

Quarterly Education Calendar



Independent Insurance Agents and Brokers of NH
603-224-3965 or 1-800-559-3373
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January – March 2010

<p>ACSR 9 – Commercial Lines Related Coverages Course # 10511 & 19519 <i>January 5, 2010</i> 7 Prod & MLA CEs - add \$7. to cost below Cost: \$95. members before 12/18/09 \$110. members after 12/18/09 \$165. non-members</p>	<p>ACSR #9 provides general coverage analysis of Bonds, Crime, Inland Marine, Workers' Comp and Umbrella. Many of these coverages are frequently overlooked or misunderstood. Build on the skills necessary to use these related commercial coverages in account development. Learn to distinguish between various types of bonds, identify crime policies to fit client's needs, discuss inland marine coverage forms, review workers' compensation benefits and understand BOP and other package policies.</p>
<p>AAI83A – Agency Operations & Sales Management Course # 20554 <i>January 7, 2010</i> 8 Prod CEs – add \$8. to cost below Cost: \$170. for members \$250. for non-members</p>	<p>AAI 83A– Agency Operations & Sales Management. Topics covered include Agency formation and environment; Organizational Mgmt; Agency Mgmt; and Personal Production Plans SPECIAL PRICING FOR MEMBERS WHO SIGN UP FOR ALL THREE AAI 83 CLASSES NOW! \$435. + \$24 CE FOR ALL THREE! SEE DATES FOR AAI 83B & AAI 83C BELOW!</p>
<p>Life, Accident & Health Pre-Licensing Class presented by Jill Gidge <i>January 11, 12, & 13, 2010</i> NO CEs PROVIDED. Cost: \$265. members before 12/23/09 \$290. members after 12/23/09 \$415. non-members</p>	<p>This is a 3-day intensive review based on a new text written by Kaplan Publishing. Please remember, this is a review class. It is expected that all students will have read the texts and be familiar with the concepts included in the study materials. A homework assignment may be given and you may be given quizzes throughout the course. Course includes Pre-Licensing Textbook which now includes the N.H. Insurance Law information, instruction, handouts and coffee breaks.</p>
<p>Ethics: It's What Professionalism is all about presented by Jill Gidge Course # 467572 <i>January 14, 2010</i> 3 Ethics Prod CEs – add \$3 to cost below \$55 Members \$80 Nonmembers</p>	<p>This 3 hour ethics course will review what ethics is and why it is important. It will include information about the importance of ethical behavior, insurance professional's ethical responsibilities and to whom they are owed, standards of ethical behavior, how ethical behavior impacts business profitability and professional image as well as how ethics compliment insurance regulatory requirements.</p>

