THE ALA GUIDE TO INFORMATION SOURCES IN
Insurance, Risk Management, and Actuarial Science

LUCY HECKMAN

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CONTENTS

Preface vii

1 Introductory Guides to Insurance ........................................ 1
Consumer Information Sources, Guides, and Popular Works

2 Textbooks ............................................................................. 9
Insurance, Actuarial Science, Risk Management, and Related Topics

3 The Insurance Industry ............................................................ 17
Almanacs, Fact Books, and Statistics; Databases; Dictionaries and Encyclopedias; Directories; Handbooks; and Associations

4 The History of Insurance ....................................................... 29

5 Insurance Law ........................................................................ 49

6 International Insurance ........................................................... 65

7 Actuarial Science ..................................................................... 73

8 Risk Management ..................................................................... 77

9 Health Care Reform and Health Insurance .............................. 85

10 Annuities and Life Insurance ................................................. 99

www.alastore.ala.org
CONTENTS

11 Property/Casualty Insurance, Catastrophe Insurance, and Liability Insurance .................................. 107

12 Employment and Related Insurance ............................................................... 119
Disability, Employment Benefits, and Workers’ Compensation; Social Insurance and Social Security; and Employee Benefits and Retirement Plans

13 Bank and Financial Insurance ........................................................................ 129
Bank and Credit Insurance and Risk Management; Economics and Insurance; and Finance and Investment Advisory Sources

14 Careers in Insurance and Insurance Education ............................................ 135

15 Miscellaneous Insurance and Related Topics ................................................. 141

APPENDIX A Abbreviations and Acronyms .................................................. 147

APPENDIX B Insurance, Risk Management, and Actuarial Associations and Agencies .............................................. 175

APPENDIX C Selected Insurance, Risk Management, and Actuarial Studies Journals ........................................ 179

APPENDIX D Insurance, Actuarial Science, and Risk Management Schools and University Departments .................. 183

APPENDIX E Selected Major Business and Insurance Libraries .................... 189

Index 193
Insurance is defined, according to the Insurance Information Institute, as “a system to make large financial losses more affordable by pooling the risks of many individuals and business entities and transferring them to an insurance company or other large group in return for a premium.” Marine insurance in Babylonia was chronicled as the earliest recorded form of insurance, and life and health insurance existed in ancient Greece and Rome. Over the centuries, the insurance industry has flourished and expanded, and there are now many types of insurance, including accident insurance, property/casualty insurance, credit insurance, social insurance, and workers’ compensation.

Risk management is defined by the Insurance Information Institute as “management of the varied risks to which a business firm or association might be subject. It includes analyzing all exposures to gauge the likelihood of loss and choosing options to better manage or minimize loss.”

Actuarial science is defined in the Dictionary of Insurance Terms as “a branch of knowledge dealing with the mathematics of insurance, including probabilities. It is used in ensuring that risks are carefully evaluated, that adequate premiums are charged for.”

Insurance, risk management, and actuarial science not only are fields of study and research for practitioners, faculty, and students, but are of great concern to consumers today. For instance, the Affordable Care Act (ACA) has greatly impacted how consumers obtain health insurance. Insurance is also a concern for the average consumer on how to select the best policies for home and automobile. To this end, the consumer needs good resources to make these well-informed decisions.

The ALA Guide to Information Sources in Insurance, Risk Management, and Actuarial Science is an annotated bibliography of resources including books, serials, legal services, online databases, trade association websites, and government agency websites. It is recommended as a resource for researchers, consumers, practitioners, faculty and students of business administration, law firms, and anybody interested in researching
the insurance industry. It is designed to be a first step for those researching the insurance industry or any sector of it.

Each item is numbered, and cross-references are included because some items cover different insurance categories; resources are indexed by their item numbers. Additionally, appendixes contain lists of abbreviations used in the insurance industry; selected trade associations; selected periodicals; selected schools of insurance, risk management, and actuarial studies; and selected insurance libraries in the United States.

Resources included in *The ALA Guide to Information Sources in Insurance, Risk Management, and Actuarial Science* are primarily from the St. John’s University School of Risk Management’s Davis Library, with additional items obtained through interlibrary loan. Also, annotated materials included in this guide were selected from the collection of the New York Public Library’s Science, Industry and Business Library.

I would like to thank my colleague Ismael Rivera-Sierra for his invaluable assistance and for sharing his knowledge and expertise. The collection of the Davis Library is a treasure trove of resources about insurance, risk management, actuarial science and related topics and was developed and maintained under Mr. Rivera-Sierra’s very capable leadership. Many of the items from the Davis Library collection are included in this resource guide.

Special thanks are also due to editor Rachel Chance, whose guidance in the preparation of the manuscript is most appreciated.

**LUCY HECKMAN**

St. John’s University  
Head of Reference  
Queens Campus
INTRODUCTORY GUIDES TO INSURANCE

Consumer Information Sources, Guides, and Popular Works

This chapter is a compilation of introductory guides to insurance in general and the various types of insurance: automobile, health care, elder and long-term care, homeowners, life, and property/casualty. Resource formats include monographs, websites, books, journals, and books for children and young adults.

General Consumer Guides

1. AARP. www.aarp.org.
   
   Focuses on consumers over age fifty. Features guides to health care insurance, long-term care, life insurance, and auto insurance. AARP publishes the serials AARP: The Magazine and the AARP Bulletin.
The aim of this book is to “educate the reader about how to choose the right insurance policy, how to choose the right amount of coverage, and how to save money on insurance premiums yet still be properly insured.” Covers basics of an insurance policy, liabilities and claims, home insurance, auto insurance, rental insurance, and other types of insurance. Defines key terms and includes a bibliography.

Guide on how to save money on insurance; choosing an agent; and choosing policies for homeowner, auto, and health insurance. Lists auto requirements by state. Includes case studies, a glossary, a bibliography, and an index.

Covers: an introduction to and definition of risk; managing and mitigating risk; a range of methods used; methods for small business; risk assessment; creating practical risk models to plan ahead; and how to profit from strategic risk taking. Includes a directory of risk management resources, a glossary, and an index.

Features ratings of various types of insurance policies for consumers.

This book “explores where and how delay, deny and defend occurs, why it has increased and what can be done to stop it.” Provides background history of the insurance and claims process, how insurance works, how it doesn’t work, and different types of claims (including automobile and homeowners insurance). Describes how to avoid insurance fraud and how to choose an insurance company. Includes bibliographical reference and an index.

All about business insurance from a business perspective, this is a guide to controlling, then improving insurance costs. Recommends how to
understand the language, know the players, develop a strategy, and invest the time. Provides an introduction to risk management and its evolution; dealing with insurance brokers; dealing with lawyers; filing claims; understanding insurance policies; and types of insurance coverage. Includes a glossary and an index.


10 Insurance Information Institute. www.iii.org. News and guide for consumers on various types of insurance (annuities, auto insurance, health care insurance, and life insurance), plus how to file a claim, among other topics. Features videos and blogs.


Publisher of the journals *Kiplinger Personal Finance Magazine*, *The Kiplinger Letter*, *Kiplinger’s Retirement Report*, and *Kiplinger’s Social Security Solutions*, with articles for consumers on topics including insurance.

Features articles related to selecting insurance policies and current news about the industry.

**NAIC Consumer Information Source (CIS)—National Association of Insurance Commissioners and the Center for Insurance Policy and Research.**
The NAIC’s Consumer Information Source (CIS) provides information about insurance companies that consumers can use before purchasing insurance policies. Also enables consumers to file complaints and report possible fraud. Allows downloading of key financial data of insurance companies. Provides reports of the most common complaints by consumers.

Suze Orman: Resource Center: Insurance.
Basics of buying insurance, with links to insurance rating services and state insurance departments.

Online and print formats. Offers news about the insurance industry and specific companies. Features articles about changes in regulations and ramifications of the Affordable Care Act, among other topics.

“The nation’s leading independent provider of research and analysis for the bank and insurance industries—for consumers and professionals alike.” Lists and describes the Weiss print directories. Also offers the latest ratings news reports. Users can search for a rating of a company and order custom reports. (See also individual Weiss Ratings print guides throughout this book.)

**General Introductory Insurance Books for Children and Young Adults**

For young adults. Covers insurance basics, property and casualty insurance, health insurance, disability insurance, social insurance, the nature of the industry, legal aspects, regulations, and careers in insurance. Includes a glossary, case studies, illustrations, and an index.

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Children’s book focusing on Richard learning about his father’s career as an insurance salesman.

