“Coming together is a beginning; keeping together is progress; working together is success.”

Welcome to the Lakeway Resort & Spa. We chose this beautiful setting to create a space to renew our connections and mutual purposes.

**Connections 2016** is more than a professional meeting. It’s the gathering that marks the path from where we are to where we want to be tomorrow. Our message has been one of always placing the participant first, and conducting life-changing, practical, professional education. That message is founded on our unyielding determination to maintain excellence in all of our work and integrity in all of our standards and requirements. Our shared belief in the successful careers of our participants has created life-changing programs and results. Our mutual respect for each other accelerates our progress. There is always much to discuss and more work to be done.

This biennial meeting is the meaningful forum for us to magnify what is working, work on what is missing, and make our transition from present to future smooth and rewarding.

As an important part of The National Alliance community, we hope you will share your concerns, your hopes, and your successes, and that the balance of work-sessions and networking will be just right for you. Each and all of us have been affected by the exceptional education we have collectively provided our participants and the industry at large. Continuing to grow together, in both the breadth of what we offer and the depth of our commitment to excellence, is truly our greatest hope for the future.
CONNECTIONS
2016
AUSTIN | TEXAS | APRIL 24-26

BE SUCCESSFUL, BE ENGAGED, BE WITH US, BE INVOLVED, AND BE CONNECTED.
## Sunday, April 24th, 2016

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>3:30 p.m. – 4:00 p.m.</td>
<td>Registration (Vistas Pre-function Area)</td>
</tr>
<tr>
<td>4:00 p.m. – 5:30 p.m.</td>
<td>Opening Welcome Session (Vistas Ballroom)</td>
</tr>
<tr>
<td>6:15 p.m. – 7:00 p.m.</td>
<td>Reception (Vistas Ballroom Pre-function Area)</td>
</tr>
<tr>
<td>7:00 p.m. – 10:30 p.m.</td>
<td>Dinner/Dancing/Matt Wilson Band/Photo Booth (Vistas Ballroom)</td>
</tr>
</tbody>
</table>

## Monday, April 25th, 2016

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>8:00 a.m. – 9:00 a.m.</td>
<td>Continental Breakfast (Sunset Room)</td>
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<tr>
<td>9:00 a.m. – 12:00 p.m.</td>
<td>General Session I- Strategic Direction (Vistas Ballroom)</td>
</tr>
<tr>
<td>12:00 p.m. – 1:00 p.m.</td>
<td>Lunch (Sunset Room)</td>
</tr>
<tr>
<td>1:00 p.m. – 5:00 p.m.</td>
<td>Educational Consultants Breakout (Brazos)</td>
</tr>
<tr>
<td>1:00 p.m. – 2:30 p.m.</td>
<td>Technology &amp; Efficiencies Breakout (Comal)</td>
</tr>
<tr>
<td></td>
<td>Marketing Breakout (Vistas Ballroom)</td>
</tr>
<tr>
<td>2:30 p.m. – 3:30 p.m.</td>
<td>Extended Break/Think Tanks (Vistas Ballroom &amp; Outside Patio Area)</td>
</tr>
<tr>
<td>3:30 p.m. – 5:00 p.m.</td>
<td>Technology &amp; Efficiencies Breakout - Repeat (Comal)</td>
</tr>
<tr>
<td></td>
<td>Marketing Breakout- Repeat (Vistas Ballroom)</td>
</tr>
<tr>
<td>6:00 p.m. – 6:30 p.m.</td>
<td>Shuttle from Lakeway Resort to 6th Street</td>
</tr>
<tr>
<td>7:30 p.m. – 10:30 p.m.</td>
<td>Dinner Show - Esther’s Follies</td>
</tr>
<tr>
<td>10:30 p.m.</td>
<td>Shuttle from 6th Street to Lakeway Resort</td>
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## Tuesday, April 26th, 2016

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>8:00 a.m. – 9:00 a.m.</td>
<td>Continental Breakfast (Sunset Room)</td>
</tr>
<tr>
<td>9:00 a.m. – 11:45 a.m.</td>
<td>General Session II- Wrap Up (Vistas Ballroom)</td>
</tr>
<tr>
<td>12:00 p.m. – 1:00 p.m.</td>
<td>Closing Session/Box Lunch (Vistas Ballroom)</td>
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</table>
Monday, April 25th: General Session I – Strategic Direction (Morning)

This general session sets the stage for communication, collaboration and innovation regarding our collective strategic direction and alternative perspectives. We will share where are going and what we plan to do and how associations are an integral part of the process. This is the perfect forum to ask questions on the topics below.

- **Overall Direction**

- **Program Development**
  - CIC Expansion
  - Online

- **Marketing**
  A business' web site functions as the company's front door—a storefront, access point, gathering site and information hub. The National Alliance is in the early stages of transforming its web site to better serve the needs of participants, licensees and partners. We will review the high level objectives of this process, resources to share and look at areas where the licensee input will be invaluable.

- **Business Development**
  Business Development is the interrelationship between marketing, national business development and individual state business development. These three essential components require working together with shared guidelines. In-house program development is an important element of our collective focus as we look to future growth opportunities.
Monday, April 25th: Breakout Session Descriptions (Afternoon)

Technology & Efficiencies

Improving processes begins with the customer, be it internal or external. Understanding which customers and which requirements are most critical to our collective business determines which processes should be improved. Together we have to continue to measure and analyze process performance to develop results-oriented solutions that will yield improved business results. We will discuss the “Program Experience” and planning ahead in the Technology Age including some of the topics below:

- **Program Paperwork Simplification**
  - Enhanced Data Sharing
  - Removal of PIFS
  - Removal of CE Request Forms from Ruble Graduate Seminars
  - Electronic Submission of Post Program Paperwork

- **Program Enhancement**
  - Notebook Distribution in Advance of Programs
  - Electronic Devices

- **Next Steps for the Future**
  - Attendance Posting Improvement
  - National Registration
  - Interactive Dashboard by Licensee
Marketing:

Marketing tools and strategies are constantly being developed and refined to serve as catalysts for effectively promoting our designations and programs on an ongoing basis. This session will be conversational and interactive, including a discussion of what promotional steps you have taken to meet program growth, what worked, and how we can help you improve these and future initiatives through “Buckets of Best Practices.”

- **Bucket 1: Data**
  - Goal Setting
  - Analysis
  - Setting the Target

- **Bucket 2: Email**
  - Setting Benchmarks and Measurement
  - Infographics
  - Feedback

- **Bucket 3: Social**
  - Audience Platform Identification
  - Update Fatigue
  - Hello, My Name Is

- **Bucket 4: Reporting**
  - Reduce the Noise
  - Collect and Disseminate
  - Return to Bucket 1
Educational Consultants

In this breakout session, we will cover four major areas of responsibility involving the Educational Consultant. Some highlights of each section include:

- **Classroom Management**
  - Attendance
  - Use of Electronic Devices

- **Examinations - Expectations**
  - Exam Briefing
  - Exam Construction (including Exam Key)
  - Exam Reviews
  - Exam Grading Process/Audit/Fees

- **Faculty Mentoring and Evaluation**

- **National Alliance Promotion**
  - Promotional Slide Shows
  - Publications
  - New Programs

**Monday, April 25th: Think Tanks (Afternoon)**

This extended break period between the afternoon breakout sessions is designed just for you. This will afford you an opportunity to have peer-to-peer discussions. It is our goal with these “Think Tanks” to think of new ideas on particular subjects and provide guidance/advice on what needs to be done. We believe that these Think Tank discussions will help support the discussions and thinking in the wrap up session on Tuesday morning.
Tuesday, April 26th: General Session II – Wrap Up (Morning)

This last General Session is a culmination of important and timely topics. We will review and solidify the information exchange from the previous day’s Think Tank sessions. We will also look to each of you to identify solutions to issues we need your help on as well as issues you need our help in resolving.

