

*Welcome*  
*to the*  
**INDEPENDENT ARMORED CAR OPERATORS ASSOCIATION**  
2009 Annual Convention at the  
Sheraton Boston Hotel at the Prudential Center, Boston, Massachusetts  
*Friday, July 17<sup>th</sup> with departure on Tuesday/Wednesday, July 21<sup>st</sup>/22<sup>nd</sup>*

**Introduction**

Thank you for your interest in the Independent Armored Car Operators Association (IACOA) 2009 Annual Convention. IACOA is an association of independently owned and operated armored services companies serving financial institutions, retailers and government agencies worldwide. Together, with its Industry Associate Members, IACOA is the only organization of its kind in the United States and the only trade show in which members can stay in touch with their industry. Only IACOA members, guest speakers, and Board of Directors invited guests may attend an annual convention. If you are not a member and wish to consider joining IACOA, please email John Margaritis, IACOA Administrator, at [jmiacoa@yahoo.com](mailto:jmiacoa@yahoo.com).

The theme for the 2009 Annual Convention is "Back to Basics". In the midst of these uncertain times, making certain we are operating soundly at the most fundamental level can result in incredible savings. With the addition of new Regular members, in some cases they are also new operators, our 2009 convention agenda is relevant to all attendees. For these and many other reasons, we anticipate our 2009 annual event will be the best attended in years and we look forward to delivering an exciting and rewarding convention.

Last year's convention survey results provided the roadmap to our restructuring in 2009. We have compressed our traditional convention pattern which, for some, may result in a shorter event. Most of our members are east of the Mississippi, so an east coast venue in a hub city results in travel savings and convenience. For our Regular Members, we have coordinated our convention with the Cash Product Office's Business Continuity Conference on Tuesday, July 21, 2009, on what would have been the last IACOA convention day. Here then, is convention information that will help you plan your trip:

***The Agenda*** (as of April 20, 2009)

**General Sessions**

- Federal Reserve Bank, Cash Product Office Update  
*Phil Johnson, Director Cash Product Office, FRB S.F. L.A. Office*
- Employee Free Choice Act, What it Means to You & What Are Your Odds  
*Jim Cusack, Attorney at Law*
- Compliance Challenges with a Global Currency  
*Jeffrey Pruiksma, Cash Officer, Federal Reserve Bank of N.Y.*
- Legislation & SCOLA Update  
*Michael Gambrell, Senior V.P. of Industry & Governmental Affairs*

- The Reid Technique to Improve Interviewing & Interrogation Skills  
*Joseph Buckley, John E. Reid & Associates*
- 2008 Armored Car Robbery Report: Statistics & Analysis; ESTA Update  
*D. Mark Lowers, CEO/President, Lowers & Associates*  
*Bruce Magelky, Lowers & Associates*
- Federal Bureau of Investigation  
*Presentation & Speaker to be Announced*
- Armored Truck Based Video Camera Demo on Internet by GPS & Cellular Feed  
*Keith Delorio, Marketing Manager, Telexper, Inc.*

**Breakout Round Table Sessions:**

- Insurance Panel: U.S. & London Brokers; Lloyds Underwriters  
*Moderated by Antonio Palmiotto, Willis llB, Inc.*
- Contract Structure & Language  
*Moderated by Richard C. Otter, Attorney at Law & IACOA Legal Counsel*
- ATMs: Everything You Need to Know  
*Tom Finnegan, V.P. Thillens, Inc. & Jeff Hayes, V.P. Big Ten Armor*
- Union Organization Workshop: What you Need to Know & What to Do Now  
*James Cusack, Attorney*
- Security Risk & Mitigation: Bank Required IT Compliance  
*D. Mark Lowers, CEO/President, Lowers & Associates*
- 2010 Truck Engine Update  
*Navistar & Hino Presentations: Speakers to be Announced*
- Let's Discuss Cash/Coin Issues: Your Ideas & Solutions  
*Phil Johnson, Director Cash Product Office, FRB S.F., L.A. Office*
- Coin Processing  
*Moderated by James Vance, President, Oregon Armored Service, Inc.*
- Losses: Experiences Revealed & Lessons Learned: Regular Members Only  
*James Vance, President, Oregon Armored Service, Inc.*  
*Jack Elder, President, IBI Secured Transport, Inc.*
- Maintenance of Your Fleet: Cost Benefits with Fleet Longevity & Fuel Savings  
*Panel Moderators to be Announced*
- Cash Room Processing: What is it, Who needs it, and How do you sell it?  
*Craig Morrison, Managing Director, Guardsman Armoured Ltd.*