Specific Types of Insurance—Consumer Guides

ANNUITIES

This guide to annuities covers topics including making sense of annuities, identifying the main types of annuities, avoiding annuity pitfalls, pros and cons of annuities, and taxation issues. Includes a glossary and a list of key research resources.

Introduction to annuities, with definitions of three types: fixed, indexed, and variable.

Guide on how to select a variable annuity. Features a glossary of terms.

AUTOMOBILE INSURANCE

Search by zip code to locate guides by state to find automobile insurance as well as other types, including property/casualty and life insurance. Features videos about auto insurance.

Features an introduction to how to buy auto insurance, with a guide to components of a policy (“Anatomy of an Auto Insurance Policy”). Describes components of required coverage and offers advice on how to save money and shop for best insurer. Features “Weiss Recommended Auto Insurers,” arranged alphabetically by state. Each insurer entry includes: name, address, phone, and licensing state. Appendixes include a quote-comparison worksheet, a glossary, helpful resources, and a directory of state insurance commissioners.

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ELDER CARE AND LONG-TERM CARE

Covers: how to create a long-term care plan; how to make decisions; independent and assisted living; transportation; Medicare and Medicaid; financial matters and estates; how to choose good geriatric care; nursing homes; and resources for caregivers. Includes a glossary, resources (list of websites), and an index.

Analyzes alternatives for elder-care facilities (nursing homes, assisted-living facilities, home-care health agencies, adult day services), with a focus on pros and cons and cost comparisons.

ISSN: 2164-4179.
This guide is arranged into three main parts: “Answers to Your Questions about Long-Term Care Insurance,” “Steps to Follow When Selecting a Long-Term Care Policy,” and “Long-Term Care Premium Rates.” Part IV, “Index of Long-Term Care Insurers,” includes each company’s name, address, phone number, and Weiss rating. Also includes a glossary, reference organizations, and a long-term care insurance planner.

HEALTH CARE

Features a “Finding Health Insurance” checklist.

Stated goals for consumers: “Strive to maintain good medical coverage without a gap throughout your entire life; know enough about medical insurance to understand how you are or are not protected; develop a preliminary ‘coverage plan’ that includes steps you take on abrupt loss of or change in coverage; be wary of the dysfunction of our health care system.” Covers implications of the Affordable Care Act and discusses what to do in the event of divorce, job loss or job change, death of a spouse, aging off a parent’s health plan, and moving. Includes case studies and sample documents.

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The book is a guide to helping consumers understand and navigate through the new Affordable Care Act system, buying health insurance, cutting medical costs, buying prescription drugs, and Medicare. Includes definitions of key terms.

The author’s goal is to help consumers “make informed, confident decisions that take you where you want to be.” Covers topics related to Medicare, including getting started, how to sign up, and how to stay healthier beyond the age of sixty-five. Includes a glossary, appendixes, resources for further research, and an index.

Rating guide and introduction to the health savings account, defined as “an account in which you or your employer deposits money solely for expenses related to you or your family’s healthcare.” Analyzes types of such accounts. Features an index of recommended health insurers that includes Weiss ratings (based on a scale with categories from A to U [unrated]). Insurers are arranged alphabetically by state; each entry provides name, address, and phone.

This guide is arranged into the following parts: “About Medicare Prescription Drug Coverage,” “Making a Choice about Prescription Drug Coverage,” “What Happens Once You Enroll?” and the directory “Medicare Approved Prescription Drug Plans” (each entry with name, website, phone, and Weiss rating). Includes appendixes of state health insurance assistance programs, state pharmacy assistance programs, and other helpful resources.

This guide presents “Answers to Your Questions about Medigap,” “Steps to Follow When Selecting a Medigap Policy,” “Medigap Premium Rates,” and “Index of Medigap Insurers” (each entry with name, address, phone number, domicile state, and Weiss rating). The appendix contains a listing of reference organizations and a glossary.

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HOMEOWNERS INSURANCE

Overview of homeowner insurance, featuring “Anatomy of a Homeowners Insurance Policy.” Explains terms, what a policy won’t cover, how to save money, and how to shop for homeowners insurance. Features a listing alphabetically by state of homeowner insurance companies (with Weiss ratings). Appendixes include a quote comparison worksheet, helpful resources, a glossary, and a directory of state insurance commissioners.

LIFE INSURANCE

Provides information about life insurance basics for the consumer—including how to buy insurance and how much to buy—with links to resources.

Covers topics including: deciding if life insurance is needed, selecting the type of life insurance, and what to consider when looking for the right policy. Contains the Weiss recommended list of insurers (with Weiss ratings), worksheets, a glossary, and a directory of state insurers.

PROPERTY AND CASUALTY INSURANCE

40  American Insurance Association.
Features a “Property-Casualty Insurance Basics” section.

Introduction to contracts, terms and conditions, and filing a claim. Analyzes claims for property and casualty, automobile liability, workers’ compensation, floods, and disasters. Defines key terms.

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INDEX

Locators refer to entry numbers.

A
A. M. Best, 79, 391, 442, 443
A. M. Best’s Complete News Service, 79
AAA—Automobile Association of America (Web), 25
AARP (Web), 1
AARP Bulletin (serial), 1
AARP: The Magazine (serial), 1
ABA Bank Insurance Survey Report, 541
ABI/INFORM—Complete (ProQuest) (database), 98
Abolitionist, Actuary, Atheist: Elizur Wright and the Reform Impulse, 152
About.com Job Searching—Cover Letter Writing Guide (Web), 588
About.com Job Searching—Resume Writing Guide (Web), 589
Abraham, Kenneth S., 218
Accidental Republic: Crippled Workingmen, Destitute Widows, and the Remaking of American Law, The, 121
Accounting, Auditing and Governance for Takaful Operations, 290
Actuarial Foundation (Web), 313
Actuarial Models: The Mathematics of Insurance, 45
Actuarial Science: Theory and Methodology, 50
Actuarial Standards Board (ASB), 314
Actuaries Survival Guide: How to Succeed in One of the Most Desirable Professions, 564
Actuary.com (Web), 315, 565
Addendum to Footprints of Assurance, 159
Adler, Jonathan H., 362
Admiralty in a Nutshell, 494
Advisor’s Guide to Life Insurance, The, 428
Advocates for Highway & Auto Safety (Web), 474
Affordable Care Act for Dummies, 359
Affordable Care Act Marketplace (Web), 357
Affordable Care Act (Web), 356
Agency for Healthcare Research and Quality—Health Care Plans (Web), 360
AIG Story, The, 165
Alborn, Timothy, 123, 140
Alces, Peter A., 275
Alexander, Frank S. D., 492, 570
All Russia Insurance Association ARIA/Moscow Insurance Association (ARIA) (Web), 291
Alliance for Health Reform, 400
Allianz and the German Insurance Business, 1933–1945, 166
Altman, Stuart, 380
American Academy of Actuaries (Web), 316
American Association for Long-Term Care Insurance (Web), 396
American Bankers Association, 541, 542
American Bureau of Shipping, 183
American Council of Life Insurers (Web), 429
American Institute of Marine Underwriters, 495
American Insurance Association (Web), 40
American Library Association, Reference and User Services Association, Business Reference and Services Section (BRASS), 119
American Mathematical Society (Web), 312
American Medical Association (Web), 397
American Society of Pension Professionals & Actuaries (Web), 317
American Statistical Association, Section on Risk Analysis (Web), 350
America’s Health Insurance Plans (AHIP) (Web), 398
Anderson, Gregory, 123
Anderson, Ronald A., 211
Angle, Paul M., 458
Annual Cyclopedia of Insurance in the United States (serial), 207
Annual Statistical Bulletin, 501
Annuities for Dummies, 22
Appeal of Insurance, The, 123
Appleton, Jo Ann S., 43
Arab Insurance Group, 97
Arif, Mohamed, 290
Arnould: Law of Marine Insurance and Average, 496
ASB (Actuarial Standards Board), 314
Asbury, Stephen, 330
ASEAN Insurance Council, 80
ASEAN Insurance Directory (serial), 80
Ashmead, John, 206
Asia Insurance Review, 85, 93
Assumption of Risk, 604
Atkinson, M. E., 52
Atomic Accidents: A History of Nuclear Meltdowns and Disasters: From the Ozark Mountains to Fukushima, 450
Australia and New Zealand Institute of Insurance and Finance, The (Web), 292
Aviation Insurance Association (Web), 595
Axco Insurance Information Services (Web), 99