You can choose from the following topics as well as “BYOT” (Bring Your Own Topic):

- Careers for Life Development & Association Participation
- CIC, CISR, CRM, CSRM Participant Retention
- Conferment Ceremonies & Designee Recognition
- Association Visibility & National Alliance Programs
- Future Growth Opportunities (In-house Programs, Carriers, etc...)
- What is your single best promotional idea for CIC, CISR, CRM, CSRM and In-house programs?
- BYOT
## Attendee/Designations | Business/Licensee | City, State
--- | --- | ---
Mr. Timothy R. Barnes, CIC, CRM, CSRM, RM | Educational Consultant | Sheridan, WY
Mr. Scott Baumruck | Executive Vice President/PIA of Indiana | Indianapolis, IN
Ms. Jenny L. Bolt, CIC | CIC Board of Governors/HUB International Mountain States, Ltd. | Missoula, MT
Mr. Ray Bouchard, CIC | CIC Board of Governors | Dunedin, FL
Ms. Carol Breed, CIC, CRM, CPCU, AAI, CPIW | Educational Consultant | Olivet, MI
Ms. Coleen Brooks | Director of Member Services/PIA of Louisiana | Baton Rouge, LA
Ms. Sharian L. Brown-Taylor, CIC, CSIR, ACSR, AU, AINS, AIS | CISR Board of Governors/William Gammon Insurance | Austin, TX
Ms. Bettye Buffington, CIC, CRM, CPCU, ARM, CPIA, AAI | Educational Consultant | Beltsville, MD
Ms. Pam Busch | Director of Education/PIA Western Alliance | Vancouver, WA
Ms. Deb Carmody | Professional Development Manager/Michigan Association of Insurance Agents | Lansing, MI
Ms. Shannon Churchill | Education Director/IIA of Illinois | Springfield, IL
Mr. Don Cunningham, CIC, CPCU | Educational Consultant | Nashville, TN
Ms. Susan Current | Education & Media Director/IIA of Oklahoma | Oklahoma City, OK
Mr. Michael C. D’Orlando, CIC, CPIA | Educational Consultant | Amesbury, MA
Mr. Patrick A. Deem Sr., CIC | Educational Consultant | Austin, TX
Mr. Duane M. DiPirro, CIC, CPCU, AU | Educational Consultant | Lancaster, NY
Mr. John M. Dismukes Jr., CIC, CPCU, AAI, AIS | Educational Consultant | Tulsa, OK
Ms. Carolyn B. Dodd | Executive Director/PIA of Georgia | Duluth, GA
Mr. Jerry W. Duke | Executive Vice President & CEO/PIA of Georgia | Duluth, GA
Mr. Dale Fenwick, CIC, CRM, ARM | CIC Board of Governors/Sovereign Insurance Services, LLC | Apopka, FL
Mr. Phillip R. Fierro, CIC | Educational Consultant | Denver, CO
<table>
<thead>
<tr>
<th>Name</th>
<th>Title and Organization</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms. Beverly Fink</td>
<td>Associate VP Professional Development/Michigan Association of Insurance Agents</td>
<td>Lansing, MI</td>
</tr>
<tr>
<td>Mr. Douglas J. Fleming, LUTCF</td>
<td>Educational Consultant</td>
<td>Buzzards Bay, MA</td>
</tr>
<tr>
<td>Ms. Kathleen A. Fraley, CIC, CPIW</td>
<td>CISR Board of Governors/Educational Consultant</td>
<td>Spokane, WA</td>
</tr>
<tr>
<td>Mr. Dino Gavanes, CIC</td>
<td>CIC Board of Governors/Advisers Group, Inc.</td>
<td>Itasca, IL</td>
</tr>
<tr>
<td>Ms. Melanie Gavanes, CIC</td>
<td>CISR Board of Governors/Arlington Roe Company</td>
<td>Itasca, IL</td>
</tr>
<tr>
<td>Ms. Kristi Gilbert, CISR</td>
<td>Program Director/PIA of Georgia</td>
<td>Duluth, GA</td>
</tr>
<tr>
<td>Ms. Brenda G. Goodwin, CPCU, CPIW</td>
<td>Academy Board of Directors/Willis North America</td>
<td>Nashville, TN</td>
</tr>
<tr>
<td>Mr. Richard L. Goolsby, CIC</td>
<td>Educational Consultant</td>
<td>Loveland, OH</td>
</tr>
<tr>
<td>Ms. Sheryl Chasse Hagler</td>
<td>Director of Education/PIA of Virginia &amp; DC</td>
<td>Richmond, VA</td>
</tr>
<tr>
<td>Mr. Charles O. Hembree Jr., CIC, CRM, CPIA</td>
<td>CISR Board of Governors/Clark-Lami-Hembree Insurance</td>
<td>Manchester, MO</td>
</tr>
<tr>
<td>Ms. Jeannie Y. Hylant, CIC</td>
<td>CIC Board of Governors/Hylant Group, Inc.</td>
<td>Toledo, OH</td>
</tr>
<tr>
<td>Mr. James E. Jackson, CIC, CRM, CLU</td>
<td>Educational Consultant</td>
<td>San Antonio, TX</td>
</tr>
<tr>
<td>Ms. Denise Johnson, CIC</td>
<td>President &amp; CEO/IIA of Oklahoma</td>
<td>Oklahoma City, OK</td>
</tr>
<tr>
<td>Ms. Nicole L. Keck, CIC, CISR</td>
<td>CISR Board of Governors/AW Welt Ambrisco Insurance, Inc.</td>
<td>Iowa City, IA</td>
</tr>
<tr>
<td>Mr. Michael S. Kersgard, CIC, CLU</td>
<td>Educational Consultant</td>
<td>Cedar Park, TX</td>
</tr>
<tr>
<td>Mr. Ted Kinney, CIC, CPCU, ARM, CPIA, AAI, AU, CRIST</td>
<td>Director of Education/Alabama IIA, Inc., Ohio Insurance Agents Association</td>
<td>Birmingham, AL &amp; Columbus, OH</td>
</tr>
<tr>
<td>Ms. Cathy Klasi</td>
<td>Executive Director/PIA of Nebraska/Iowa</td>
<td>Omaha, NE</td>
</tr>
<tr>
<td>Mr. Aubie Knight, CIC, CRM, AAI</td>
<td>Academy Board of Directors/IIA of North Carolina, Inc.</td>
<td>Cary, NC</td>
</tr>
<tr>
<td>Ms. Emily Koenigsfeld</td>
<td>Education Director/Missouri Association of Insurance Agents</td>
<td>Jefferson City, MO</td>
</tr>
<tr>
<td>Mr. Kevin P. Kowar, CIC, AU</td>
<td>Executive Vice President/PIA of Virginia &amp; DC</td>
<td>Richmond, VA</td>
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<tbody>
<tr>
<td>Ms. Heather Kramer, CIC</td>
<td>Vice President &amp; COO/Massachusetts Association of Insurance Agents</td>
<td>Milford, MA</td>
</tr>
<tr>
<td>Mr. Daniel E. Lawyer, CIC, CSRM, CPCU</td>
<td>Educational Consultant</td>
<td>Hermitage, PA</td>
</tr>
<tr>
<td>Ms. Christi LeMay, CMPCPIA</td>
<td>Executive Vice President/PIA of Kentucky</td>
<td>Frankfort, KY</td>
</tr>
<tr>
<td>Ms. Cybil Lovas</td>
<td>Education Director/PIIA of Colorado</td>
<td>Denver, CO</td>
</tr>
<tr>
<td>Ms. Linda Luka, CISR, CPCU, A1, DP, DAE, AAI, AINS, CPIW</td>
<td>CISR Board of Governors/West Bend Mutual Insurance Company</td>
<td>West Bend, WI</td>
</tr>
<tr>
<td>Ms. Gwendolyn Mason</td>
<td>Director of Membership, CIC, Events/IJA of Indiana</td>
<td>Indianapolis, IN</td>
</tr>
<tr>
<td>Ms. Kari McAfee</td>
<td>Member &amp; Education Services Coordinator/IIA of Arkansas</td>
<td>Little Rock, AR</td>
</tr>
<tr>
<td>Ms. Becky McCormack, CIC, CPCU, AAI, CPIW</td>
<td>Vice President/IIAB of South Carolina</td>
<td>Columbia, SC</td>
</tr>
<tr>
<td>Mr. Edward J. McGrath, CIC, CRM</td>
<td>CIC Board of Governors/Wilcox &amp; McGrath Insurance</td>
<td>Oklahoma City, OK</td>
</tr>
<tr>
<td>Ms. Jessica McWilliams</td>
<td>Professional Training &amp; Events Director/IAB Group</td>
<td>Mechanicsburg, PA</td>
</tr>
<tr>
<td>Mr. Allen Messer, CIC</td>
<td>Educational Consultant</td>
<td>San Antonio, TX</td>
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<tr>
<td>Mr. Bernard J. Neff, CIC</td>
<td>Educational Consultant</td>
<td>Cottage Grove, MN</td>
</tr>
<tr>
<td>Mr. Dave Newell</td>
<td>Director of Education/FAIA</td>
<td>Tallahassee, FL</td>
</tr>
<tr>
<td>Ms. Kelly O'Connell</td>
<td>Senior Education Coordinator/PIA of NY/NJ/CT</td>
<td>Glenmont, NY</td>
</tr>
<tr>
<td>Ms. Sarah Olds</td>
<td>Education Coordinator/PIA of Kentucky</td>
<td>Frankfort, KY</td>
</tr>
<tr>
<td>Mr. Carlos O. Olivencia, CIC, CRM</td>
<td>CISR Board of Governors/Hub International</td>
<td>San Juan, PR</td>
</tr>
<tr>
<td>Ms. Emily Oliver</td>
<td>Education Manager/Massachusetts Association of Insurance Agents</td>
<td>Milford, MA</td>
</tr>
<tr>
<td>Ms. Ruth E. Phillips, CIC, CSRM, AAI, ACSR, AINS, API, AIS, CPSR, MLIS</td>
<td>CISR Board of Governors/Insurance &amp; Risk Managers</td>
<td>McComb, MS</td>
</tr>
<tr>
<td>Ms. Peggy Porter</td>
<td>President &amp; CEO/IIA of Kentucky</td>
<td>Louisville, KY</td>
</tr>
<tr>
<td>Ms. Diane Powers, CIC</td>
<td>Education Director/IIA of Arkansas</td>
<td>Little Rock, AR</td>
</tr>
<tr>
<td>Mr. Robert M. Pratte, CIC</td>
<td>Educational Consultant</td>
<td>Albuquerque, NM</td>
</tr>
<tr>
<td>Name</td>
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<tr>
<td>Mr. Victor Anthony Puleo Jr., Ph. D., CIC, CFP</td>
<td>Academy Board of Directors/ Educational Consultant</td>
<td>Conway, AR</td>
</tr>
<tr>
<td>Ms. Tara Purvis</td>
<td>Marketing Director/IIA of Kentucky</td>
<td>Louisville, KY</td>
</tr>
<tr>
<td>Mr. Kevin Ray, CIC, AU, AINS, AIS, API</td>
<td>Academy Board of Directors/ Erie Insurance Group</td>
<td>Erie, PA</td>
</tr>
<tr>
<td>Mr. Rodney R. Rezac, CIC, CPCU, ARM</td>
<td>Educational Consultant</td>
<td>Austin, TX</td>
</tr>
<tr>
<td>Ms. Nancy Robeson</td>
<td>Director of Operations/IIA of Nebraska</td>
<td>Lincoln, NE</td>
</tr>
<tr>
<td>Ms. Mary K. Russell, CIC, CISR</td>
<td>CISR Board of Governors/ Higginbotham &amp; Associates</td>
<td>Fort Worth, TX</td>
</tr>
<tr>
<td>Mr. Mel Russell, CIC</td>
<td>CISR Board of Governors/ Heritage Insurance</td>
<td>Clearwater, FL</td>
</tr>
<tr>
<td>Ms. Averi Shrode</td>
<td>Education Coordinator/Minnesota IIAB</td>
<td>Maple Grove, MN</td>
</tr>
<tr>
<td>Mr. Clark D. Sitzes</td>
<td>Executive Vice President/ PIA Western Alliance</td>
<td>Vancouver, WA</td>
</tr>
<tr>
<td>Ms. Lilybeth Sosa, CISR</td>
<td>General Manager/ PIA of Puerto Rico &amp; the Caribbean</td>
<td>San Juan, PR</td>
</tr>
<tr>
<td>Ms. Brenda Steinbach</td>
<td>Education &amp; Convention Director/ PIA of Wisconsin</td>
<td>Madison, WI</td>
</tr>
<tr>
<td>Ms. Kim M. Swan, CIC, CISR</td>
<td>CISR Board of Governors/ Brown &amp; Brown, Inc.</td>
<td>Phoenix, AZ</td>
</tr>
<tr>
<td>Ms. Gloria J. Thompson, CIC</td>
<td>Educational Consultant</td>
<td>Minneapolis, MN</td>
</tr>
<tr>
<td>Ms. Laura Thrower</td>
<td>Membership Specialist/ Insurers of Tennessee</td>
<td>Nashville, TN</td>
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<tr>
<td>Mr. William C. Toll, CIC</td>
<td>Educational Consultant</td>
<td>Austin, TX</td>
</tr>
<tr>
<td>Mr. Luis Barros y Villa, CRM</td>
<td>CIC Board of Governors/ SCI de Mexico, SA de CV</td>
<td>Mexico City, MX</td>
</tr>
<tr>
<td>Mr. Ronald B. Von Haden, CIC</td>
<td>Executive Vice President/ PIA of Wisconsin</td>
<td>Madison, WI</td>
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<tr>
<td>Ms. Sarah Warhaftig, J.D.</td>
<td>Educational Consultant</td>
<td>Austin, TX</td>
</tr>
<tr>
<td>Ms. Marilyn D. Williams, CISR</td>
<td>CISR Board of Governors/ BB&amp;T Insurance</td>
<td>St. Petersburg, FL</td>
</tr>
<tr>
<td>Ms. LuAnn Wooters, CISR, AAI</td>
<td>Vice President of Education &amp; Curriculum/IIA of North Carolina</td>
<td>Cary, NC</td>
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The National Alliance Attendees