<p>INS21 Segment A Course # pending <i>January 20, 2010</i> 6 Prod CEs – add \$6 to cost below Cost: \$170 for members \$250 for nonmembers</p>	<p>The first of three segments of INS 21 – Property and Liability Insurance Principles. This assignment will review what insurance is, who provides insurance, and how it is regulated. The course will also touch on measuring the financial performance of insurers.</p> <p>SPECIAL PRICING FOR MEMBERS WHO SIGN UP FOR ALL THREE INS 21 CLASSES NOW! \$435 + \$18 CE FOR ALL THREE! SEE DATES FOR INS 21B & INS 21C BELOW!</p>
<p>ACSR 1 – Homeowners Course # 10604 <i>January 21, 2010</i> 7 Prod CEs - add \$7. to cost below Cost: \$95. members before 12/31/09 \$110. members after 12/31/09 \$165. non-members</p>	<p>ACSR #1 provides a thorough analysis of the ISO policies, major homeowner endorsements and addresses how to handle difficult homeowner coverage problems you encounter in your agency. This seminar is designed for insurance agency CSRs who want comprehensive training on the ISO Homeowners Program. Topics include: Eligibility requirements, Specific Section I and II coverage features, Exclusions and Limitations, HO forms for tenants and condo owners and endorsements.</p>
<p>P & C Pre-Licensing Review class <i>January 25, 26, 27, & 28, 2010</i> NO CEs PROVIDED. \$265. members before 1/8/10 \$290. members after 1/8/10 \$415. non-members</p>	<p>This is a 4-day intensive review based on text materials written by Judy Durst of IIABNH. Please remember, this is a review class. It is expected that all students will have read the text and be familiar with the concepts included in the study material. Please allow ample time for the books to be sent to you, and time to study them prior to the class.</p> <p>The new 4-day format will allow 2 days for Personal Lines, and 2 days for Commercial Lines topics. Course includes Pre-Licensing workbook, with the N.H. insurance laws included, instruction, handouts and coffee breaks.</p>
<p>Workers Compensation – Basics and Advanced Course # 21623, 21624, 21625, 21728, 21729 & 21730 <i>February 2, 2010</i> 6 Prod CEs, 6 MLA CEs and 6 WCA CEs \$95. members before 1/8/10 \$110 members after 1/8/10 \$165. non-members</p>	<p>The morning class will review how WC coverage came about, review the WC laws in the State of NH, give a basic review of the WC policy, explain how to classify and rate a WC policy and finally, what you need to know to report a claim. The second half of the day will include advanced WC information including USL&H, the Jones Act, Retros, alternatives to traditional insurance such as self insurance, purchasing groups, and captives. We'll also explore classification and audits problems as well as waiver of subrogation headaches.</p>
<p>AAI 83 B – The Insurance Production Environment Course # 20683 <i>February 4, 2010</i> 8 Prod CEs – add \$8. to cost below Cost: \$170. for members \$250. for non-members</p>	<p>Topics include Producer-Insurer Relations; Public Image of the Agency; Agency Growth & Customer Communications; and Market Segmentation and Target Marketing.</p>
<p>ACSR 4 – E & O Loss Control Course # 464566 & 464570 6 Prod CE including 2 Ethics credits. Add \$6 to cost below Course # 464565 & 464569 6 MLA CEs. Add \$6 to cost below. <i>February 9, 2010</i> \$95. members before 1/15/10 \$110. members after 1/15/10 \$165. non-members Cost for one half day program is \$55 for members plus half of CE cost & \$80 for non-members plus half of CE cost. Please specify morning or afternoon session.</p>	<p>This new course was designed using actual claim cases from the Westport Insurance Company files. This class will help instruct agents how to avoid E&O claims. It will also familiarize agents with the E&O policy itself, and how to compare coverages; what to do in case of an E&O claim and how to evaluate their agency's susceptibility to E&O claims. This program provides sample letters, checklists and more. You now have the option to take an exam at the end of the class that will give you credit for ACSR 4.</p> <p>Morning session is entitled: E & O Risk Management and Program Development Afternoon session is entitled: E & O Client Life Cycle and Coverage Issues</p> <p><u>E&O Credit:</u> IIABNH members who are covered by Westport's E&O policy can earn a credit on their policy by attending both sessions. Members with E & O written with Fireman's Fund are required to complete 3 hours of E & O education every year for a credit to apply. Certain conditions apply so please contact Joan Pageau at the IIABNH office for details.</p>