B
Bahitsky, Steven, 508
Baig, Suleman, 561, 616
Baird, John, 199
Baker, Tom, 217
Baldwin, Benjamin G., Jr., 523
Bales, Richard F., 457
Baltzell, Karin Bundesen, 610
Bancroft-Whitney’s California Civil Practice (serial), 262
Bangyan Feng, 128
Bank and Insurance Capital Management, 543
Bank Insurance & Securities Association (BISA) (Web), 545
Bank Insurance and Risk Management, 544
Baram, Michael, 342
Barker, Malcolm E., 473
Barker, William T., 228
Barlow, Christine G., 264, 266
Barnes, A. R., Jr., 145
Barnett, Randy E., 362
Barros, Pedro P., 394
Barros, Vicente, 483
Barry, Patricia, 33
Bassett, Mark C., 416
Be an Actuary (Web), 566
Be an Insurance Savvy: Home, Auto, Dwelling, Renter’s, Flood, and Other Personal Insurance Explained, 2
Beam, Burton T., 413
Beardsley, Harry Chase, 203
Bell, Felicitie C., 324
Bell, Walter George, 461
Bender, Matthew, 234
Bennett, Carol S. C., 106
Bennett, Howard, 497
Berkelhammer, Jay E., 364
<table>
<thead>
<tr>
<th>Index</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bernstein, David E.</td>
<td>362</td>
</tr>
<tr>
<td>Best, Alfred M.</td>
<td>79</td>
</tr>
<tr>
<td>Best, Franklin L., Jr.</td>
<td>434</td>
</tr>
<tr>
<td>Best Places to Work in Insurance (Web)</td>
<td>567</td>
</tr>
<tr>
<td>Best’s Directories of Recommended Insurance Attorneys and Adjusters</td>
<td>242</td>
</tr>
<tr>
<td>Best’s Insurance Reports: Life/Health</td>
<td>79, 390</td>
</tr>
<tr>
<td>Best’s Insurance Reports: Property/Casualty</td>
<td>79, 442</td>
</tr>
<tr>
<td>Best’s Life/Health Center (database)</td>
<td>391</td>
</tr>
<tr>
<td>Best’s Property/Casualty Center (database)</td>
<td>443</td>
</tr>
<tr>
<td>Best’s Review Magazine</td>
<td>79</td>
</tr>
<tr>
<td>Bhuyan, Vishaal</td>
<td>516</td>
</tr>
<tr>
<td>“Bible of Life Insurance,” Being a Complete Photographic Reprint of the Original Studies and Official Reports of Elizur Wright . . . Together with a Brief Illustrated Outline, History of Life Insurance from the Earliest Times; also a Brief Sketch of the Life and Works of Elizur Wright</td>
<td>153</td>
</tr>
<tr>
<td>Bibliography of Insurance History</td>
<td>A, 149</td>
</tr>
<tr>
<td>Billig, Thomas C.</td>
<td>227</td>
</tr>
<tr>
<td>BISA (Bank Insurance &amp; Securities Association) (Web)</td>
<td>545</td>
</tr>
<tr>
<td>Bishop, Joseph Warren, Jr.</td>
<td>222</td>
</tr>
<tr>
<td>Bitzer, Frank J.</td>
<td>519</td>
</tr>
<tr>
<td>Blaine, Carol R.</td>
<td>584</td>
</tr>
<tr>
<td>Blanchard, Claire</td>
<td>496</td>
</tr>
<tr>
<td>Blanpain, Roger</td>
<td>254</td>
</tr>
<tr>
<td>Bloomberg Business (Web)</td>
<td>81</td>
</tr>
<tr>
<td>Blues: A History of the Blue Cross and Blue Shield System</td>
<td>The, 170</td>
</tr>
<tr>
<td>Bogardus, John A.</td>
<td>143</td>
</tr>
<tr>
<td>Bolles, Richard N.</td>
<td>593</td>
</tr>
<tr>
<td>Bolus, Paul B.</td>
<td>226</td>
</tr>
<tr>
<td>Booke Seminars</td>
<td>395</td>
</tr>
<tr>
<td>Borschel, Peter</td>
<td>289</td>
</tr>
<tr>
<td>Botzen, W. J. W.</td>
<td>335</td>
</tr>
<tr>
<td>Bourne, Andrew N.</td>
<td>261</td>
</tr>
<tr>
<td>Boychuk, Gerard W.</td>
<td>137</td>
</tr>
<tr>
<td>Boyd, Roddy</td>
<td>178</td>
</tr>
<tr>
<td>British Insurance Brokers’ Association (Web)</td>
<td>293</td>
</tr>
<tr>
<td>British Insurance Industry since 1900: The Era of Transformation</td>
<td>The, 125</td>
</tr>
<tr>
<td>Bromley, Kaya</td>
<td>365</td>
</tr>
<tr>
<td>Bronson, William</td>
<td>202</td>
</tr>
<tr>
<td>Brook, Arthur N.</td>
<td>234</td>
</tr>
<tr>
<td>Brown, Aaron</td>
<td>341</td>
</tr>
<tr>
<td>Brown, Antony</td>
<td>181</td>
</tr>
<tr>
<td>Brown, Douglas J.</td>
<td>531</td>
</tr>
<tr>
<td>Brown, Heide Robbins</td>
<td>364</td>
</tr>
<tr>
<td>Brownlee, Ken</td>
<td>585</td>
</tr>
<tr>
<td>Bruckenstein, Joel P.</td>
<td>601</td>
</tr>
<tr>
<td>Buck, Keith A.</td>
<td>436</td>
</tr>
<tr>
<td>Buckhorn, David</td>
<td>548</td>
</tr>
<tr>
<td>Bulau, Alwin E</td>
<td>162</td>
</tr>
<tr>
<td>Buley, R. Carlyle</td>
<td>122</td>
</tr>
<tr>
<td>Burke, D. Barlow</td>
<td>276</td>
</tr>
<tr>
<td>Burling, Julian</td>
<td>287</td>
</tr>
<tr>
<td>Burns, Andrew</td>
<td>256</td>
</tr>
<tr>
<td>Burpee, Charles W.</td>
<td>172, 193</td>
</tr>
<tr>
<td>Burrus, Trevor</td>
<td>362</td>
</tr>
<tr>
<td>Business at Risk: How to Assess, Mitigate, and Respond to Terrorist Threats</td>
<td>327</td>
</tr>
<tr>
<td>Business Ethics and Risk Management</td>
<td>328</td>
</tr>
<tr>
<td>Business Insurance Law and Practice Guide</td>
<td>234</td>
</tr>
<tr>
<td>Business Insurance.com</td>
<td>567</td>
</tr>
<tr>
<td>Business Interruption: Coverage, Claims, and Recovery</td>
<td>596</td>
</tr>
<tr>
<td>Business Owner’s Guide to the Employer Mandate: Affordable Advice for the Affordable Care Act</td>
<td>The, 361</td>
</tr>
<tr>
<td>Business Source Premier (database)</td>
<td>100</td>
</tr>
<tr>
<td>Butler, John S.</td>
<td>257</td>
</tr>
<tr>
<td>Butters, Robert D.</td>
<td>235</td>
</tr>
<tr>
<td>C</td>
<td></td>
</tr>
<tr>
<td>Cady, Donald F.</td>
<td>559, 600</td>
</tr>
<tr>
<td>Cain, James M.</td>
<td>606</td>
</tr>
<tr>
<td>California Earthquake of April 18, 1906: Report of the State Earthquake Investigation Commission, in Two Volumes and Atlas</td>
<td>The, 451</td>
</tr>
<tr>
<td>California Fire and Life</td>
<td>605</td>
</tr>
</tbody>
</table>
California Insurance Law Handbook, 263
Callahan, Caleb J., 437
Campbell, Dennis, 255
Canadian Institute of Actuaries (CIA) (Web), 318
Cancellation and Nonrenewal for the 50 States and the District of Columbia (serial), 264
Cantor, Joel C., 383
Capinski, Marek, 64
Captive Insurance Companies Association (Web), 597
Carcone, Colleen, 61
Care of the Uninsured in America, The, 399
Career Overview: Insurance (Web), 568
Careers in Insurance (Web), 569
Carley, Maura Loughlin, 31
Carnegie Institution of Washington, 451
Carr, William H. A., 179, 196
Carter, Christie, 160
Carter, Robert L., 125
Case Approach to Financial Planning: Bridging the Gap between Theory and Practice, The, 65
Casey, Brian T., 437
Castillo, Mario K., 361
Casualty Actuarial Society (CAS) (Web), 319, 567
Catalog of Insurance Company Advertising Signs Issued by Property and Casualty Insurance Companies from 1800–1940 for Indoor or Outdoor Display at Insurance Agency Offices throughout the United States, 160
Catalogue of the Green Tree Collection, 161
Cather, David A., 58
CCA (Conference of Consulting Actuaries) (Web), 321
CCIA (Consumer Credit Industry Association) (Web), 546
Cebotari, Aliona, 551
Center for Insurance Policy and Research, 16
Center for Medicare & Medicaid Services (CMS) (Web), 385
Centers for Disease Control and Prevention (Web), 320
Century of Hartford: Being the History of the Hartford County Mutual Life Insurance Company in Relation to the Hundred Years of Local and National Progress and Experience and the World Development in Invention and Discoveries—the Age of Marvels, A, 172
Chartered Insurance Institute (United Kingdom) (Web), 294
Cheap Insurance for Your Home, Automobile, Health and Life: How to Save Thousands While Getting Good Coverage, 3
Chicago Fire and the Insurance Companies: An Exhibit of the Capital, Assets, and Losses of the Companies, together with a Graphic Account of the Great Disaster, The, 452
Choudhry, Moorad, 561, 616
Christenson, Cass W., 213
CIA (Canadian Institute of Actuaries) (Web), 318
Cincinnati Equitable Insurance Company: Oldest Fire Insurance Company West of the Alleghenies, The, 173
Clark, Geoffrey, 123, 124
Clark, Robert L., 417
Clifton, Joshua, 514
Closing the Books: Jewish Insurance Claims from the Holocaust, 126
Closing the Gap: A Model for Commercial Underwriting, 570
Clow, Kenneth, 105
CMS (Center for Medicare & Medicaid Services) (Web), 385
CNA: A Century of Commitment, 1897–1987, 174
Coates, Aaron, 525
Cockerell, Hugh, 113
Collier, Abram T., 171
Collins v. Merkin’s Insurance Contract Law, 248
Comerford, James, 267
Commercial General Liability Coverage Guide, 446
Commercial Property Coverage Guide, 491
Complete Dictionary of Insurance Terms Explained Simply, The, 104
Complete Idiot’s Guide to Risk Management, The, 4
Complete Idiot’s Guide to Social Security and Medicare, The, 530
Concise Encyclopedia of Insurance Terms, 105
Condominium Insurance Coverage Guide, 492
Conference of Consulting Actuaries (CCA) (Web), 321
Conning Library (database), 101
Conspiracy against Obamacare: The Volokh Conspiracy and the Health Care Case, A, 362
Constitution of Risk, The, 329
Consumer Credit Industry Association (CCIA) (Web), 546
Consumer Reports Online (Web), 5
Coombs, Steven A., 511
Cortez, Annetta, 4
Couch, George J., 211
Couch Cyclopedia of Insurance Law, 211
Couch on Insurance, 211
Country Forecasts, 278
Coven, Mark, 267
Covering Health Issues: A Sourcebook for Journalists, 400
Credit Insurance, 547
Crews, Tena B., 42
Crockford, G. N., 253
Cromie, Robert, 456
Crossner, Shaun H., 261
Culyer, Anthony J., 393
Cummins, J. David, 282
Cunningham, Lawrence A., 165
Cunningham, Robert, III, 170
Cunningham, Robert M., Jr., 170
Cutts, Karen, 260
Cyclopedia of Insurance in the United States (serial), 208