<table>
<thead>
<tr>
<th>Name</th>
<th>Title and Designations</th>
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<tbody>
<tr>
<td>Gary Bryant</td>
<td></td>
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<tr>
<td>Theresa Bucek</td>
<td>CISR</td>
</tr>
<tr>
<td>JoAnn Clarke</td>
<td>CIC, CRM, CISR, CSRM, CPCU, ARM, AAI, CPIW, ARE</td>
</tr>
<tr>
<td>Paula Cook</td>
<td>CISR</td>
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<tr>
<td>Eileen Dahl</td>
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<tr>
<td>Melody Dealing</td>
<td>CISR, CSRM</td>
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<tr>
<td>Lisa Dillon</td>
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<td>Kiko Doblado</td>
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<td>Bettie Duff</td>
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<td>Jeff Fancher</td>
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<td>Jacob Garcia</td>
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<td>Victoria Garren</td>
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<td>Ben Griffin</td>
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<tr>
<td>Jennifer Grimes</td>
<td>CIC, CRM, CISR, CSRM</td>
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<tr>
<td>Linda Hayes</td>
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<tr>
<td>Bill Hold</td>
<td>Ph.D., CIC, CPCU, CLU</td>
</tr>
<tr>
<td>William Hold</td>
<td>MBA, CRM, CISR</td>
</tr>
<tr>
<td>Mary Husk</td>
<td>CIC, CRM, CPCU</td>
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<tr>
<td>Danielle Janecka</td>
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<tr>
<td>Chuck Lickert</td>
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<tr>
<td>Alyssa McIntyre</td>
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<tr>
<td>Beverly Messer</td>
<td>CIC, CRM, CISR</td>
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<tr>
<td>Sara Naus</td>
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<tr>
<td>Jennifer Pearson</td>
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<tr>
<td>Robyn Remick</td>
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<tr>
<td>Carol Ripoll</td>
<td>CISR</td>
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<tr>
<td>Elsa Sanchez</td>
<td>CIC, CRM</td>
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<tr>
<td>Theresa Scott</td>
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<tr>
<td>Stephanie Sharp</td>
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<tr>
<td>Merrillie Streetman</td>
<td>CIC, CRM, CISR, CSRM</td>
</tr>
<tr>
<td>Pam Walden</td>
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<tr>
<td>Darelle White</td>
<td>CIC, CPCU</td>
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<td>Veronica Winans</td>
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<tr>
<td>Melissa Woodard</td>
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<tr>
<td>Judy Wright</td>
<td>MSEE</td>
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<tr>
<td>Shelley Wright</td>
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GENERAL SESSION I

Strategic Direction
All National Alliance courses and programs can be conducted in-house at your own place of business, and customized to your organization’s unique specifications. Special pricing is available for group online registrations.
PROGRAM DEVELOPMENT

Beverly Messer, CIC, CRM, CISR
Mary Husk, CIC, CRM, CPCU
BE SUCCESSFUL, BE ENGAGED, BE WITH US, BE INVOLVED, AND BE CONNECTED.
HOW DO YOU MAKE SOMETHING GREAT EVEN BETTER?
YOU EXPAND IT.

