



## A Message From Ocean Marine's Divisional President

**Michael Csorba**

Welcome to our latest edition of TIDE-INGS. I hope you and your teams are managing well during these challenging times. The Great American Ocean Marine team has implemented work-from-home capabilities, alternate work locations and additional options so you can continue to rely on us to be here for you and your clients. Being responsive to the needs of our agents, insureds and claimants remains a top priority.

The past few years have proved challenging for the marine insurance industry, resulting in significant change in capacity and appetite by many carriers. I'm sure you are aware of this and are working harder than ever for your clients.

A new calendar year brings an opportunity for a "fresh" start with optimism for improving market conditions. The Great American Underwriting team kicked off the year with a focus on efficiency and innovation. As part of this initiative, we conducted a survey in which many of you participated. Thank you for your feedback! It's given us insight into opportunities for improvement and will ultimately help to enhance your experience with Great American Ocean Marine.

We wish you, your families and your teams good health and well-being in the days and weeks to come. Thank you for your continued support of the Great American Ocean Marine team.

*Michael Csorba*

Divisional President, Ocean Marine Division

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### Happy 148th Anniversary to Great American

On March 19, 1872 the first insurance policy was issued by our founding company German American Insurance Company. The Great American Story is fascinating in its past, but we are working very hard towards its future. Your Great American Ocean Marine team is here to assist.

[Learn more about our proud tradition >>](#)

for all the *great* you do®



Great American Ocean Marine team showcasing our new brand messaging, “for all the great you do”, at the 2020 Kick-Off Meeting in Nashville, TN.

## Great Success Stories

With 2020 underway, we remain a consistent and reliable carrier and welcome new opportunities as they present themselves. Read on to see how recent successes have benefited our valued agents:

- Hull and P&I for a towing business
- Bumbershoot for a Terminal Operator with locations coast-to-coast
- Marine GL for a contractor
- Yacht club in the northeast
- Cargo account for a coffee trader
- Excess Storage policy for distribution centers of a chain store

## Great Americans Doing Great Things

### Making an Impact in Our Community



Our very own Chuck Colby, a Great American Ocean Marine veteran of 11 years, participates in the annual American Cancer Society Relay For Life in Seattle as part of the MIAS (Marine Insurance Association of Seattle) team. Every year the team chooses a theme and Chuck dresses up as one of the main characters. He's dressed up as Wonder Woman, The Little Mermaid, Moana (pictured), and so many more.

Countless Great American Ocean Marine employees support Chuck by donating to this great cause on his behalf.

Congratulations to Chuck who raised \$17,190 of the MIAS team total of \$23,197. His participation and dedication to the American Cancer Society Relay For Life is making a difference by funding life-saving cancer research and helping give cancer patients and their families the resources they need!

### Christmas Toy Drive Brings Joy To All



In other news, the New York office held its annual holiday party this past December at Jim Brady's. Although a new venue, the giving spirit remained the same as in previous years. We collected 107 unwrapped toys from employees and agents that were donated to

local children's charities and hospitals. The toys made a grand display and for so many children, made Christmas one they will remember for years to come.

*Thanks to all who participated and attended!*

## GAIG Teams up with Gallagher Charter Lakes

GAIG is excited to team up with Gallagher Charter Lakes as an MGA for 5 unique programs.

Gallagher Charter Lakes offers the following programs:

### **Fishing Guide Program**

Risk Target - Small Vessels up to 27' used for guided sportfishing trips inland and near coastal waters. Vessel types include flats skiffs, bay boats, bass boats, open fishing boats, river sleds, drift boats, center consoles.

### **Charter Boat Program**

Risk Target - Six-passenger vessels taking passengers for hire for fishing, eco tours, sightseeing, etc. Vessel types include sport fishing vessels, cruisers, pontoons, center consoles.

### **Inspected/Passenger Vessel Program**

Risk Target - These are normally US Coast Guard Inspected vessels taking anywhere from 12-300 passengers for hire for fishing, sightseeing tours, eco tours, environmental education tours, whale watching, etc. Vessel types include larger cruisers, sportfishing head boats, sailing vessels, excursion boats, snorkel and dive boats, paddle wheelers, etc.

### **Miscellaneous Commercial Boat Program**

Risk Target - Vessels used to transport personnel, equipment and supplies such as hydro geographical surveyors, biologists, scientists, etc. for water sampling, bottom mapping or marine life research. Also writing small commercial fishing boats, product demonstration, real estate tours, utility work, security patrol, emergency response vessels, bridge inspectors, vessel assist, etc. Vessel types include skiffs, small transport vessels, research vessels and custom commercial boats.