D
Dahe, Qin, 483
Dahl, Owen, 560
Daller, Morton F., 273
D’Antonio, Dennis T., 231
Darrach, Henry, 133
Daschle, Tom, 367
Davis, Jeffrey, 551
Davison, Ian Hay, 205
DeCarlo, Donald T., 513
Decline of the Traditional Pension: A Comparative Study of Threats to Retirement Security, The, 518
Defending the Insured, 212
Delay, Deny, Defend: Why Insurance Companies Don’t Pay Claims and What You Can Do about It, 6
Dercon, Stefan, 603
Derickson, Alan, 131
Derrig, Richard A., 310
Diaconis, John S., 258
Diamond, Peter A., 536
Dickson, D. C. M., 52
Dictionary of Health Insurance and Managed Care, 388
Dictionary of Insurance, 106
Dictionary of Insurance Terms, 107
Differential Diagnoses: A Comparative History of Health Care Problems in the United States and France, 127
DiMugno, John, 263
Dionne, Georges, 115
Directors and Officers Liability: Exposures, Risk Management and Coverage, 502
Disability Rights and the American Safety Net, 503
Does the United States Need a National Health Insurance Policy?, 363
Domino, Anthony, Jr., 520
Donley, Joseph M., 226
Dorfman, Mark S., 58
Double Indemnity, 606
Doyle, Aaron, 123, 347
Doyle, Robert J., 67, 436
Drucker, David J., 601
Duarte, Charles, 364
Dublin, Louis I., 176
Dun & Bradstreet Million Dollar Database (database), 82
Dunham, Wolcott B., 269
Dunitz, Nicole, 359
Dutton, Paul V., 127
Dynamic of Disaster, The, 479