2 NEW INSTITUTES www.thenationalalliance.com
### CIC Expansion

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<thead>
<tr>
<th><strong>Commercial Property Institute</strong></th>
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<td>• Coverage Forms and Endorsements</td>
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<td>• Causes of Loss Forms and Endorsements</td>
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<td>• Equipment Breakdown</td>
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<tr>
<td>• Time Element Coverage and Endorsements</td>
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<td>• Additional Insureds</td>
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<td>• Crime</td>
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<td>• Umbrella/Excess</td>
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**RECORDINGS** (Offered with any CIC Commercial Property, Commercial Casualty or Commercial Multiline registration)

- Essentials of Legal Liability: 1 ½ to 2 Hours
- Essentials of Commercial Property: 1 ½ to 2 Hours
# INSURANCE COMPANY OPERATIONS

New Twenty-Hour Institute

## Potential Topics

The functions performed by an Insurance Company are listed below. These functions are the topics most appropriate for inclusion in a CIC Institute covering Insurance Company Operations. Final titles for sections to be determined.

### Day One

**Executive - 4 Hours**

- **Strategic**
  - Responsible for the strategic direction of the company, i.e. Mission Statement.
  - Provides overall leadership for the organization, i.e. creation of Core Values.
  - Interfaces with the Board of Directors.

- **Distribution**
  - The various company-agency relationships - independent, exclusive, captive, employee agents or, in some cases, hybrids.
  - How a company builds a marketing plan - who they regard as their “customer”.
  - How companies manage the relationship with their agents.
  - How companies determine the success of various marketing campaigns.

- **Compliance and Internal Controls**
  - Compliance generally deals with compliance with regulatory issues and statutes. It is an independent body that monitors the company’s actions in this area. It can report to the CEO, but frequently reports to the Audit Committee of the Board.
  - Internal controls also reviews aspects of the company’s operations to make certain its internal guidelines and procedures are being followed. It pays particular attention to employee integrity in both financial and non-financial areas. It is also an independent body with reporting directly to the CEO or Board.

- **Reinsurance**
  - The size of the company determines whether this function is handled by a specific department dedicated to reinsurance selection and negotiation or whether the function is shared across departments. In smaller companies this function will reside, in whole or in part, with the Executive Department as retentions and limits are critical to overall financial stability and survival.
  - Cover types of reinsurance and when the various types would be used.
  - Describe the U.S. market, London/European market, and Bermuda market
Claims - 4 Hours

- Responsible for delivering on the promise to “indemnify” the policyholder.
- Investigates coverage, liability (if appropriate), validates damages claimed, and negotiates settlements.
- Discuss how various claim departments are organized and whether adjusters/supervisors are specialists or generalists.
- Case reserve setting – The difference between case reserves and IBNR, what IBNR is, and how IBNR/loss development factors are determined.
- Litigated claims and the role of the claim department.
- Use of staff counsel or panel counsel for handling suits.

Day Two
Policyholder/Agent Service - 2 Hours

- Some companies direct policyholders to a company call center for service and others to the agent for service.
- There remains a need to provide service to agencies/agents.
- Functions performed include policy changes, policy reinstatements, taking payments, answering general policyholder questions.
- In many companies the interface between servicing and accounting is critical relative to payments - receivables, payment input, delinquencies, billing, etc.

Technology - 2 Hours

- Core functions needed by every company are quoting, policy issuance, billing, policy records, and claims.
- Systems need to be capable of interfacing with multiple third party sites to enhance the efficiency of operations. These include MVR records, credit scores, claim appraisal requests, property.
- System selection options include building a unique, company specific system, buying a basic shell and modifying it to meet needs, outsource completely to a third party. Each one has advantages and disadvantages relative to price, speed, and functionality. Will include discussion of pros/cons and what factors could steer a company to a specific strategy.
- Technology is a key component to any disaster recovery scenario.
Product Management - 2 Hours

- There is wide divergence among companies regarding the functions performed in this area. Companies may have Product Management handling everything relative to policy language, regulatory filings, pricing, and coordination between various company departments while other companies may only delegate a single function to this unit.
- Policy language creation.
- Filings with regulators including rates, forms, and policy language.
- Performing periodic reviews of loss results vs. pricing to determine the need for rate increases or decreases.

Actuarial - 2 Hours

- Another area where the size of the company may dictate where this function is found. In large companies there may be an entire department of actuaries while in a small company the actuary may be part of pricing/product management or even the Executive Department. In some companies this function is completely outsourced to a consulting actuarial firm.
- Two main roles for actuaries - reserving and pricing. Reserving involves forecasting ultimate losses while pricing determines what future rates should be to cover futures losses and expenses.
- In this area, discuss terms such as IBNR, loss development factors (LDF), loss triangles, loss picks, loss trends.
- Every company must have its annual results certified by an accredited actuary.

Day Three

Accounting and Finance - 2 Hours

- Accounting is responsible for the day to day insurance financial transactions - billing, premium payments and refunds, preparation of income statements, balance sheets, etc. for both internal consumption and regulatory filings (including rating agencies)
- Accounting is generally responsible for monitoring expenses, expense trends, and introducing tactics for controlling expenses.
- Illustrate the differences between statutory and GAAP accounting and the reasons why insurance uses both.
- Finance has the primary responsibility for implementing the investment strategy created by the Board and Executive department and maximizing return while remaining within the investment guidelines.
Underwriting and Premium Audit - 2 Hours

- Responsible for risk classification and selection.
- New business vs renewal underwriting.
- Assistance to agents when a risk doesn’t neatly fall into a specific underwriting box.
- U/W factors that are permitted and prohibited by regulators.
- Rise of credit in risk selection and pricing.
- Premium Audit is unique to commercial lines.
  ○ Unlike personal lines the annual premium is not fixed, but instead may vary based upon an audit of the key underwriting rating variables, i.e. number of autos, number of employees, product sales.

NOTES:

1. Identification of the similarities and differences between personal lines and commercial lines operations will be evaluated.

2. Before going into detail on any of the functions, there will be a general discussion of the strategies that companies select to perform those functions.
   - Employee only
   - Use of an MGA (and what functions are delegated to the MGA)
   - Use of TPA’s for various functions
   - Advantages and disadvantages of each method
   - Factors influencing a company’s selection

August 2015 – Draft
CIC Commercial Lines Topic Descriptions

Commercial Casualty Institute

COMMERCIAL GENERAL LIABILITY CONCEPTS AND COVERAGE – 8 hours
Learn what liability exposures exist in the areas of premises, operations, products and completed operations, and personal and advertising injury liability. Understand important legal concepts and how they correlate with CGL coverage. Determine what coverage the CGL provides, who is insured, what is excluded, how the limits apply and be able to identify appropriate CGL endorsements.

ADDITIONAL INSURED CONCEPTS AND ENDORSEMENTS – 2 hours
Explore the reasons for additional insured status and what problems may be created by adding an additional insured. The purpose, coverage and limitations of the more commonly used additional insured endorsements will be explained. Waivers of subrogation and the impact of the “Other Insurance” policy condition will also be addressed.

BUSINESS AUTOMOBILE COVERAGE AND ENDORSEMENTS – 6 hours
Identify the major coverages and exposures related to various uses of “covered autos” (owned, nonowned and hired). Determine “who is as an insured”, what exclusions apply, the gaps of coverage, and some endorsements that modify the Business Auto Coverage Form.

WORKERS COMPENSATION AND EMPLOYERS LIABILITY – 4 hours
Understand important legal concepts and employment exposures of today’s workers compensation system. Workers Compensation and Employers Liability Insurance will be explained along with some of the more commonly used endorsements.

Commercial Property Institute

COMMERCIAL PROPERTY COVERAGE FORMS AND ENDORSEMENTS – 8 hours
Examine the property coverage found in the Building and Personal Property Coverage Form including the various Additional Coverages, Coverage Extensions, and Optional Coverages. Discuss valuation methods and the application of coinsurance. Learn the proper use of various endorsements.