<p>AIS 25 Course # pending <i>February 11, 2010</i> 7* Prod CE's – add \$7 to cost below. \$150. members before 1/22/10 \$170. members after 1/22/10 \$250. non-members</p> <p>Course begins at 8:30 am and ends at 4:30 pm with the exam immediately following the class.</p> <p>* If you take and pass the exam, 21 CE credits can be awarded in lieu of 7 for attendance at class only.</p>	<p>Do you have the AAI designation or the INS General Insurance Certificate? If so, you only have to take one 7 hour class AND pass an exam to earn the AIS (Associate in Insurance Services) designation. AIS 25 – Delivering Insurance Services includes the following topics: Continuous Improvement & Insurance, Customer Identification, Customers & Quality, Benefits of Customer Orientation, Process Management, Process Improvement Model & Tools, Leadership, Teamwork, Organizational Structures and Monitoring Progress. The text will be sent to you in advance of the class so you may review the material prior to the date of the class.</p>
<p>INS 21 – Segment B Course # pending <i>February 17, 2010</i> 6 Prod CE's – add \$6 to cost below Cost: \$170 for members \$250 for nonmembers</p>	<p>The second of three segments of INS 21 – Property and Liability Insurance Principles. This assignment reviews insurance marketing, underwriting and claims.</p>
<p>ACSR 6 – Commercial Property Insurance Course # 10607 <i>February 23, 2010</i> 7 Prod CE's - add \$7. to cost below Cost: \$95. members before 2/5/10 \$110. members after 2/5/10 \$165. non-members</p>	<p>ACSR #6 will provide an analysis of ISO Property forms identifying specific exclusions and endorsements. This course is designed for insurance agency producers and CSR's who want comprehensive training on the ISO Simplified Commercial Property Program. Students will cover: the major features of various property forms, basics of business income forms and options, cause of loss forms and important property conditions.</p>
<p>Ethics Course # 23183 & 23184 <i>February 24, 2010</i> 3 Prod CE's & 3 MLA CE's – add \$3. to cost below. Cost: \$55. for members \$80. for non-members</p>	<p>This three hour class will provide the student with the basics of Ethics. The topics discussed will include ethics and the insurance industry, ethics and the law, the Unfair Trade Practices Act, ethics and the insurance producer as well as ethics and the insurance company. The final portion of the class will include a "check-up" of our own ethical conduct.</p> <p><u>AM Session only. Registration at 8:30 am with class following from 9:00 am until noon.</u></p>
<p>FEMA Flood Class Course # 18151 <i>February 24, 2010</i> 3 Prod CE's – add \$3. to cost below Cost: \$55. members \$80. non-members</p>	<p>During the class you will cover How the NFIP Works, Myths, Facts and Statistics, Why Sell and Market Flood Ins., Mandatory Purchase of Flood Insurance, Standard Flood Policies, Flood Insurance. Maps and Zones and Building a Flood Policy.</p> <p><u>PM Session only. Registration at 1:00 pm with class following from 1:30 pm until 4:30 pm.</u></p>
<p>ACSR 2 – Personal Auto Course # 10605 <i>February 25, 2010</i> 7 Prod CE's - add \$7. to cost below Cost: \$95. members before 2/5/10 \$110. members after 2/5/10 \$165. non-members</p>	<p>ACSR #2 provides a thorough analysis of the Personal Automobile Policy and many important endorsements. Practical personal lines account handling is emphasized throughout the course, as students learn to design coverages to meet the unique needs of each customer. This course is designed for CSR's and other agency personnel involved in the personal lines sales and service process that require comprehensive training or review of the Personal Automobile Policy.</p>

<p>“Bonds for Dummies”  Course # pending <i>March 2, 2010</i> 3 Prod CEs – add \$3 to cost below \$55 for members \$80 for nonmembers</p>	<p>This course is designed for the person who knows little about bonds and wants to learn the basics. This course will review what a bond is and how it is different than regular insurance. Underwriting of the bond submission will be discussed. It will also include a detailed review of the different types of bonds and how they work.</p> <p><u>AM Session only. Registration at 8:30 am with class following from 9:00 am until noon.</u></p>
<p>Mod Mania Course # 21725, 21726 & 21727 <i>March 2, 2010</i> 3 Prod CEs, 3 MLA CEs, 3 WCA CEs – add \$3 to cost below per type of license \$55 for members \$80 for nonmembers</p>	<p>Modification mania will review what the experience modification factor is, how it works, how it’s calculated and how to read the worksheet. The last section will include a review of insurance carrier concerns with regards to the mod. & how to review the modification worksheets with your clients.</p> <p><u>PM Session only. Registration at 1:00 pm with class following from 1:30 pm until 4:30 pm.</u></p>
<p>AAI 83 C – Agency Management Tools Course #20684 <i>March 4, 2010</i> 8 Prod CEs – add \$8. to cost below (Includes 3 Ethics approved CEs) Cost: \$170. for members \$250. for non-members</p>	<p>Topics include: Managing the Automated Agency; Client Services Management; Agency Financial Management; The Producer’s Legal & Ethical Responsibilities</p>
<p>ACSR 5 – Professional Development Course # 10656 <i>March 9, 2010</i> 7 Prod CEs - add \$7. to cost below Cost: \$95. members before 2/19/10 \$110. members after 2/19/10 \$165. non-members</p>	<p>Students will discuss topics including the three levels of service, Privacy notice disclosure requirements, customer service, handling customers via email, phones, voice mail & in person, use of questionnaires, customer complaints, 7 step process for problem solving as well as employee and leadership traits.</p>
<p>The BOP Policy Course # 22506, 22507 <i>March 11, 2010</i> 6 Prod CEs & 6 MLA CEs – add \$6 to cost below Cost: \$95. members before 2/19/10 \$110. members after 2/19/10 \$165. non-members</p>	<p>This course takes you through the ISO BOP. This course will provide students with a comprehensive overview of the need for the BOP coverage and enhance their ability to apply this knowledge in sales, underwriting and claims decisions. Throughout the course, we will use a number of real life examples and key points to underscore the important coverages, exclusions, and limitations of the Businessowners Policy.</p>
<p>INS21 – Segment C  Course # pending <i>March 16, 2010</i> 6 Prod CEs – add \$6 to cost below Cost: \$170 for members \$250 for nonmembers</p>	<p>The third of three segments of INS 21 – Property and Liability Insurance Principles. This assignment will include a review of insurance contracts, property & liability loss exposures and policy provisions, as well as managing loss exposures through risk management.</p>