E
EBSCO, 100, 237, 238
Economic Theory of Annuities, The, 420
Economics of Risk and Insurance, The, 56
Edelman, Colin, 256
Eghigian, Greg, 135
Eisen, Lyn, 62
Eldercare Locator (Web), 401
Elizur Wright: The Father of Life Insurance, 154
Ellis, Jonathan H., 62
Emanuel, Ezekiel J., 381
Employer Benefits News: Benefits Market Place, 504
Employee’s Guide to Obamacare, The, 365
Employment Practices Liability: Guide to Risk Exposures and Coverage, 505
Encyclopedia of Actuarial Science, 108
Enriching Lives: A History of Insurance in Hong Kong, 1841–2010, 128
Epstein, Lita, 530
Ericson, Richard, 123
Ericson, Richard V., 347
ERISA Facts, 519
Erkulwater, Jennifer L., 503
Essays on Social Security, 531
European Union—Insurance Regulation (Web), 293
Evensky, Harold, 563
Everett, Marshall, 459
Ewedemi, Soga, 149
Executive’s Guide to Solvency II, 548
Extracontractual Claims against Insurers: Leading Lawyers on Litigating Bad Faith Claims, Developing Negotiation and Settlement Strategies, and Analyzing Current Case Trends, 213
Facile Princeps: The Story of the Beginning of Life Insurance in America, 129
Factiva (Dow Jones) (database), 102
Factory Insurance Association, 454
Factory Mutuals, 1835–1935: Being Primarily a History of the Manufacturers Mutual Fire Insurance Company the Original of the Factory Mutual Companies, during its First One Hundred Years, The, 175
Faierlla, Chris, 231
Failure of Risk Management: Why It’s Broken and How to Fix It, The, 332
Falush, Peter, 125
Family of Thirty Million: The Story of the Metropolitan Life Insurance Company, A, 176
Farid, Jawwad Ahmed, 336
Farmer from Mema: A Biography of George J. Mecherle and a History of the State Farm Insurance Companies of Bloomington, Illinois, The, 177
Fatal Risk: A Cautionary Tale of AIG’s Corporate Suicide, 178
Fayle, C. Ernest, 182
FDIC (Federal Deposit Insurance Corporation) (Web), 549
FDIC Quarterly (serial), 550
Federal Deposit Insurance Corporation (FDIC) (Web), 549
Federal Emergency Management Agency (FEMA), 480, 486, 489
Federal Reserve Bulletin (serial), 550
Federal Reserve System. Board of Governors (Web), 550
Federation Francaise des Societes d’ Assurances (Web), 296
Federation of European Risk Management Associations (FERMA), 351
Feinman, Jay M., 6
Feldman, Gerald D., 166
Ferrigno, Nicholas W., 519
Field, Christopher B., 483
Field Guide to Estate Planning (serial), 600
Field Guide to Financial Planning (serial), 559
Fighting for Our Health: The Epic Battle to Make Health Care a Right in the United States, 366
Finance: A Quantitative Introduction, 63
Financial Analysis Handbook: Life/A & H/ Fraternal, 430
Financial Literacy: Introduction to the Mathematics of Interest, Annuities, and Insurance, 46
Financial Risk Management: Models, History and Institutions, 333
Financial Services Fact Book, The (serial), 68
Financing Medicaid: Federalism and the Growth of America’s Health Care Safety Net, 403
Finder Healthcare.gov (Web), 30
FindLaw.com, 243
Fire Mark Circle of the Americas, 159, 164
Fiscal Risks: Sources, Disclosure, and Management, 551
Fishback, Price V., 507
Fitzgerald, Eric A., 226
Flash Flood, 607
Fleischhaker, Karin A., 41
FloodSmart.gov—FEMA (Web), 480
Florida Insurance Law and Practice, 265
Flower, Raymond, 186
Footprints of Assurance, 162
Forman, Lillian E., 370
 Fortune Is a Woman, 608
Fortune Magazine (Web), 571
Foster, Thomas D., 463
Foster, Tom, 528
401(k) Advisor, The, 520
Fragniere, Emmanuel, 343
Franklin, Cassandra S., 261
Franklin, Peter D., 190
Frees, Edward W., 310, 311
Friedland, Jacqueline, 51
Friedman, James A., 213
Friedman, Joan, 359
From Three Cents a Week: The Story of Prudential Insurance of America, 179
Fundamentals of Actuarial Mathematics, 47
Fundamentals of General Insurance Actuarial Analysis, 51
Fundamentals of Insurance, 42
Fundamentals of Reinsurance and Reinsurance Markets: Gain a Practical Grounding in the Fundamentals of Reinsurance and the Marketplace, 53
Fundamentals of Risk and Insurance, 57
Fundamentals of Risk Management: Understanding, Evaluating and Implementing Effective Risk Management, 54
Future of Insurance Regulation and Supervision: A Global Perspective, The, 279
G
Gale Cengage, 239
Galligan, Thomas C., Jr., 494
Garamond Press, 377
Garvan, Anthony N. B., 161
General Insurance Association of Singapore (Web), 297
General Motors Corporation (Detroit Transmission Division and Ternstedt Division), Livonia, Michigan—August 12, 1953, 454
Geneva Association (International Association for the Study of Insurance Economics), 220
German Insurers, The (Web), 298
Getting It Done: How Obama and Congress Finally Broke the Stalemate to Make Way for Health Care Reform, 367
Gilbert, Grove Karl, 469
Gilman, Jonathan, 496
Glad, Paul E., 263
Global Association of Risk Professionals (GARP) (Web), 352
Global Federation of Insurance Associations, 280
Global Reinsurance Highlights (serial), 281
Glossary of Insurance and Risk Management Terms, 109
Gönülal, Serap O., 309
Goodheart, Lawrence B., 152
Goodman, John C., 409
Goodsell, C. M., 452
Goodsell, J. H., 452
Gottret, Pablo, 404
Governing Mandatory Health Insurance: Learning from Experience, 404
Grable, John E., 65, 66
Grafton, Sue, 609
Graham, Winston, 608
Gray, Jerome S., 192
Great Calamity! Scenes, Incidents, and Lessons of the Great Chicago Fire of the 8th and 9th of October, 1871, The, 455
Great Chicago Fire and the Myth of Mrs. O'Leary's Cow, The, 457
Great Chicago Fire: Described in Seven Letters by Men and Women Who Experienced Its Horrors, and Now Published in Commemoration of the Seventy-Fifth Anniversary of the Catastrophe, The, 458
Great Chicago Fire, The, 456
Great Deluge: Hurricane Katrina, New Orleans, and the Mississippi Gulf Coast, The, 460
Great Fire of London in 1666, The, 461
Great Fire of London in That Apocalyptic Year 1666, The, 462
Great Insurance Jobs (Web), 572
Great Provider: The Dramatic Story of Life Insurance in America, The, 130
Greenberg, Maurice R., 165
Grigsby, Andrew, 226
Grisham, John, 612
Grove, Hannah Shaw, 602
Gruber, Jonathan, 372
Guarín, Lolita Scesnaviciute, 2
Gudmundsen, John, 130
Guide to Captives and Alternative Risk Financing, 598
Guide to Healthcare Reform: Readings and Commentary, 368
Gupta, Aparna, 55
Gurda, John, 198
H
“H” Is for Homicide, 609
Hagendorff, Jens, 555
Hamilton, Michael A., 484
Hammond, Douglas W., 258
Handbook of Health Economics, 393, 394
Handbook of Insurance, 115
Handbook of International Insurance: Between Global Dynamics and Local Contingencies, 282
Handbook on Insurance Coverage Disputes, 214
Hanson, Neil, 462
Harris, Nancy, 363
Hastings, Jeff, 581
Hastings Center Report, The (Web), 405
Haueter, Niels Viggo, 289
Hawthorne, Daniel, 180
Haynes, Roger A., 544
Hazard Unlimited: The Story of Lloyd’s of London, 181
Health and Wealth of a Nation: Employer-Based Health Insurance and the Affordable Care Act, The, 369
Health Annual Statement Handbook, The, 395
Health Care Financing and Insurance: Options for Design, 406
Health Care Reform, 370
Health Care Reform: What It Is, Why It’s Necessary, How It Works, 371
Health Insurance: A Medical Dictionary, Bibliography, and Annotated Research Guide to Internet References, 389
Health Insurance: Navigating Traps and Gaps, 31
Health Security for All: Dreams of Universal Health Care in America, 131

www.alastore.ala.org
INDEX
Insurance Company Operations, 43
Insurance Council of Australia (Web), 301
Insurance Coverage Disputes, 216
Insurance Coverage for Environmental Claims, 247, 481
Insurance Department Resources Report (serial), 69
Insurance Directory of Asia, 85
Insurance Europe (Web), 302
Insurance Fact Book, The (serial), 70
Insurance Facts and Stats: An Introduction to the Insurance Industry, 71
Insurance for Dummies, 9
Insurance Fraud Casebook: Paying a Premium for Crime, 249
Insurance Handbook for Reporters: What Journalists Need to Know about Insurance, 116
Insurance in the Baltic Countries, 303
Insurance Industry: An Information Sourcebook, The, 150
Insurance Industry in India: Features, Reforms and Outlook, 304
Insurance Information for Policymakers: A Guide to Essential Information and Statistics, 72
Insurance Information Institute, 70, 72, 74, 116
Insurance Information Institute [and] Financial Services Roundtable, 68
Insurance Information Institute (Web), 10, 117
Insurance Information Institute—Annuities (Web), 421
Insurance Information Institute—Auto Insurance (Web), 475
Insurance Information Institute—Careers and Employment (Web), 573
Insurance Information Institute—Disasters (Web), 482
Insurance Information Institute—Fire (Web), 487
Insurance Information Institute—Life Insurance (Web), 440
Insurance Information Sources, 151
Insurance Institute for Highway Safety (Web), 476
Insurance Ireland (Web), 305
Insurance Law and Policy: Cases, Materials, and Problems, 217
Insurance Law and Regulation: Cases and Materials, 218
Insurance Legislative Fact Book & Almanac, The (serial), 73
Insurance Maze: How You Can Save Money on Insurance and Still Get the Coverage You Need, The, 11
Insurance Media Group, 91
Insurance Operations, 20, 575
Insurance Periodicals Index (database), 147
Insurance Practices and Coverage in Liability Defense, 219
Insurance Regulation: Reflections for a Post-Crisis World, 220
Insurance Service Office (ISO) (Web), 448
Insurance Services Network (Web), 306
Insurance Thrillers: Sinister Mysteries Centering about Insurance Fraud, 611
Insurance Words and Their Meanings: A Glossary of Insurance Terms, 111
InsuranceJobs.com (Web), 574
Insurance-Related Organizations Listing, 86
Insure.com (Web), 12
Insuring Foreign Risks: A Guide to Regulations World-wide, 253
Internal Revenue Service: Actuarial Tables (Web), 322
International Actuarial Association (Web), 323
International Association of Deposit Insurers (Web), 554
International Association of Insurance Fraud Agencies Inc. (IAIFA), 250
International Association of Insurance Supervisors (Web), 283
International Directory of Company Histories (serial), 209
International Directory of Laws: Insurance Law, 254
International Insurance Fact Book (serial), 74
International Insurance Foundation (IIF) (Web), 284
International Insurance Law and Regulation, 255
International Insurance Society (Web), 285
International Perspectives on Social Security Reform, 532
International Risk Management Institute, 109, 339
Introduction to Actuarial Studies, An, 52
Introduction to Insurance Mathematics: Technical and Financial Features of Risk Transfers, 48
Introduction to Risk Management and Insurance, 58
Investing in Life: Insurance in Antebellum America, 134
Investopedia—Introduction to Insurance (Web), 13
Investopedia—Life Insurance (Web), 431
IRMI—Insurance Risk Management Glossary and Acronyms (Web), 112
ISIS Insurance Companies Worldwide (database), 87
ISO (Insurance Service Office) (Web), 448
Italian Association of Insurance Companies (ANIA) (Web), 307