COMMERCIAL PROPERTY CAUSES OF LOSS AND ENDORSEMENTS – 4 hours
Examine the common coverage, exclusions, and limitations of the three Causes of Loss Forms (Basic, Broad, and Special) with emphasis on the Special Causes of Loss Form. You will also explore the need for the Legal Liability Coverage Form.
EQUIPMENT BREAKDOWN – 2 hours
Learn the property exclusions that determine when an Equipment Breakdown Policy is needed. Determine the types of equipment to include, and the role of engineering as it relates to these policies.

TIME ELEMENT COVERAGE & ENDORSEMENTS – 6 hours
Determine the what, how, and why of Business Income Coverage and Extra Expense coverage. Learn the importance of complying with the coinsurance provision and which Optional Coverages are used to remove or suspend this provision. Examine several valuable Business Income endorsements.

Commercial Multilines Institute

BUSINESS OWNERS POLICIES – 2 hours
Identify the Property and Liability Coverage provided in the Businessowners Policy and what it does and does not cover. Examine additional coverages, extensions, and endorsements to the BOP.

COMMERCIAL INLAND MARINE CONCEPTS & COVERAGES – 6 hours
Learn the benefits of writing Bailee coverage. Identify exposures covered by a Builders Risk Policy and the “Soft Costs” endorsement. List the methods for writing Contractors Equipment coverage. Understand the exposures of Transportation and how to address them.

CRIME COVERAGE & ENDORSEMENTS – 4 hours
Explore the reasons to consider purchasing Crime Coverage and provisions found in the Crime Coverage Forms. Become comfortable with the Seven (7) built-in Insuring Agreements including Employee Theft.

CYBER EXPOSURES AND COVERAGE – 4 hours
Identify the first and third party exposures related to e-commerce and the Internet. Understand the major provisions commonly found in Cyber insurance policies.

EMPLOYMENT PRACTICES LIABILITY INSURANCE – 2 hours
Explore the areas of employment practices liability for businesses and organizations, with special emphasis on related legal concepts. Learn how coverage can be provided and the major policy provisions found in employment practices liability policies.

EXCESS LIABILITY/COMMERCIAL UMBRELLA COVERAGE – 2 hours
Examine the purpose of excess liability policies. Learn about the different policy characteristics, “self-insured retention”, underlying requirements, and concurrency issues. Since there is no “standard” excess liability form, learn how to compare insuring agreements, exclusions and policy provisions.
Commercial Casualty Institute Subject Guidelines
(MINIMUM INSTITUTE HOURS = 20)

<table>
<thead>
<tr>
<th>Subject</th>
<th>Minimum Hours</th>
<th>Order of Presentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial General Liability Concepts and Coverage**</td>
<td>8</td>
<td>Must be the first subject of institute</td>
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<tr>
<td>Additional Insured Concepts and Endorsements</td>
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<td>Must be the second subject of institute.</td>
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<tr>
<td>Business Automobile Coverages and Endorsements**</td>
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<tr>
<td>Workers Compensation and Employers Liability</td>
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</tbody>
</table>

20

Note: Outlines of subjects to be covered in this Institute must be approved in advance by the Society.
** These subjects may be scheduled overnight.

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Effective Date: January 1, 2017
### Commercial Property Institute Subject Guidelines

*MINIMUM INSTITUTE HOURS = 20*

<table>
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<th>Subject</th>
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<td>Time Element Coverages &amp; Endorsements**</td>
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**Note:** Outlines of subjects to be covered in this Institute must be approved in advance by the Society.

**These subjects may be split overnight.**
# Commercial Multiline Institute Subject Guidelines

*MINIMUM INSTITUTE HOURS = 20*

## Mandatory Subjects

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<thead>
<tr>
<th>Subjects in Preferred Order</th>
<th>Minimum Hours</th>
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<tbody>
<tr>
<td>Businessowners Policy (BOP)</td>
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<td>Must be taught first, second or third.</td>
</tr>
<tr>
<td>Commercial Inland Marine Concepts &amp; Coverages**</td>
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</tr>
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<td>Crime Coverages &amp; Endorsements**</td>
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<td>Cyber Exposures and Coverage**</td>
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<td>Employment Practices Liability Insurance</td>
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<tr>
<td>Excess Liability/Commercial Umbrella Coverages</td>
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</table>

**Note:** Outlines of subjects to be covered in this Institute must be approved in advance by the Society.

**This subject may be scheduled overnight.**

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Effective Date: January 1, 2017
BE SUCCESSFUL, BE ENGAGED, BE WITH US, BE INVOLVED, AND BE CONNECTED.

### Commercial Property – Curriculum Planning Sheet

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<th>Topics (hrs.)</th>
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Effective Date: January 1, 2017

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### Commercial Multiline – Curriculum Planning Sheet

**MANDATORY SUBJECTS:**
- Businessowners Policy (BOP) (2)
- Commercial Inland Marine Concepts & Coverages (5)
- Crime Coverages & Endorsements (4)
- Cyber Exposures and Coverage (4)
- Employment Practices Liability Insurance (2)
- Excess Liability/Commercial Umbrella Coverages (2)

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### CIC Expansion Faculty Selection and Approval

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<th>Automatic Approval for Revised Topic</th>
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<td>• Business Auto</td>
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<td>• Additional Insureds</td>
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<tr>
<td>• Coverage Forms &amp; Endorsements</td>
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<td><strong>Faculty not interested in teaching revised topics they were previously approved for</strong></td>
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<td><strong>Faculty and Educational Consultants not currently approved but, desiring to expand to</strong></td>
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<td><strong>additional topics</strong> in any of the Commercial Lines institutes will need to contact the**</td>
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<tr>
<td><strong>Academic Director responsible for the institute and topics of interest</strong>. Their**</td>
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<tr>
<td><strong>knowledge of the subject matter will be assessed and any required training</strong> will be**</td>
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<td><strong>determined.</strong></td>
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<tr>
<td><strong>Prospective faculty candidates for these institutes</strong> will go through the normal**</td>
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<tr>
<td><strong>selection and training process.</strong></td>
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- Currently approved faculty for Commercial Casualty (CC) and Commercial Property (CP) topics may also consider teaching Commercial Multiline (CML) topics. Faculty will not be limited to teaching only 2 of the 3 Institutes.

- Educational Consultants currently approved to teach CC and CP topics may also consider teaching CML topics in addition to already approved topics.
Faculty Development Initiatives

Faculty Training Status

<table>
<thead>
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<th>Program</th>
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</tbody>
</table>

Faculty Training Process

*The faculty training process has been augmented with the “Practice Your Presentation” webinar training in which the trainee presents their material in a webinar format with a mentor present to provide immediate feedback at the point of instruction. After these practice webinar sessions, trainees are primed technically and have greater confidence to move to their onsite team-teaching training in the classroom. During 2015, 20 trainees have successfully completed training utilizing Practice Your Presentation webinars.*

New Faculty Resource – Graphics Library

A new resource has been developed that will assist faculty in enhancing their visual presentations. The library of graphics includes photos, videos, and illustrations to be used by speakers to vividly explain specific insurance and risk management concepts. The goal is to enrich course content by “bringing it to life” with real life visual examples. The library will continue to grow with additions by our Academic Development team and faculty members.

Faculty Development Special Projects

1. Conducting a feasibility study exploring the possibility of offering the CISR program in Mexico.
2. Collaborating with Licensees with the most urgent CISR faculty needs to establish a formal plan of action addressing specific needs.
MARKETING

Robyn Remick
BE SUCCESSFUL, BE ENGAGED, BE WITH US, BE INVOLVED, AND BE CONNECTED.
BUSINESS DEVELOPMENT

William Hold, MBA, CRM, CISR
Business Development

In the history of The National Alliance we have cultivated a special relationship with individual participants and designees; however, that relationship has not transferred seamlessly to the organization of the participant or designee.

The Business Development strategy is to focus on large agencies, defined as 100 or more employees, and carriers. This focus will be on understanding the agencies’ and carriers’ operations, how they structure their employees, the functions of each job, and their education plan. This understanding will allow us to create customized education and training opportunities for our clients.