<p>ACSR 7 – Commercial General Liability Course # 10608 <i>March 18, 2010</i> 7 Prod CEs - add \$7. to cost below Cost: \$95. members before 2/26/10 \$110. members after 2/26/10 \$165. non-members</p>	<p>ACSR #7 will provide an analysis of the ISO Occurrence form as well as identify specific exclusions, endorsements and alternate coverages. This course is designed for insurance agency producers and CSR's who want comprehensive training on the ISO Simplified General Liability (CGL) Program. Students will cover: the major features of the CGL, differences in occurrence and claims-made forms, important liability endorsements and the commercial umbrella policy.</p>
<p>P & C Pre-Licensing Review class <i>March 22, 23, 24, 25, 2010</i> NO CEs PROVIDED. \$265. members before 3/5/10 \$290. members after 3/5/10 \$415. non-members</p>	<p>This is a 4-day intensive review based on text materials written by Judy Durst of IIABNH. Please remember, this is a review class. It is expected that all students will have read the text and be familiar with the concepts included in the study material. Please allow ample time for the books to be sent to you, and time to study them prior to the class. The new 4-day format will allow 2 days for Personal Lines, and 2 days for Commercial Lines topics. Course includes Pre-Licensing workbook, with the N.H. insurance laws included, instruction, handouts and coffee breaks.</p>
<p>Street Level Ethics Course #23751 <i>March 30, 2010</i> 3 Prod CEs – add \$3. to cost below Cost: \$55. members \$80. non-members</p>	<p>The class will begin with a review of three approaches to handling an ethical dilemma: Situation-based, Rule-based, or People-based. The review will include the strengths and weaknesses of each approach. The class will then utilize this information when analyzing several examples of ethical situations.</p> <p><u>AM Session only. Registration at 8:30 am with class following from 9:00 am until noon.</u></p>
<p>ACSR 3 – Personal Lines Related Coverages Course # 10606 <i>March 31, 2010</i> 7 Prod CEs - add \$7. to cost below Cost: \$95. members before 3/12/10 \$110. members after 3/12/10 \$165. non-members</p>	<p>ACSR #3 provides an analysis of personal risk management and the various insurance products related to the personal automobile and homeowner account. Students will review coverages of Personal Lines Floaters, Personal Umbrellas and Yachts and Boats. The Dwelling fire program will also be briefly reviewed.</p>

A few things to keep in mind...

1. Unless otherwise noted, all classes will be held at IIABNH Headquarters at 125 Airport Road, Concord, NH and will be taught by Judy Durst, Director of Education.
2. Class registration begins at 8:30 am. Class will begin promptly at 9:00 am and will end at 4:00 pm unless otherwise noted in the calendar. Lunch is on your own.
3. Please utilize our new universal registration form to sign up for the classes you wish to take.
4. Please dress comfortably and bring a sweater (sometimes the classroom is chilly).
5. A \$25 fee will be charged for cancellations received prior to the Friday immediately before the class.
NO REFUNDS AFTER THE FRIDAY IMMEDIATELY BEFORE THE CLASS - NO EXCEPTIONS.

If you have any questions, please contact Judy Durst
Independent Insurance Agents and Brokers of NH
603-224-3965 or 1-800-559-3373
judy@iianh.com

*We invite all registrants to advise us of any disability and any requests for accommodation to that disability.
Your request should be submitted to us at least two weeks prior to the program.*

2009-2010 IIABNH EDUCATION COMMITTEE

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