J
Jackson, Michael S., 67
Jacobs, Edmund, 330
James, Marquis, 168
Janicak, Christopher A., 615
Jauernig, Johanna, 328
Jenkins, David, 132
John Liner Organization, 345
Johnson, Alison, 155
Johnson, Lane P., 399
Johnson, Nancy J., 399
Jones, Harriett E., 44
Jones, Michael Wynn, 186
Journal of Health Economics, 408
JSTOR (Journal Storage) (database), 148
Jus, Miran, 547

K
Kaminsky, Kenneth, 46
Kandell, Stephen N., 62
Kantor, Shawn Everett, 507
Keasey, Kevin, 555
Keebler, Robert S., 525
Kenney, Doug, 614
Kent, Ronald D., 228
Kerr, Orin S., 362
Kerry, John, 380
Kessler, Dennis, 220
Kieffer, Susan W., 479
Kiplinger (Web), 14
Kirsch, Clifford E., 423, 438
Kirsch, Richard, 366
Kitces, Michael E., 525, 559
Klock, Derek D., 65, 66
Kopel, David, 362
Kopp, P. E., 64
Krieger, Marcus, 348
Kunreuther, Howard C., 558
Kwon, W. Jean, 60, 220
Kwong-leung Tang, 540

L
Labar, Ivo, 231
Landmark: The Inside Story of America’s New Health-Care Law—the Affordable Care Act and What It Means for Us All, 374
Lankford, Kimberly, 11
Lathrop, Mitchell L., 247, 481
Laursen, Eric, 535
Law and Economics of Insurance, 221
Law of Corporate Officers and Directors: Indemnification and Insurance, 222
Law of Insurance Broking, The, 223
Law of Life and Health Insurance, The, 433
Law of Marine Insurance, The, 497
Law of Reinsurance, The, 256
Law of Surety and Guaranty, The, 275
Law of the Sea in a Nutshell, 498
Law of Title Insurance, 276
INDEX

Lazarus, Kevin, 287
Lazega, Russel, 265
Lefebvre, Philip, 225

Legal Source (EBSCO) (database), 238
LegalTrac (database), 239
Leimberg, Stephan, 62, 67, 436, 437, 525, 601
Lengwiler, Martin, 123
Lentz, Daniel G., 596
Leopold-Sharp, Edward R., 164
Leopold-Sharp, Lynne A., 164

Letter from the Fire: Being an Account of the Great Chicago Fire, A, 462, 463
Levick, Dwight E., 345
Levine, Carol A., 27
Levy, Robert G., 212, 219
Lewin, C. G., 139
Lewis, Charles B., 512
LexisNexis Academic (database), 240
Licensing & Supply Lines Laws: For the 50 States, District of Columbia, Territories and Possessions (serial), 266
Liedtke, Patrick M., 220, 279

Life and Health Insurance Law, 434
Life Annuities: An Optimal Product for Retirement Income, 422
Life Happens (Web), 38
Life Insurance in India, 308
Life Insurance Settlement Association (LISA) (Web), 441
Lindoe, Preben, 342
Listing of Companies (serial), 88

Litigation and Prevention of Insurer Bad Faith, 251
Lives at Risk: Single-Payer National Health Insurance around the World, 409
Lloyd’s: The Gentlemen at the Coffee House, 185
Lloyd’s Broker, The, 186
Lloyd’s of London: An Illustrated History, 187
Logue, Kyle D., 217
London and the Great Fire, 464
Long, Vicky, 141
Long Term Care.gov—U.S. Department of Health and Human Services (Web), 410
Long-Term Care Handbook, The, 411

Loss Prevention and Safety Control: Terms and Definitions, 506
Lost City! Drama of the Fire Fiend, or Chicago: As It Was and As It Is, The, 465
Luetge, Christoph, 128
Lusinyan, Lusine, 551
Luzerne, Frank, 465
Lytton, Ruth H., 65, 66

M
MacKenzie, George A., 518
Mackie, Alexander, 129
Magner, James, 437
Mahaffey, James, 450
Making Security Social: Disability, Insurance, and the Birth of the Social Entitlement State in Germany, 135
Maldonado, Daniel, 211
Malecki, Donald, 446, 491
Malz, Alan M., 333
Mambretti, S., 485
Managing Extreme Climate Change Risks through Insurance, 335
Managing the Risks of Extreme Events and Disasters to Advance Climate Change Adaptation: Special Report of the Intergovernmental Panel on Climate Change, 483
Mangraviti, James, 508
Manufacturers Mutual Fire Insurance Co., 175
Maraist, Catherine M., 494
Maraist, Frank L., 494
Marcinko, David Edward, 388
Marine and Insurance Claims Association (Web), 499
Market Regulation Handbook, 224
Marketing Life Insurance: Its History in America, 136
Marrinson, Thomas A., 216
Martin, Alison R., 371
Martin, Diana, 265
Martindale.com—Insurance Lawyers., 246
Massachusetts Insurance Law, 267
Mathias, John H., Jr., 216
MathSciNet (American Mathematical Society) (database), 312

www.alastore.ala.org
Mati, Amine, 551
Matthews, Joseph L., 539
Maxwell, Nan L., 369
McCarron, Claudia, 484
McCosker, M. J., 163
McElhinney, Steven M., 53
McFall, Liz, 123
McGuire, Thomas G., 394
McKinney’s Consolidated Laws of New York
Annotated (serial), 268
McLaughlin, Daniel B., 368
McMahon, David J., 219
McMorrow, Stacey, 558
McNamara, Michael, 59
Mechanics of Securitization: A Practical Guide to
Structuring and Closing Asset-Backed Security
Transactions, The, 561, 616
Medicaid.gov (Web), 386
Medicare for Dummies, 33
Medicare Rights Center (Web), 412
Medicare.gov (Web), 387
Meeting the Financial Need of Long-Term Care,
413
Melton, Allen, 596
MENA Insurance Directory [for Europe/America
Customers] (serial), 89
Mergent Archives (database), 210
Mergent Online (Web), 90
Merkin, Robert M., 248, 257, 496
Merrill, Melinda Sandler, 417
Meyers, Glen, 310
Middle East Insurance Review, 89, 97
Midgley, James, 540
Mikosch, Thomas, 49
Miles, Kathryn, 472
Milevsky, Moshe, 422
Miller, Michael L., 324
Miller, Ralph Gano, 62
Miller, Susan, 225
Miller’s Standard Insurance Policies Annotated,
225
Minimizing Insurance Liability: Leading Lawyers
on Navigating State and Federal Regulations,
Evaluating Exposure, and Drafting Agreements,
226
Mississippi Wire Glass Company, 453
Model Laws, Regulations, and Guidelines, 227
Models at Work: A Practitioner’s Guide to Risk
Management, 336
Mold: A Comprehensive Claims Guide, 500
Money Magazine (Web), 15
Monheit, Alana C., 383
Monkiewicz, Jan, 279
Monster.com (Web), 591
Monteleone, Joseph P., 502
Moore, Robert H., 143
Moro, Paolo, 551
Morton, David A., 534
Mullen, John, 484
Mulligan, Elizabeth, 43
Munnell, Alicia H., 527
Murphy, Sharon Ann, 134
Murray, John E., 138
Musgrave, Gerald L., 409
Mutually Beneficial: The Guardian and Life
Insurance in America, 188
My Dad Sells Insurance, 21

N
NAIC Consumer Information Source (Web), 16
NAIC Research Library, 86
Narang, Uma, 304
Nather, David, 367, 375
National Academy of Social Insurance (NASI)
(Web), 533
National Alliance Research Academy, 346
National Association for Fixed Annuities
(NAFA) (Web), 426
National Association of Insurance and Financial
Advisors (NAIFA) (Web), 562
National Association of Insurance
Commissioners, 16, 69, 88, 224, 227, 430,
447
National Association of Insurance
Commissioners—NAIC, 114
National Association of Professional Insurance
Agents (Web), 118
National Conference of Insurance Legislators, 73
National Council on Compensation Insurance,
501

www.alastore.ala.org
INDEX

National Fire Protection Association (Web), 488
National Health Insurance in the United States and Canada: Race, Territory, and the Roots of Difference, 137
National Insurance Law Service, 272
National Western Life, 557
Nation's Health: A Publication of the American Public Health Association, The (serial), 414
Neal, Jonathan, 517
Nelli, Humbert O., 149
New Appleman Insurance: Bad Faith Litigation, 228
New Appleman Law Practice Guide, 229
New Appleman New York Insurance Law, 269
New Health Care System: Everything You Need to Know, The, 375
New York Consolidated Laws Service: Annotated Statutes with Forms and Practice Insights, 270
New York Insurance Law, 271
New York Opinions of General Counsel, 272
Newhouse, Joseph P., 393
Newman, Thomas R., 214
Newquist, H. P., 372
Newsome, Bruce, 338
Nieh, Georjianne, 610
No-Fault and Uninsured Motorist Automobile Insurance, 477
Nolan, Dennis P., 306
Nolte, Carl, 466
Non-Life Insurance Mathematics: An Introduction with the Poisson Process, 49
North American Pet Health Insurance Association (Web), 613
Nu Nu Htay, Sheila, 290
Nyaw Mee Kau, 128