National Trends

Employment

- Property/ Casualty Insurance Company – 599,700 employees in 2015 (10 Year CAGR = -0.79%)
- Insurance Agencies and Brokers - 762,400 employees in 2015 (10 Year CAGR = 1.42%)

Source: U.S. Bureau of Labor Statistics

Agency Mergers & Acquisitions

![Agency Mergers & Acquisitions graph](image)

Source: OPTIS Partners
Top Agency Buyers

The top 15 agency buyers, from 2012 – 2015, had **1,397** transactions or **56%** of all M&A activity

<table>
<thead>
<tr>
<th>Most Active Buyers</th>
<th>Ownership</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Hub International</td>
<td>Private Equity</td>
</tr>
<tr>
<td>2. Gallagher</td>
<td>Public</td>
</tr>
<tr>
<td>3. AssuredPartners</td>
<td>Private Equity</td>
</tr>
<tr>
<td>4. Acrisure</td>
<td>Private Equity</td>
</tr>
<tr>
<td>5. BroadStreet Partners</td>
<td>Private Equity</td>
</tr>
<tr>
<td>6. Confie</td>
<td>Private Equity</td>
</tr>
<tr>
<td>7. Brown &amp; Brown</td>
<td>Public</td>
</tr>
<tr>
<td>8. USI Holdings</td>
<td>Private Equity</td>
</tr>
<tr>
<td>9. NFP</td>
<td>Private Equity</td>
</tr>
<tr>
<td>10. Digital Insurance</td>
<td>Private</td>
</tr>
<tr>
<td>11. Marsh McLennan Agencies</td>
<td>Public</td>
</tr>
<tr>
<td>12. Leavitt Group</td>
<td>Private</td>
</tr>
<tr>
<td>13. The Hilb Group</td>
<td>Private Equity</td>
</tr>
<tr>
<td>14. Integro, Ltd</td>
<td>Private Equity</td>
</tr>
<tr>
<td>15. Alliant Insurance Services</td>
<td>Private Equity</td>
</tr>
</tbody>
</table>

Source: OPTIS Partners
CIC and CRM

Everyone is looking for a Return on Investment. What is the return for CIC and CRM Designation?

<table>
<thead>
<tr>
<th></th>
<th>Insurance Journal CL Producers</th>
<th>CIC CL Producers</th>
<th>Difference</th>
<th>CRM CL Producers</th>
<th>Difference</th>
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<tbody>
<tr>
<td>Annual Compensation</td>
<td>$72,544</td>
<td>$145,000</td>
<td>$72,456</td>
<td>$180,000</td>
<td>$107,456</td>
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<td>Book of Business Size (Revenue)</td>
<td>$208,455*</td>
<td>$416,664</td>
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<td>Annual New Business Production</td>
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<td>$104,166</td>
<td></td>
<td>$125,070</td>
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</table>

*Insurance Journal "Book of Business Size (Revenue)" is estimated based on an average 35% commission level
Source: Insurance Journal and National Alliance "Producer Profile" publication

Evaluation Data

CIC
Program will improve job performance  Yes – 94% of Participants
Positive financial impact on productivity  Yes – 86% of Participants

CRM
Program will improve job performance  Yes – 93% of Participants
Positive financial impact on productivity  Yes – 84% of Participants

Source: National Alliance 2015 evaluations
In – House Program Numbers

<table>
<thead>
<tr>
<th></th>
<th>Society Sponsored</th>
<th>Licensee Sponsored</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2013</strong></td>
<td></td>
<td></td>
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<tr>
<td>Programs</td>
<td>Participants</td>
<td></td>
</tr>
<tr>
<td>CISR/DSR/CSRM/WTH</td>
<td>36</td>
<td>160</td>
</tr>
<tr>
<td>Dynamics</td>
<td>51</td>
<td>6</td>
</tr>
<tr>
<td>CRM/CIC/Ruble</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>ACES/Other</td>
<td>40</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
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<tr>
<td><strong>2014</strong></td>
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<td></td>
</tr>
<tr>
<td>Programs</td>
<td>Participants</td>
<td></td>
</tr>
<tr>
<td>CISR/DSR/CSRM/WTH</td>
<td>48</td>
<td>156</td>
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<tr>
<td>Dynamics</td>
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<td>8</td>
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<td>CRM/CIC/Ruble</td>
<td>5</td>
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<tr>
<td>ACES/Other</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>139</strong></td>
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<tr>
<td><strong>2015</strong></td>
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<td>Programs</td>
<td>Participants</td>
<td></td>
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<tr>
<td>CISR/DSR/CSRM/WTH</td>
<td>46</td>
<td>140</td>
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<tr>
<td>Dynamics</td>
<td>38</td>
<td>7</td>
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<tr>
<td>CRM/CIC/Ruble</td>
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<tr>
<td>ACES/Other</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>146</strong></td>
<td><strong>147</strong></td>
</tr>
</tbody>
</table>
In – House Program Numbers

New Participants from In- House Programs

2013 – 31% or 792 New Participants
2014 – 34% or 975 New Participants
2015 – 37% or 1,381 New Participants

Advanced Continuing Education Series (ACES)

New Participants from ACES Programs

2013 – 23% or 151 New Participants
2014 – 30% or 300 New Participants
2015 – 30% or 488 New Participants

Breakdown of ACES Programs - 2015

4 Hours or less ACES Programs: 33 Programs, 1,032 Participants
6 – 8 Hour ACES Programs: 3 Programs, 113 Participants
16 Hour ACES Programs: 13 Programs, 361 Participants
Potential Audience

Participants and all P&C licensed agents (potentials) by the 12 biggest states

Designees by designation
EDUCATIONAL CONSULTANTS BREAKOUT

Beverly Messer
CIC, CRM, CISR
Educational Consultant Breakout Session

Overview – Solutions!!

Classroom Management

- New CE Process
- Attendance
- Electronic Device Use Policy

Examinations - Expectations

- Exam Briefing
- Exam Construction (Exam and Key)
- Exam Reviews
- Exam Grading Process/Audit/Fees

Faculty Mentoring and Evaluation

- CIC Expansion

National Alliance Promotion

- Promotional Slide Shows
- New programs
  - CPRM
  - Introductory Courses

Additional Exhibits

- Standards of Conduct and Continuing Education Policy
- Statement of Emeritus Policy
- Tenured Status Policy
- Educational Consultant Qualifications
- ADA Requests
- FTP Site Instructions
Overview – Purpose and Benefits of this Session – Solutions!!!

The purpose of our time together is to exchange ideas, offer solutions to common situations that create challenges for all of us, and to plan for the future. As Educational Consultants and Seminar Managers for National Alliance Programs, you are a part of our success and our future. We appreciate your past contribution, continued efforts and your commitment to the CIC and CRM Programs and participants. Thank you for all that you do!

Future with The National Alliance

How can we help you – in any area relating to your assignments?
Do you want or need additional assistance with exam construction?

Your Plans for the Future – Your plans for the future are important to us.

Where do you see yourself in the next five years as it relates to the work you do with The National Alliance?

Help us by answering a few questions (as of today):

Your ideal number of Educational Consultant assignments


Your ideal number of Seminar Manager assignments (Ruble Seminars)


Estimated Retirement Year ___________

Are you currently serving as an Educational Consultant for CIC or CRM Online Classroom?

Yes _____ No _____ If no, would you like to? Yes _____ No _____

Would you like to learn more about CIC or CRM Online Classroom? Yes _____ No _____

How may we help you be more efficient and effective in your role as an Educational Consultant or Seminar Manager?

Comments - Questions? ____________________________________________

________________________________________________________

________________________________________________________

Name _______________________________ Date ___________________
Classroom Management
New CE Process
## EVENT REGISTRATION SUMMARY

<table>
<thead>
<tr>
<th>Exam Number</th>
<th>Name</th>
<th>Employer</th>
<th>License</th>
<th>State CE Credit</th>
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<tr>
<td>119996</td>
<td>Smith, Suzy</td>
<td>ABC Insurance</td>
<td>LIC / NPN: 1234567</td>
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<tr>
<td>987654</td>
<td>Smithe, Tiffany</td>
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<td></td>
<td>Austin, TX</td>
<td>License State:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
New CE Process (Continued)

State Continuing Education

- Requests for CE Credit are now collected at Registration - online or by phone

- Please Confirm CE Info is Correct on MyPage
  - Do you want CE Credit? Yes or No
    - If Yes, Verify CE information
      - Name on License
      - License# or NPN#
    - If No, provide reason
      - Grandfathered in your state
      - All other reasons
Attendance

State attendance requirements vary greatly from state to state. Therefore, good judgment and careful handling is necessary. Please contact the CE department or Customer Care at The National Alliance (Bettie Duff) for assistance in handling these issues. States vary in attendance policies and change often without notice.

