



Nick DelVino

Broker, AmWINS Brokerage of New York

Years in Present Position: 4

Current role at CPCU Society: NYC Chapter Events Coordinator; ABIG Member

Alma Mater: Boston College

Degrees and Certifications: B.A. in Sociology; CPCU

A & B: How did you come to work in the insurance industry? I did not intend to work in insurance. I returned to New York after a few years of vagabonding and desperately needed *any* job. A friend of a friend of a friend knew of an opening at AmWINS NY – an entry level position sorting mail, working reception and processing claims – which frankly sounded boring, but better than nothing. Honestly, the idea of working in insurance sounded like one of those soulless office jobs that everyone fears they'll end up doing when they grow up. I was sure that my stint in insurance would not last long. But then I was offered a position in Brokerage, and to my surprise, I started to like it!

A & B: What is the most challenging aspect of your job? Time management. The E&S Broker world is extremely fast-paced and workloads are often high volume. I am still fine-tuning my prioritization skills in an environment where nearly everything I work on is “urgent.”

A & B: What aspect of your work as a broker do you find the most rewarding? I enjoy doing my job well, which means finding creative and punctual solutions to difficult problems, often by leveraging my relationships with underwriters. This encapsulates all of which I find most rewarding: successfully solving tough problems, and doing so working with people whom I've grown to respect and with whom I enjoy working (and celebrating).

A & B: What emerging commercial risk most concerns you as a broker? Auto Liability, although more interests than concerns. On the one hand, loss ratios have been deteriorating for years, with no improvement in sight due to a multitude of factors (distracted driving, soaring healthcare costs, increasingly litigious environment, to name a few). On the other hand, we are on the precipice of a driverless future, with cars incrementally adding features that move the driving responsibility – and liability – from the humans to the machines. Both of these factors make Auto Liability a very fluid and unpredictable line of coverage.

A & B: What do you consider the most important short- and/or long-term issues facing the agent/broker community? Short-term, the hardening market is causing a lot of stress. I see many peers becoming mentally and physically exhausted and even feeling defeated at times. I would say there needs to be more attention paid to mental health care. If the job starts to feel overwhelming, we need to try to keep perspective that this is a cyclical business and try to maintain a decent work-life balance. Long-term, I wonder about whether the increasing role of technology in our communications will lead to disintermediation of the market. As with all technology there will be new jobs created to replace the old ones, but I wonder the extent to which the skills we're honing now will translate to the agent/broker roles of tomorrow.

A & B: When & why did you become a volunteer leader at the CPCU Society? I got involved in my local chapter the year after I earned my CPCU, in 2017. I then joined the Agents & Brokers Interest Group shortly thereafter. I love the opportunity to meet other leaders in the industry whom I would not get to meet otherwise. Also, being a volunteer leader is a fantastic and free on-the-job learning tool!

A & B: Has your involvement in the CPCU Society helped your career? If yes, explain. Yes, not only have I met business prospects, I've learned many valuable leadership and communication skills that I use daily, and I've picked up a lot of technical knowledge at both the local and national events.

A & B: Who are your top 3 mentors? Why? My sociology professors massively fueled my curiosity and instilled in me a thirst for knowledge as well as a work ethic to continue to learn and grow, both in my knowledge about the world as well as (and more importantly) in my relationships with other people. This has helped me professionally as much as it has personally.

A & B: What is your greatest accomplishment so far? Personally, taking care of my mother. Professionally, gaining the respect of my peers enough to be honored with the Emerging Leader of the Year Award by the Insurance Brokers Association of New York.

A & B: What is your favorite book and/or movie? The Name of the Wind by Patrick Rothfuss, and The Americans (TV Show).

A & B: What is the most unusual/interesting place you have ever visited? The West MacDonnell Ranges in the Australian outback. Most beautiful hiking and camping I've ever experienced!

A & B: How do you balance the responsibilities of yourself, family, work and CPCU? This can be tough, but I try to actively spend time with my family and non-insurance friends so that insurance doesn't take over!

A & B: What advice do you have for agents/brokers considering earning the CPCU Designation? Once you get your designation (you WILL do it!), don't stop there. Raise your hand, volunteer, and don't be afraid to get out there. It's a social industry and everyone likes to meet and mentor the next person. And don't forget to have fun!