Gallagher Charter Lakes has been in business since 1979 and their current team has over 120 years of combined marine underwriting experience. In addition to their experience, they have a support team that matches the great customer service that agents who work with Great American expect. Visit [CharterLakes.com](http://CharterLakes.com) to learn more!

## Fort Lauderdale International Boat Show/Ft. Lauderdale Mariners Club 2019

Alison Fitzsimmons



The annual Fort Lauderdale Mariners Club Seminar and International Boat Show on October 28-29, 2019 was attended by a number of Great American Ocean Marine team members. Additionally, this year, Rick Salway, Divisional Vice President of Great American Luxury Yacht, spoke on a panel entitled, "Arming a new generation of Marine Insurers and Attorneys – it's more than a numbers game", where he discussed the aspects of training new Marine Insurers.

As a first-time attendee to the seminar, I was struck by how informative one singular event could be. The opportunity to hear from experts while simultaneously connecting with many of our agents made for a very productive work trip.

To top it off, Great American hosted a delightful cocktail reception for all of our brokers and agents attending the boat show. Thank you to Myrna Cruz for all her hard work to plan and execute such a successful evening!

The culmination of my trip was a guided group tour led by Rick Salway, along with reinsurers and agents, where he took us aboard a variety of yachts to explain the differences between manufacturers and to demonstrate risk characteristics that are taken into consideration while underwriting. This hands-on experience was one that I know will stick with me for years to come and was the "exclamation point" to a successful and educational, week in Fort Lauderdale!



## Employee Spotlight

**Susan Carr**

*AVP of Technology and Operations*

Hello! I'm Susan Carr and I've recently joined the Ocean Marine Division as AVP of Technology and Operations. There are so many exciting innovations taking place over the next few years for the division with both a new Claims and Policy system on the horizon. My primary goal is to make this transition beneficial for all involved – our agent and brokers, insureds and employees.

To fully leverage the value of new technology, we are committed to operational excellence. To me, this means focusing on what our customers need and how we can best enable it through our technology and internal processes.

Prior to joining Ocean Marine, I worked in two other Great American divisions in roles of Product and Operations Management as well as Account Management. I also worked directly in our IT Division deploying many new systems with focus on Software Selection, Requirements, Project Management and Training.

I am a CPCU and certified in LEAN/Six Sigma at the Black Belt level. I look forward to learning more about your needs as we enable new services in the future. If you have an idea for improvement or questions about our technology plans, I would love to hear from you.

*Susan Carr*

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## Retiree Spotlight

**Catherine Hammer**



***My Retirement Farewell –  
It's not goodbye....***

As most of you know, I am retiring from Great American Ocean Marine on May 1, 2020. I wanted to take this chance to thank all of you for the opportunity to work with you over the 13+ years I have been here. I have worked with many of you at other companies and some just for the time here at Great American.

The time spent re-acquainting myself with many of you and getting to know the rest has been a wonderful experience for me. Whether it was underwriting meetings, the AMIMU dinners, or just a casual conversation in passing, I always felt a great comradery.

I will miss our Ocean Marine team very much but know that you will carry on and continue to make the Ocean Marine Division a proud part of Great American's future. I wish all of you wonderful times and all the good things life has to offer. As I fade off into the sunset, I will always cherish my time here and all the great memories shared.

**All the Best,**

# INSURANCE JOURNAL

**2019 Agents  
of the Year**

## Michael Lieberman Named Insurance Journal Agent of the Year

Great American extends our congratulations to Michael Lieberman for being named one of the Insurance Journal's Agents of the Year. Michael is the Food & Beverage Practice Leader at Foa & Son, here in NYC. We wish you continued success.

## New York Office On The Move...

Spring cleaning has come early to the New York office as we prepare for our move to 28 Liberty Street in May 2020.

While sorting through the files accumulated over the last 17 years, Tom Clune came across a tri-folder that contained a tribute to Robert W. Hahn, Great American Ocean Marine's first president, who passed away on August 2, 1975.



Robert W. Hahn, known to many as Bob, opened the “Ocean Department” at Great American on October 1, 1962 along with Sam Tranchina and Nelson Lines. Prior to that time any marine lines written by Great American had been through an MGA named Carpenter & Baker.

Over the course of the next 58 years, Great American expanded and strengthened its ocean marine presence with a vast array of products positioning the Company as a premier provider of marine solutions to agents, brokers and policyholders. Bob was the Chairman of the Board of AIMU in 1973 at the time of his death.

The first paragraph of Bob's tribute says it all.

“We gather here in memory of a devoted friend and builder of the American Marine Insurance market—Robert W. Hahn, who died on August 2, 1975. There is much in our Market which will be an everlasting monument to him and which will serve all who follow him.”

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Houston TX  
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Seattle WA  
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