***Convention Schedule (Friday, July 17, 2009 - Tuesday, July 21, 2009)***

- Friday: Board of Directors Meeting  
1:00 PM - 5:00 PM
- Friday: Boston Tour (*an historic city for you and your family to visit together*)  
9:00 AM - 3:00 PM (*you can decide what you want to see, when, and for how long*)
- Saturday: Exhibitor Setup  
9:00 AM - 11:00 AM
- Saturday: New Member Breakfast  
8:00 AM - 9:00 AM
- Saturday: Regular Member Sound off  
9:00 AM - 11:00 AM
- Saturday: Exhibits Open  
12:00 PM - 2:00 PM
- Saturday: Cocktail Reception, Banquet, Opening Events, Entertainment  
7:00 PM - 10:00 PM
- Sunday: General Session, Roundtables, Exhibitor Viewing, Luncheon  
9:00 AM - 5:00 PM
- Monday: General Session, Roundtables, Exhibitor Viewing, Luncheon  
9:00 AM - 5:00 PM
- Monday: Exhibit Tear Down  
5:00 PM - 7:00 PM
- Monday: Farewell Reception & Convention Conclusion  
6:30 PM - 9:30 PM
- Tuesday: Federal Reserve Bank, Cash Product Office, Business Continuity Conference  
at the Boston Fed (*Regular Members Only*)  
8:00 AM - 4:00 PM

***Breakout Sessions***

Due to the great success of last year's Breakout Round Table Sessions, we have expanded the number of sessions dramatically in 2009. You may notice a continuation this year of topics started but not completed last year. There are also new sessions offered that we hope will have the same results. One such session is for Regular Members only in which a loss and the consequences are related in detail so that others may learn from the experience. Other sessions include an opportunity to speak and interact freely with a speaker who has conducted a general session presentation. We believe the focus on breakouts will greatly enhance the benefit derived from attending our annual convention.

### ***Truck Exhibits***

2009 marks the second year in a row in which we will not have truck exhibits. The Board consulted with the builders before making a final decision to not have trucks this year, a decision that facilitated our ability to book a big city, east coast hotel. Truck exhibits will return in 2010, when our annual convention returns to The Woodlands Waterway Marriott (*Houston, TX*), site of our 2006 annual convention.

### ***Registration Fees***

Convention registration fees remain unchanged this year. The base registration fee for IAMs will remain at \$990, and that fee includes one attendee and one 8x10 piped and draped exhibitor booth; additional attendees from the same member company will pay \$495 each. An IAM is not required to have a booth, however, if they select a booth, they are required to staff that booth during all exhibitor viewing times. The base registration fee for a Regular Member (RM) remains unchanged at \$495.

A spouse of any full paying RM or IAM attendee will remain at \$295, children will remain at \$100 each. Board of Directors invited Guests, such as Lloyds of London Underwriters, Federal Reserve Bank and the U.S. Mint representatives, will continue to pay \$495 each.

### ***Honorary Members***

If you are an IACOA Honorary Regular Member we would be honored to have you attend our 2009 IACOA Annual Convention. This is a great opportunity to visit with old friends, be involved in current armored car operator solutions (*the issues are not all that different from what they were when you were active in the industry*), and perhaps spend some pleasant time away from the convention in one of the great historic cities in the United States.

The Board of Directors has established a policy for 2009 in which all Honorary Regular Members may attend this year's convention free of charge. This means that both you and your spouse may attend without paying the Registration Fee of \$495 and \$295 respectively.

Honorary status is bestowed upon those Regular Members who have exhibited exemplary efforts on behalf of IACOA and the industry at large. Typically, that determination is made after the Regular Member has sold their company. If you are not sure if you are an IACOA Honorary Regular Member, just call or email John Margaritis for clarification.

We thank you for your consideration and we hope to hear from you soon and see you in Boston.

### ***Federal Reserve Bank, Cash Product Office, Business Continuity Conference***

The Cash Product Office will hold its Business Continuity Conference at the Boston Federal Reserve Bank on Tuesday, July 21, 2009. All Regular Members are invited to attend. To make this easier for our RMs, we compressed our usual convention pattern so that the CPO Conference is on the same day as has customarily been our final day of sessions. Transportation to and from the Conference will be provided.