Educational Consultant/Seminar Consultants and Program Coordinator should work together to accomplish this. Attendance – Work as a team as the coordinator often is able to observe participants from outside the classroom as well.

National Alliance programs are conducted nationally and are approved for continuing education credit in all states. These states require participants to attend an approved program for a specific number of hours per year in order to fulfill the states’ continuing education requirements. In addition, The National Alliance requires that all CIC and CRM Designees update annually by attending a James K. Ruble Seminar, a Dynamics Series Program, a Certified Risk Manager Course, a Certified Insurance Counselor Institute, or another approved National Alliance program in its entirety. **Therefore, it is imperative that attendance verification be accurate.**

The Educational Consultant/Seminar Consultant should compare the number of signatures with those in actual attendance. The Educational Consultant has the right and duty not to verify someone’s attendance, even though he/she signed the attendance sheet. If a participant is absent for an unreasonable length of time, he or she should not receive credit for attending the program. All such situations should be noted on the Verification of Attendance Summary and communicated to the participant and to The National Alliance.

One Day Makeups are available only for CIC or CRM Designation update credit and only if approved by The National Alliance office. One Day Makeups are not for the purpose of providing State Licensee Credit.

**Counsel Participants:** The Educational Consultant/Seminar Consultant is to be available on a full-time basis to assist participants on any matters or questions concerning the material presented, or the conduct of the program. In addition, the Educational Consultant should be there to assist any participant who has a problem with attendance.
Continuing Education

The Request for Continuing Education Certification Form is extremely important and must be completed by all participants. A late fee will be charged if the CE request is not turned in during the program, and there is an additional fee for rush processing. There is no partial credit for continuing education; failure of participants to sign all attendance sheets and attend the entire program may result in the loss of state continuing education credits.

One Day Makeups are for the benefit of National Alliance update credit and not for the benefit of state license continuing education credit.

Use of Electronic Devices

The use of communication devices/electronic devices has become one of the greatest distractions and issues the Educational Consultant/Seminar Consultant must manage.

It is more important than ever that the information in EVERY state be consistent. At this time, the requirement is that NO telephones or smart phones may be used at any time during the classroom presentations. The use of approved devices must conform to the established Electronic Device Use Policy. Even if the participant alleges that it is only for the purpose of taking notes, the use of other devices during class presentation is not allowed. You must adhere to the Electronic Device Use Policy.

Slides are provided for your use during opening comments. However, the handling of this issue with participants should not become more distracting than the act itself. It may be necessary to ask the participant to put away the device during class. Speaking with the individual participants at break, advising that the behavior is unacceptable and requesting cooperation for compliance is required. In extreme situations, the participant may be asked to leave the class.

Remind the participants that The National Alliance programs are filed throughout the country and therefore the policies must be consistent countrywide. Include this statement during the opening

Electronic Devices Use Policy

Approved use during CIC, CRM, Ruble Seminars.

(See Next Pages)
The National Alliance for Insurance Education & Research

Approved Electronic Device Use Policy

I. Electronic Device Use Acknowledgement Form

- The form spells out the rules and consequences for non-compliance
- Forms will be placed at each seat in the reserved rows for electronic device use
- Forms must be signed by participants opting in to use their approved device and turned in before the start of class.
- Signed forms will be kept by the Educational Consultant during the program. If someone violates the policy, that participant’s form must be returned with paperwork and documentation. All other forms should be destroyed.
- Policy violation incident documentation and the signed form will be forwarded to Bettie Duff, Sr. Vice President. She can also be reached during the program at 1-800-633-2165 x6130 or 512-349-6130.

II. Approved use of devices is solely for:

- Note-taking purposes, or
- Viewing the electronic notebook in class during speaker presentations

No other activity is permitted; no texting, emailing, playing games, surfing the web, etc.

III. Approved devices include:

- Laptops
- Tablets and Notebooks
- Ipads, Kindles, etc.

Cell phones/smart phones are not approved devices.

IV. Settings of devices:

- Sound must be muted
- WIFI must be turned off
- Recommend setting on airplane mode
- No recording (audio, video, or photos) of presentations is permitted

V. Charging of Devices

- Devices should be charged prior to class
- Charging and recharging is the sole responsibility of the participant
- Electrical power sources will not be provided
- Outlets in the meeting room will be reserved for classroom purposes and not for the charging of devices
The National Alliance for Insurance Education & Research

Approved Electronic Device Use Policy

VI. Electronic Notebook (PDF Format)

- Availability for download in participant’s MyPage
- Available 7 days prior to the class & through 7 days after the last day of class
- Notebook should be downloaded before the start of class. If they have issues downloading their electronic notebook, please ask them to call The National Alliance at 1-800-633-2165 and ask for assistance.
- Participants viewing electronic notebooks in class must opt in, sign the Approved Electronic Device Use Acknowledgement Form, sit in the designated area, and comply with the rules.

VII. Note-taking Applications

Participants are responsible for downloading their software. Suggestions may include:

- Adobe PDF
- Androids: Aikido, qPDF Notes Pro PDF Reader, ezPDF Reader PDF Annotate, etc.
- iPads: Simplenote, Notability, Notes Plus, etc.

VIII. Hard-Copy Books

- Hard copy books will be available at the program for all participants

IX. Designated Area for Participants Opting To Use Electronic Devices

- Participants using approved devices must sit in the designated area. Others should be discouraged from sitting in this area. Seats in this area will only be reserved until 7:45AM for a course starting at 8:00AM. Any participants arriving after that time will be able to sit in the designated area whether or not they are using an electronic device.
- Coordinators will manage the details of setting up the designated area
- Based on the total # of estimated attendees, a number of rows or a section of the classroom will be reserved for users of approved devices
- Table signs will mark the rows in the designated area.
- We will not be placing water on any participant table, and will have a water station set up in the back of the room for all.
The National Alliance for Insurance Education & Research

Approved Electronic Device Use Policy

X. Educational Consultant Responsibilities

- Monitoring the use of approved electronic devices in designated area.

- When the Educational Consultant is teaching, the program Coordinator will be the backup in monitoring the use of devices in the designated areas.

- Prior to the start of the class, the signed “Electronic Device Use Policy Acknowledgement Form” must be collected from each participant using their approved device. The EC will keep the signed forms in case a participant is misusing their device and action needs to be taken.

- Managing issues onsite. If a participant has received a warning for violating the policy and they subsequently violate the policy, they must be asked to leave the class. No CE or update credit nor registration refund will be given. The participant’s signed Acknowledgement Form and documentation incident must be returned with the course paperwork to Bettie Duff’s attention as indicated above in Item I.

XI. Evaluation Forms

- Encourage the device users to provide their feedback on the course evaluation form. A separate evaluation form for device users will not be provided.

XII. State Jurisdictions for the Use of Approved Devices

- All states except NY and VA allow the use of electronic devices
- Coordinators will be responsible for checking the signed Electronic Device Use Acknowledgement Forms to verify participant residency and state authorization for the use of approved devices.

XIII. Implementation of this Policy

- All Society-sponsored programs: January 1, 2016
- Licensee-sponsored programs: To be determined by state
Electronic Devices Use Policy Acknowledgement

Approved electronic devices may be used in this classroom for the sole purpose of taking notes and/or viewing the electronic course notebook. Participants using such devices must adhere to the following rules for the duration of the course:

**Rules**

- The sole purpose of using approved electronic devices is to take notes and/or view the electronic course notebook.
- Approved devices include laptops, tablets, and other similar devices.
- Phone devices are not approved devices and must be turned off and put away during class.
- WIFI must be turned off on all devices. Devices may be set on airplane mode. Internet access will not be provided.
- No recording of presentations (audio or video) is permitted. Picture taking of PPT presentations is also prohibited.
- All sound is to be muted. Sounds generated by typing are to be avoided.
- The participant is responsible for downloading their electronic notebook and note-taking application prior to class.
- The charging of devices will be the sole responsibility of the participant. Electrical power sources for charging of devices will not be provided.
- Persons licensed in NY or VA are not allowed to use electronic devices.

**Consequences for Violation of The Rules**

- Warning: Participant will be asked to use device only for approved purpose.
- Subsequent misuse will result in participant being asked to leave with NO refund of registration fee and no CE or Update Credit.

