.

Deadline for consideration of Carroll H. Jones award is March 1st of each year.

Current nominees shall remain active for consideration for a term of three years.

Names and files of these nominees shall be maintained in a sealed file to be opened by the next nomination review board. If a nominee has not been a recipient of the Carroll H. Jones award within the original three years of consideration, the Chairperson must notify the nominee's association, or the nominating member, in order to reactivate the

member's eligibility for further consideration of the award.

The Chairperson of this committee shall be responsible for notifying the winner's family, and the state Executive Director, by April first, in order to coordinate the presentation ceremony. It is recommended that photos, stories, letters, etc. be gathered for this presentation, not to exceed the state budgeted amount for said project. Should the winner's family choose to plan a more elaborate awards presentation, such as a video, then the budgeted amount will be provided to the family to defray costs.

No winner shall be declared unless all committee members are present and voting. Should a committee member not be able to attend this meeting, then an electronic vote or fax will be accepted. This electronic voting procedure is to be an exception only, and not used as standard procedure.

The chairman shall furnish each local association with a copy of these instructions.

STATESMAN AWARD

Awarded Annually by NAIFA-SC

The purpose of this award is to honor the agent or financial advisor in South Carolina who has served the association, industry and community with distinction during an active career in the insurance and financial services industry.

Any association may nominate a member of its association or of any other association in the state. All nominations must be submitted to the committee in writing.

Qualifications:

Nominee must currently be retired or semi-retired. Any local association or individual member or the awards committee of NAIFA-SC may nominate a candidate.

Deadline for consideration of Statesman Award is March 1st of each year.

Current nominees shall remain active for consideration for a term of three years. Names and files of these nominees shall be maintained in a sealed file to be opened by the next nomination review board. If a nominee has not been a recipient of the Statesman award within the original three years of consideration, the Chairperson must notify the nominee's association, or the nominating member, in order to reactivate the member's eligibility for further consideration of the award.

The Chairperson of this committee shall be responsible for notifying the winner's family, and the state Executive Director, by April first, in order to coordinate the presentation ceremony. It is recommended that photos, stories, letters, etc. be gathered for this presentation, not to exceed the state budgeted amount for said project. Should the winner's family choose to plan a more elaborate awards presentation, such as a video, then the budgeted amount will be provided to the family to defray costs.

No winner shall be declared unless all committee members are present and voting. Should a committee member not be able to attend this meeting, then an electronic vote or fax will be accepted. Electronic voting procedure is to be an exception only, and not used as standard procedure.

The chairman shall furnish each local association with a copy of these instructions.

NAIFA CODE OF ETHIC

Preamble

Those engaged in offering insurance and other related financial services occupy the unique position of liaison between the purchasers and the suppliers of insurance and closely related financial products. Inherent in this role is the combination of professional duty to the client and to the company as well. Ethical balance is required to avoid any conflict between these two obligations. Therefore, I Believe It To Be My Responsibility

- To hold my profession in high esteem and strive to enhance its prestige.
- To fulfill the needs of my clients to the best of my ability.
- To maintain my clients' confidences.
- To render exemplary service to my clients and their beneficiaries.
- To adhere to professional standards of conduct in helping my clients to protect insurable obligations and attain their financial security objectives.
- To present accurately and honestly all facts essential to my clients' decisions.
- To perfect my skills and increase my knowledge through continuing education.
- To conduct my business in such ways that my example might help raise the professional standards of those in my profession.
- To keep informed with respect to applicable laws and regulations and to observe them in the practice of my profession.
- To cooperate with others whose services are constructively related to meeting the needs of my clients.

Investiture Ceremony

To audience:

It is my honor and pleasure to install the officers _____ **(insert Association name)** of the _____ **Association** for the coming year.

I deeply appreciate the contribution they will each be making in the coming year.

I know you can count on them to study and apply the excellent support material they'll be receiving from NAIFA and to play important roles in the Association Leadership Conference and to perform their duties effectively and faithfully.

Will the new officers and directors now join me here at the podium?
(Newly elected officers and committee chairs gather around person in charge of investiture).

This group of highly-qualified and dedicated Association Members will formulate and carry out the policies of your association. To them you have given an important trust.

To Officers:

Now ladies and gentlemen please raise your right hands.

Do you solemnly and sincerely swear that you will perform the duties of the offices to which you have been elected to the best of your ability, and in conformity with the bylaws of your association; that you will faithfully adhere to the Code of Ethics of your association and the National Association of Insurance and Financial Advisors and will uphold and support your association in all of its activities?

That in conducting your own business affairs, you will always be guided by the highest standards of honesty, justice and fair play, and that you will, in every manner possible, promote and safeguard the interests and ideals of your association and the welfare of your community, so help you God?

I hereby declare you to be installed in the office to which you have been elected or appointed by this association.

I extend to each of you my heartiest congratulations and my very best wishes for the most successful administration.

I will ask your new president to remain standing while the rest of you are seated.

_____ **(insert president's name)** your associates have their leader during the coming _____ elected you to be year.

I now invest you with the token of your office. (Hands gavel to president, if one is

available.) The presidency is the highest office that can be conferred by any democratic organization.

Your election implies not only a very great honor, but with that honor goes corresponding responsibility. I know you will do a great job. Thank you!

The Policy and Procedure Manual was approved and adopted by the NAIFA-SC
Executive Board
August 22, 2015