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Durland Assumes Co-Chair Position with Real Time/Download Campaign

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Independent agency principal Stuart Durland, AAI, AINS, has been named co-chair of the Real Time/Download Campaign, a leading industry advocate for workflow and technology efficiency in the independent agency distribution channel. Durland is partner and vice president of operations at Seely & Durland, a third-generation insurance agency in Warwick, N.Y.

He succeeds Karen Youngman, CPCU, personal lines manager at Don Allen Agency, based in Rochester, N.Y., who co-led the campaign since 2009. An active member and interim director of Applied Systems Client Network (ASCnet), Durland has 33 years of insurance agency and carrier experience.

Real Time is the ability to click on a button from a client file in the agency management system or comparative rater for immediate access to carrier information on that client. The transaction may be a quote, billing inquiry, claim inquiry/loss run, policy view, endorsement or a request for information.

"The insurance industry has worked together for the past few years to develop and refine real time and download functionality and make them easy to use," said Durland. "As a result, agents and brokers -- including my agency -- are more efficient, more responsive and more profitable. Plus, even in a down market, these new workflows have helped my agency grow."

He continued: "As an agency principal, I have experienced the challenges associated with shifting culture and implementing these best practices. I'm eager to share what I've learned with others so that real time and download become the predominant workflows throughout the entire independent agency system. Frankly, it's the only way local agents and brokers will prosper."



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Durland, who worked for 13 years as data processing manager at Travelers Insurance Company, is a past president and current board member of ASCnet (Applied Systems Client Network) and a member of its Industry Solutions Committee; a board member of the Personal Lines Growth Alliance; treasurer of the Independent Insurance Agents & Brokers of Orange County N.Y.; a member of the Independent Insurance Agents & Brokers of New York Technology, Leadership and Advocacy Committee; and an active AUGIE leader and ACT member.

He joins Campaign Co-Chair Joyce Sigler, CISR, CPIW, CPIA, vice president of administration at Jones & Wenner, an insurance agency in Fairlawn, Ohio.

About the Real Time/Download Campaign

Launched in 2007, the Real Time/Download Campaign (www.getrealtime.org) is dedicated to improving the competitiveness of the independent agency distribution channel. The campaign isn't advocating a specific technology, but a workflow approach that frees up more time for agencies to sell, process and service business. Most agents can leverage tools already contained in their agency management systems or comparative raters.

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