

IN-HOUSE PROGRAMS

CONVENIENT

PRODUCTIVE

AFFORDABLE

Book any 2017 course by December 31, 2016 and receive 5% off your total registration fee.

*first time bookings only.

For over 20 years, IIABNJ has been customizing in-house education programs for agencies of all sizes. Our extensive course catalog can be tailored to your agency's needs and interests on a day that works best for you.

It's Our No Travel, No Hassle Approach to CE.

"We have been running monthly in-house CE classes with IIABNJ since 1995. It's a great benefit for us to offer our staff current, valuable training and continuing education credits without losing time traveling to an off-site location. The programs are tailored to our staff's specific needs, the timing is flexible with our schedule, the instructors are incredibly knowledgeable, and it's a very affordable program. I can't imagine a better option for education than in-house training." - Bob Casazza, Otterstedt Agency

To schedule an In-House Training Program, complete the below form and return it to Jennifer Kacmarsky at jkacmarsky@iiabnj.org or via fax at 609-587-4515.

REGISTRATION FEES: *minimum payment of \$500 is required for 3-4 hour courses, \$800 for 6-7 hour courses.

Number of Students	3-4 Hour In-House Course	6-7 Hour In-House Course
Up to 15 Students	\$50/person	\$80/person
16-20 Students	\$45/person	\$75/person
21+ Students	\$35/person	\$60/person

REGISTRATION INFORMATION:

Agency Name:

Agency Address:

City:

State:

Zip:

Contact Name:

Email:

Phone:

Course Name (see reverse side for options):

Estimated Number of Attendees:



Independent Insurance Agents
& Brokers of New Jersey

COURSE SELECTIONS:

Please be sure you have adequate space to seat the number of students you expect in a classroom-style environment as well as space for the instructor and their equipment.

AAI (Accredited Advisor in Insurance) Designation Courses - 9 classes total - call for pricing - 8 P&C credits per course	Ethics & E&O Prevention
Account Rounding Techniques	Ethics & the Insurance Professional
Advanced Customer Service Skills (ACS"R"Day) - 6 P&C credits	Ethics, Privacy & Compliance
Advanced Program E&O & Customer for Automated Agency	Fraud Identification & Prevention for Commercial Lines
Additional Insureds & Insurance Contracts	Identifying Credit Fraud Issues & Solutions
Agency Claims Handling	Insurance Fraud Identification & Preventions
Agency Management and Customer Service The Keys to Success	Improving Performance in Personal Lines
Auto Insurance Fraud	Insurance & Personal Trusts
Business Auto	Insuring Coastal Exposures
Business Ethics	Insuring the In-Home Business
Certificates & Related Issues	Long Term Care Insurance
CGL Overview of Changes	PAIP/CAIP - 4 P&C credits
CGL Review	Personal Lines Case Study
Claims Handling & Management	Personal Lines Excess & Umbrella Coverages
Commercial Property - Tailoring Coverages to Meet the Needs of the Insured	Personal Lines Potpourri
Commercial to Personal "Cross Training"	Personal Lines Renewal & Retention Techniques
Commercial Lines Court Cases	Personal to Commercial "Cross Training"
Condominium Coverage	Professional Ethics - Ethical Dilemmas & Possible Outcomes
Community Association Coverage - The Ins & Outs of Working with Condo Associations	Reviewing Personal Lines Court Cases
Consumer Protective Ethics	Rental Car Coverage
Crime Coverage	Servicing Your Insureds in the Computer Age
CRIS (Construction Risk Insurance Specialist) Designation Courses - 5 classes total - call for pricing - 7 P&C credits per course	Specialty Personal Lines
Crisis Management & Disaster Planning for Personal Lines Accounts	The Legal Look at Coverage Issues
Crisis Management & Disaster Planning for Commercial Lines Accounts	The Trouble our Kids Get Us Into
Current Industry Changes & Auto Reform	Those Extra Coverages for Personal Lines
Current Industry Trends & Changes to the HO & Auto (Uber, Airbnb, Driverless Cars)	Traps & Tricks of Auto
Customer Service Challenges & Solutions	Traps & Tricks of BOP
Cyber Liability	Traps & Tricks of CGL
Defend Yourself Against Cyber Criminals: What You Need to Know to Fight Back	Traps and Tricks of Commercial Auto & Garage
Disability Insurance	Traps & Tricks of Homeowners
E&O Risk Management - Meeting the Challenge of Change - 6 P&C credits	Traps & Tricks of Miscellaneous Personal Lines
E&O Issues & Solutions	Underwriting the Small Business Owner
Ethics Conduct Unbecoming & The E&O Claim	Working with High End Clients
	ALL CLASSES ARE 3 CE CREDITS UNLESS OTHERWISE NOTED.