The Conference attendees will, for the first time, be the Cash Advisory Group (*Fed District Branch representatives*), the Customer Advisory Council (*Depository Institution representatives*), and

the Armored Carriers. This is an all day conference and one that no armored car operator should miss.

### ***Convention Survey***

After the 2008 Annual Convention, we sent surveys to all IACOA members asking for input. Many of you responded and the results from the surveys received were instrumental in making many of the changes with regards to the IACOA convention format. This time, you will be given the 2009 Survey while you are still at the Boston convention. Please take the time to complete the survey as your opinions matter and we want to include them in the Board's decision making process. We thank you in advance.

### ***Convention Updates***

Please be sure to check the IACOA web site every few weeks for updates to the convention agenda and other changing convention news. While there, don't miss the link to the Sheraton Boston web site with its hotel slide show and online hotel room booking application.

### ***IACOA Registration Process***

We had hoped to have all convention registration materials online and interactive this year, including online payment methods, but we will have to wait for 2010. As an interim change, all the convention related materials you used to receive by mail, will look very similar, and will primarily be available online. Simply print the forms you require, add your payment, whether by check, by credit card, or wire transfer, and fax, email, or mail your forms and payment to the appropriate address. In the interest of saving costs, needless paper and printing, and time, IACOA will no longer mail its traditional registration packet.

### ***Hotel Room Rates—The Sheraton Boston Hotel***

Even during these challenging economic times, Boston is enjoying a robust summer tourist season. Our negotiated room rate of \$189 per night, although high for us, is quite a bargain in Boston. As of this writing, the hotel rates at surrounding properties, range from \$239 to \$289 per night, substantially higher than our rate. Once our room block expires or is exhausted, our \$189 rate will no longer be available nor will rooms have to be provided. So please, book early to avoid unnecessary additional cost or the need to lodge elsewhere and commute.

### ***Hotel Registration—The Sheraton Boston Hotel***

IACOA has negotiated a room rate of \$189 per night during the entire duration of our convention. Once we are out of rooms or our room block expires, it is unlikely we will be granted additional rooms, so please, book early (*our block expires on June 24, 2009*). Here is the information you need to book your room(s):

- LOCATION:** 39 Dalton Street  
Boston, MA 02199
- HOTEL:** Sheraton Boston Hotel
- GUESTROOMS:** \$189.00 Single/Double; King or Double Beds
- CLUB LEVEL:** \$264.00
- SUITES:** \$289.00 & Up
- ROOM DATES:** Rates Guaranteed per Room Block; 07/17/09 – 07/21/09

**PRE/POST CONV:** (2) days before, same daily rate subject to availability.

**RESERVATIONS:** 888/627-7054 or IACOA Web Site Link to the Sheraton Boston  
(Identify yourself as a member of: IACOA 2009 Convention)

**BLOCK EXPIRES:** WEDNESDAY, JUNE 24, 2009 AT 5:00 P.M.!! ← ← ← ←

**CHECK IN/OUT:** 4:00 P.M./11:00 A.M.

**AIRPORT:** Boston Logan (BOS)

**AIRPORT TRANSFER:** Rental Car, Taxi (\$35+)

If you have any questions or problems, please call John Margaritis at 281/292-8208 or e-mail him at <jmiacoa@yahoo.com>.

### ***What to Expect***

Boston, Massachusetts is in the heart of New England on the Atlantic Ocean. Temperatures during our stay have an average high of 82 degrees, and an average low of 66 degrees. Average rainfall during the month of July is three inches. Boston can get humid and sticky at times, but mostly it is enjoyable, tourist weather.

In addition to comfortable, warm weather wear, be sure to pack business clothes for our formal banquet Saturday night, and our meetings on Sunday and Monday. The hotel interior and the evenings outdoors can be cool at times, so be sure to bring a sweater or a windbreaker. If you are taking the Friday Tour, dress comfortably and remember to check the last minute weather forecast.

### ***Getting There***

Boston Logan International Airport (BOS) is approximately six (6) miles from the Sheraton Boston Hotel. If you are not renting a car (*really not needed and parking is a significant expense*), the fastest way from the airport is by taxi. Traffic can adversely affect the fare, and the time it takes to get to the hotel, but it is a short trip that will average \$35 (*this includes the tunnel toll and the airport surcharge*).

***See you in Boston!***