O
O*NET Online—Actuaries (Web), 577
O*NET Online—Insurance Underwriters (Web), 579
O*NET Online—Insurance (Web), 578
Obamacare Facts (Web), 376
Obamacare for Beginners: Your Survival Guide to Beating Obamacare, 377
Obamacare Survival Guide, 378
OECD—Insurance (Web), 286
O’Hare, Thomas P., 413
Olivieri, Annamaria, 48
Olson, Laura Katz, 415
Olson, Robin K., 337
On Your Side: The Story of Nationwide Insurance Enterprise, 190
100 Years & Counting: EMC Insurance Companies, 191
One Hundred Years: Being A Short History of Fires and the Methodology of Fighting Fires during the Past One Hundred Years; Together with Some Interesting Facts about Fires of Ancient Times; Reproductions of Etchings of Historical Buildings in Philadelphia and Many Little Drawings of Old Fire Apparatus and the House Marks of Fire Companies; also a Brief History of the Founding and Growth of the Franklin Fire Insurance Company in Philadelphia, 192
One Hundred Years of Service: Being the History of the Hartford Fire Insurance Company, 193
One Hundred Years of the “Holyoke Mutual Fire Insurance Company in Salem” Massachusetts, 194
One Nation Uninsured: Why the U.S. Has No National Health Insurance, 379
Ontario Insurance Directory, 91
Organisation for Economic Co-operation and Development (OECD), 286, 521, 552
Orman, Suze, 17
Orszag, Peter R., 536
Ostrager, Barry R., 214

www.alastore.ala.org
P

Palomar, Joyce D., 277
Paolucci, Francesco, 406
Pareto, Cathy, 13
Park, Clyde W., 173
Parker, Jane N., 389
Parker, Philip M., 389
Pasich, Kirk A., 261
Pate, Stephen, 484
Patriarch of the Prairie: The Story of Equitable of Iowa, 1867–1967, 195
Pauly, Mark V., 394, 407, 558
Payne, Anne M., 271
Pearson, Robin, 123
Pease, George Sexton, 195
Pechter, Kerry, 22
Pegue, Jaymeson, 213
Penner, Rudolph G., 532
Pensions and Insurance before 1800, 139
Pensions and Pension Funding, 522
Pensions in the European Union: Adapting to Economic and Social Change, 523
People’s Pension: The Struggle to Defend Social Security since Reagan, The, 535
Perils Named and Unnamed: The Story of the Insurance Company of North America, 196
Personal Auto: Personal Lines Coverage Guide, 478
Personal Risk Management and Insurance, 337
Peterson’s.com (Web), 586
Philadelphia Story: The Philadelphia Contributionship for the Insurance of Houses from Loss by Fire, A, 197
Pierce, John S., 212, 219
Pillebury, Philip L., Jr., 231
Pitacco, Ermanno, 48
Planning for Long-Term Care for Dummies, 27
Pitt, Jordan R., 230
Pitt, Steven, 211, 230
Plunkett, Jack, 75
Plunkett’s Health Care Industry Almanac (serial), 418
Plunkett’s Insurance Industry Almanac (serial), 75
Polacek, Timothy C., 62
Politics of Medicaid, The, 415
Pons, Jeronia, 123
Poole, Mary, 142
Porter, Doug, 364
Posner, Neil B., 231
Power, Politics, and Universal Health Care: The Inside Story of a Century-Long Battle, 380
Practical Introduction to Security and Risk Management, A, 338
Practical Risk Management: The Professional’s Handbook, 339
Practical Tools for Handling Insurance Cases, 230
Preker, Alexander S., 416
Prelude to the Welfare State: The Origins of Workers’ Compensation, A, 507
Prince, Russ Alan, 602
Principles of Estate Planning, 61
Principles of Insurance, 44
Principles of Risk Management and Insurance, 59
Private Voluntary Health Insurance in Development: Friend or Foe?, 416
PrivCo (database), 92
Proactive Risk Management in a Dynamic Society, 340
Product Liability Desk Reference: A Fifty-State Compendium, 273
Promises to Keep: The Mutual of America Story, 199
Promislow, David, 47
ProQuest, 77, 98
ProQuest Health Management (database), 392
PRS Group, 278
Public Risk Management Association (Web), 353
Purdue OWL—Job Search Writing, The (Web), 592
Q

Quadregno, Jill, 379
Questions and Answers on Life Insurance: The Life Insurance Toolkit, 435
Quinley, Kevin M., 327
R

Raab, Jorg, 553
Rainmaker, The, 612
Rasmussen, Jens, 340
Reavis, Marshall Wilson, III, 8
Red-Blooded Risk: The Secret History of Wall Street, 341
Redstone, Gerald H., 515
Reed, Barry, 437
Reference Handbook on the Comprehensive General Liability Policy, The, 449
Regression Modeling with Actuarial and Financial Applications, 311
Regulated Lives: Life Insurance and British Society, 1800–1914, 140
Rein, Martin, 524
Reinsurance Directory of Asia (serial), 93
Reinsurance Law, 257, 258
Reinsurance Law: An Analytic Approach, 259
Reinventing American Health Care: How the Affordable Care Act Will Improve Our Terribly Complex, Blatantly Unjust, Outrageously Expensive, Grossly Inefficient, Error Prone System, 381
Rejda, George E., 59, 537
Remedy and Reaction: The Peculiar American Struggle over Health Care Reform, 382
Rendengen, Jeffrey L., 167
Renn, Ortwin, 342
Representing Policyholders in Insurance Cases: Leading Lawyers on Educating Clients about Insurance Contracts and Navigating Different Types of Disputes, 231
Research Handbook on International Insurance Law and Regulation, 287
Resnick, Irving, 433
Responsibilities of Insurance Agents and Brokers, 232
Rethinking the Welfare State: The Political Economy of Pension Reform, 524
Retiree Health Plans in the Public Sector: Is There a Funding Crisis?, 417
Retirement Income Planning, 525
Retirement Income: Risks and Strategies, 526
Reverse Mortgages, 515
Reverse Mortgages: What Every Financial Advisor Should Know, 517
Richardson, Diane W., 493
Riggin, Donald J., 598
Rise and Fall of the Healthy Factory: The Politics of Industrial Health in Britain, 1914–60, The, 141
Risk Governance of Offshore Oil and Gas Operations, 342
Risk Management and Financial Institutions, 344
Risk Management and Insurance Audit Techniques, 345
Risk Management and Insurance: Perspectives in a Global Economy, 60
Risk Management and Simulation, 55
Risk Management Association (RMA) (Web), 354
Risk Management Essentials: Principles, Analysis, Finance, Control, Practice, 346
Risk Management: Safeguarding Company Assets, 343
Risk Management Society (RIMS) (Web), 355
Risk Management—Insurance Education Programs (Web), 587
Risk Retention Group Directory & Guide (serial), 260
Robinson, Thomas R., 563
Rogers, Joshua D., 211
Rollins, Pamela L., 432
Romance of Lloyd’s: From Coffee House to Palace, The, 200
Rose, Stuart, 548
Rosen, Peter K., 484
Rosenbloom, Morey S., 62
Rosenfeld, Howard, 520
Rosenhaft, Eve, 123
Ross, Murray, 201
Rotar, Vladimir I., 45
Rough Notes Company Inc., Technical and Educational Product Division of the, 111
Rowley, Carla, 3
Rowley, Lee, 3
Royal London: The First 150 Years: The Story of the Royal London Mutual Insurance Society, 201
Social Security—Life Actuarial Table (Web), 324
Society of Actuaries (Web), 325, 567
Sohn, Louis B., 498
Somin, Ilya, 362
Soulhi, Younes, 290
Soule, Frank, 469
Special Libraries Association, 147
Special Libraries Association, Insurance and Employee Benefits Division, 120
Speidel, T. Michael, 505
Spencer, Andrew, 204
Spreading the Risks: Insuring the American Experience, 143
Stalson, J. Owen, 136
Stamper, Powell, 189
Standard & Poor's Insurance Rating Services, 281
Standard & Poor's NetAdvantage (Web), 95
Starr, Paul, 382
State and Local Pensions: What Now? 527
State Health Insurance Market Reform: Toward Inclusive and Sustainable Health Insurance Markets, 383
Statista (Web), 76
Statistical Insight (ProQuest), 77
Stenken, Joseph F., 538
Steuer, Tony, 435
Stevens, Robert E., 105
Stewart, Jim, 523
Still Flying and Nailed to the Mast, 202
Stochastic Calculus for Finance, 64
Stocker, Thomas F., 483
Stokes, Kathy, 20, 575
Storm Surge: Hurricane Sandy, Our Changing Climate, and Extreme Weather of the Past and Future, 471
Strategies for Structuring Insurance Disaster Coverage: Leading Lawyers on Representing Clients, Interpreting Policy Language and Structuring Disaster Coverage to Limit Exposure, 484
Straus, Ralph, 187
Structuring the Information Age: Life Insurance and Technology in the Twentieth Century, 144
Sudzius, Linas, 439
Sullivan, George, 343
Sullivan, Martin, 522
Sum of Existence: Coin Tosses, Comets & the History of Life Insurance, The, 145
Sumat, Bjorn, 108
Summer, Judith, 248
Superstorm: Nine Days inside Hurricane Sandy, 472
Suze Orman: Resource Center: Insurance (Web), 17
Svedung, Inge, 340
Svengalis, Kendall F., 233
Symbol of Safety: An Interpretive Study of a Notable Institution Organized for Service—Not for Profit, A, 203
Szabo, Fred E., 564
T
Takaful and Mutual Insurance: Alternative Approaches to Managing Risks, 309
Taken Captive: The Secret to Capturing Your Piece of America's Multi-Billion Dollar Insurance Industry, 599
Tate, Nick, 378
Taubenfeld, David, 484
Taxation of Distributions from Qualified Plans (serial), 617
Templeman, Mark, 496
Teugels, Jozef L., 108
Thaler, Geoffrey S., 484
Thamann, David D., 478, 511
Thayer, Sandra Smith, 261
Thomann, Christian, 123
Thomas, Gordon, 467
Thomas, Jeffrey E., 229
Thomas, Roy Edwin, 151
Thompson, Roger, 513
Thompson, Todd D., 528
Three Fearful Days: The San Francisco Memoirs of the 1906 earthquake and fire, 473
Tibergien, Mark C., 560
Title Insurance Law, 277
To Sell or Not to Sell . . . Employer Retirement Plans: The Financial Advisor's Roadmap to a Successful Retirement Plans Practice, 528

www.alastore.ala.org
Tomin, Carolyn, 61
Tomkies, Kelly Kagamas, 584
Tonning, Wayne, 428
*Tools and Techniques of Estate Planning, The*, 62
*Tools and Techniques of Life Insurance Planning, The*, 436
*Tools and Techniques of Life Settlement Planning*, 437
*Tools and Techniques of Practice Management*, 601
Toran, Philip B., 226
Torpey, Daniel T., 596
*Tower of Thieves: AIG*, 204
Truple, Janusz, 64
Travel Health Insurance Association of Canada (Web), 618
*Tsunami: From Fundamentals to Damage Mitigation*, 485
Tugander, Robert, 449

**United States**

Ultimate Insurance Jobs.com (Web), 582
*Uncertain Business: Risk, Insurance and the Limits of Knowledge*, 347
*Understanding the AMA Guides in Workers’ Compensation*, 508
*Understanding the Legal Risks of Cloud Computing: Navigating the Network Security and Data Privacy Issues associated with Cloud Services*, 235
Underwriter Printing and Publishing Co., 156, 157, 158
United States Bureau of the Census—Life Expectancy Tables (Web), 326
United States Department of Labor (Web), 509
United States, Federal Emergency Management Agency—FEMA (Web), 486
United States Fire Administration Agency—FEMA (Web), 489
United States, Forest Service—Fire and Aviation Management—Prevention and Education (Web), 490
United States, Securities and Exchange Commission (SEC)—Annuities (Web), 23
United States, Social Security Administration (Web), 529
*Universal Healthcare*, 384
U.S. Census Bureau, American FactFinder, Economic Census 2012, 78
U.S. Census Bureau—Health Insurance Data (Web), 419
U.S. Department of Health and Human Services, 356
U.S. Securities and Exchange Commission (database), 96
US Travel Insurance Association (UStiA) (Web), 619

**V**

Valentine, David, 212
Vallascas, Francesco, 555
*Value-Oriented Risk Management for Insurance Companies*, 348
van der Wijst, Nico, 63
VanDerLaan, Maria Pepe, 231
*Variable Annuities and Variable Life Insurance Regulation*, 423, 438
*Variable Annuity Handbook, The*, 424
Vassar, Rick, 7
Vaughan, Emmett, 57
Vaughan, Therese M., 57
Vault Career Guide to Insurance Jobs, 584
Venard, Bernard N., 282
Vermeulen, Patrick, 553
Vermueler, Adrian, 329
*View of the Room: Lloyd’s Change and Disclosure, A*, 205
VIP Insurance Group, 557

**W**

Wagner, William J., 525
Wahl, Jason, 548
Wainwright, Nicholas B., 197
Walker, Russell, 349
Wall, Dennis, 251

www.alastore.ala.org
Wall Street Journal, 18
Wallace Stevens: A Dual Life as Poet and Insurance Executive, 155
Walvin, James, 146
Ward Group, 427, 444
Ward's Results: Life-Health (Web), 427
Ward's Results: Property-Casualty, 444
Warshawsky, Mark J., 526
Washington Post Staff, 374
Weems, Robert E., Jr., 169
Weert, Frans De, Jr., 169
Weimer, Britton D., 505
Weiner, Alan R., 150
Weiss, Charles, 126
Weiss Ratings' Consumer Guide to Auto Insurance (serial), 26
Weiss Ratings' Consumer Guide to Elder Care Choices (serial), 28
Weiss Ratings' Consumer Guide to Health Savings Accounts (serial), 34
Weiss Ratings' Consumer Guide to Homeowners Insurance (serial), 37
Weiss Ratings' Consumer Guide to Long-Term Care Insurance (serial), 29
Weiss Ratings' Consumer Guide to Medicare Prescription Drug Coverage (serial), 35
Weiss Ratings' Consumer Guide to Medicare Supplement Insurance (serial), 36
Weiss Ratings' Consumer Guide to Term Life Insurance (serial), 39
Weiss Ratings' Consumer Guide to Variable Annuities (serial), 24
Weiss Ratings' Guide to Property and Casualty Insurers, 445
Weiss Ratings (Web), 19
Welles, Joseph T., 249
Westlaw (database), 241
Weston, Harold, 212, 219
West's 50 State Surveys. Insurance., 274
What Most Life Insurance Agents Won't Tell You, 439
The White House: “Health Care That Works for Americans,” (Web), 358
Whitman, Andrew F., 505
Who's Who in Bank Insurance (serial), 557
Who's Who in Insurance and Risk Management, 157
Who's Who in Insurance (serial), 156
Who's Who in Risk Management, 158
Wiening, Eric A., 478
Wilson, Joseph, 271
Windt, Alan D., 215
Wings of the Phoenix: Being a History of the Birth and Development of the Company, The, 206
Winning by the Rules: Ethics and Success in the Insurance Profession, 585
Winning with Risk Management, 349
Winslow, Don, 605
Witherby's Dictionary of Insurance, 113
Witt, John Fabian, 121
Witts, Max Morgan, 467
Wojtowicz, Carol, 161
Wolf, Jochen, 348
Women of Wealth: Understanding Today's Affluent Female Investor, 602
Workers Compensation Guide: Coverage and Financing, 511
Workers Compensation: The First One Hundred Years, 512
Workers' Compensation Law and Strategy Guide: Regulations, Checklists, Forms, 513
Workers' Compensation Year Book, 514
World Bank—Insurance, 288
World Insurance: The Evolution of a Global Risk Network, 289
World Islamic Insurance Directory . . . for Africa/Asia/Middle East Customers, 97
Worsley, Frank, 200
Wright, Charles A., 182
Wright, Elizabeth Q., 154
Wright, Elizur, 153
Wright, Philip Green, 154
Wright, Robert E., 188
Y
Yagoda, Lisa, 359
Yahoo! Finance—Annuities A to Z (Web), 425
Yates, JoAnne, 144
Yoneyama, Takau, 132
Your Guide to Understanding Pet Health Insurance, 614
YouTube.com, 594

Z
Zaharin, Hanna Rabittah, 290
Zalma, Barry, 500
Zamosky, Lisa, 32
Zong: A Massacre, the Law, and the End of Slavery, The, 146
Zuckerman, Tod I., 252