I hereby acknowledge and agree to the rules for the use of approved electronic devices in this classroom. I have read and agree to the consequences for violation of those rules. I also understand that I must be seated in a designated area of the classroom and my use will be monitored during class time.

Date________________________

Participant Printed Name__________________________________________________________

Participant Signature_____________________________________________________________

National Alliance Representative Signature___________________________________________
Classroom Behavior

The Educational Consultant/Seminar Consultant is responsible for the overall academic conduct of the program. This means that the Educational Consultant should ensure that the program is on time and properly conducted, and the classroom is maintained as a proper education setting. There have been instances in the past where some participants have monopolized the discussion of a subject. Usually a brief word at a break can correct this situation. Although very rare, there may be a time when one or more participant(s) can be disruptive to the point of not allowing the continuation of a lecture. It is the responsibility of the Educational Consultant to see that this situation does not occur, or, if necessary, to remove the disruptive participants from the program.

For these reasons, the Educational Consultant/Seminar Consultant should expect to be present in the classroom throughout the entire program. If the Educational Consultant/Seminar Consultant must be absent from the classroom for a short time, the coordinator should assume their place until their return.

Discussion and Tips for Effective Program Management

Examinations - Expectations

Exam Briefing

Presentations - Exam Briefing samples on FTP site

It is recommended that you ask all exam takers to attend the exam briefing even if they have heard the message previously.

The National Alliance requires that the Educational Consultant conduct an examination briefing the first night of the program. An examination briefing is particularly beneficial to new participants. It minimizes misunderstandings and delays at the time of the examination because test strategies are discussed and the examination formation and point structure are explained during this time. The examination briefing should take approximately 15 minutes and is not intended to contain any technical or insurance-related information concerning the examination or be a detailed review of what to study. Adequate time should be allowed for questions from participants. This is not a review period nor should it be a time for the Educational Consultant to offer a study session.
Tips for most effective Exam Briefing

*Use a PPT Presentation*

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Exam Construction (Exam and Exam Key)

We want to be exceptional in every way! We recognize that the Educational Consultant is our closest contact with the participant during the programs.

Your ideas and suggestions are needed and are greatly valued. While the process is not broken, improvements are always being considered. Any recommendations from you, our Educational Consultants are welcomed. Thank you again for all you do!

*Taken from the Educational Consultant Handbook:*

*The prestige of the CIC and CRM designations is based upon the excellence of the faculty and materials provided, as well as the rigorous nature of the examinations. The construction of the examination is a crucial task to be accomplished by the Educational Consultant. The examinations are constructed at the program by the Educational Consultant.*

One of the most important functions of the Educational Consultant is the construction of the examination. There are many reasons why the Educational Consultant is required to fully monitor faculty presentations. One of the most important is that the Educational Consultant must ensure that the speaker has covered all of the material necessary for examination questions.

**Tips for Constructing the Examination**

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As stated, the CIC and CRM programs differ from other insurance education programs because the examination is heavily dependent upon the speakers’ presentations and the materials provided. The examination must be written at the program. The Exam Bank questions that are selected must be reviewed and modified both in the question and the answers offered on the answer key and must reflect the discussion and information provided by the speaker.

**Tips for constructing the Exam Key**

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Exam Reviews

After exam results are mailed, participants may request an examination review. Reviews are an important aspect of National Alliance Programs and should be handled in a timely manner.

Desire to create a consistent Exam Review to be used by all Educational Consultants and assistance to be provided by The National Alliance Team in Austin.

Examples are available in the Educational Consultant Handbook and on the EC ftp site. Examination reviews are to be provided in written form so that a participant may refer to it for future examinations. The Educational Consultant should avoid repeating the questions. Usually a general overview of a particular subject will suffice, such as: “You appeared to have difficulty with the coverages provided under the Personal Auto Policy.” A participant’s numerical grade may never be revealed. All exam reviews must be completed within 30 days of the date the Educational Consultant receives the request.

Verbal reviews may be conducted as an exception by telephone in special cases ONLY AFTER a written exam review has been provided and proper approval has been requested and received. Sufficiently detailed without revealing score, specific questions, etc. is the goal of the exam review.
Challenges – Suggestions - Solutions

Exam Grading

We are able to gather more data and store information in a more usable format. Exporting grade information from spreadsheet into our system is coming soon and with electronic transfer - replacing a manual entry process – we will eliminate/reduce errors.

The electronic format for graders is mandatory. We have realized the benefits of the implementation of this process and continue to work to capture fully for CIC and CRM exam question information. We will be better prepared to make the required adjustments to the exam bank questions.

Random Audit Process

We continue monitoring consistency of the exams countrywide. Periodically we will request a set of exams to be graded internally. We value and respect our graders. We have a duty and responsibility owed to our participants and to the integrity and quality of the exam and the program. If you are a grader and find that there is a time that will be difficult for you to complete the grading of a set of exams due to your schedule and would like to offer that set as one to be graded internally, please let us know prior to the start of the institute or course.

We have conducted this process for both internal and external graders and find it to be helpful and beneficial. If you have worked with us in this process, we thank you for your help!

Increase in Grader Fees

Effective immediately the grader fees for CIC have been increased to $8 effective January 1, 2015.

If you currently do not grade and you have an interest in becoming a grader, please contact Beverly Messer or Jennifer Grimes. Mandatory training is required for anyone starting in the grading process.
Faculty Mentoring and Evaluation

As we introduce the new and revised topics of the CIC Expansion, your assistance is critical to the success of the program. Constructive guidance for faculty presenting new and revised topics, as well as a review of the effectiveness of the topics, is requested.

Prior to the beginning of each lecture, the faculty member should be briefed regarding any items that will enhance his or her presentation. These items may include informing the speaker if previous speakers have touched upon a topic to be discussed, potential examination areas, the timing of scheduled breaks, and other points that would result in a more effective presentation.

Again, there are many reasons why the Educational Consultant is required to fully monitor faculty presentations. The Educational Consultant must ensure that the speaker has covered all of the material necessary for examination questions and answer key. However, as we work with faculty members to improve presentations, the Educational Consultant/Seminar Consultant may be very helpful in many other ways. The feedback offered to us and to the faculty member after the presentation is valuable to both the speaker and to the Academic Development members for planning future assignments.

Because representatives of The National Alliance are unable to monitor all classes, The National Alliance relies heavily on the Educational Consultant’s comments. When possible, speakers receive direct feedback from the Educational Consultant.

The Faculty Evaluation Forms should be completed with the instructive comments and noted whether or not discussion took place at the program. The forms should be completed during the program and all comments should be accurate and complete. If there, are any questions relating to a faculty member during or immediately following a presentation, please contact Mary Husk at mhusk@scic.com 512-349-6174.
Promoting The National Alliance

Informational & Promotional Slideshows

During the 20 to 30 minutes before the start of the program and before the start of the afternoon session each day, one of the many slideshows created by The National Alliance should be playing. This does not replace the opening comments.

These slide shows are available on the FTP Site for download.

- General Information Slideshow

Please ask the faculty member scheduled to teach to run the informational slideshow from their computer prior to the start of the class each morning and afternoon.

Opening Comments

The Educational Consultant/Seminar Consultant is responsible for the academic conduct of the program. It is important that the program get off to a good start and the proper academic atmosphere is established. The Educational Consultant/Seminar Consultant delivers an approximately 12 to 15 minute welcoming address. Please practice the opening comments so that you DO NOT EXCEED 15 Minutes.

During these opening comments, the program notebook should be reviewed, and it is recommended that the Educational Consultant/Seminar Consultant stress the importance of reviewing the entire front section. While participants should be instructed to review the entire contents of the first section of the notebook, items requiring special emphasis should be pointed out by the Educational Consultant/Seminar Consultant. In addition, there are several pages of interest to new participants, such as the Course Content Outlines and National Alliance Program Policies.

Several items have changed on the 2016 program map.

- CRM and CIC Online Classroom
- CPRM
- CISR Elite
- New Online Introductory Courses
Certified Personal Risk Manager® CPRM® is the newest designation program of The National Alliance with a purpose of training the insurance and risk management communities to better serve the high net worth and affluent client base. The program contains a unique combination of risk management, technical information, and account development. Each of the five courses consists of 2 days of instruction followed by a 2 hour exam. Successful completion of the five exams is required for those pursuing the designation.

**Personal Client Risk Management**
Learn to apply the risk management process to the personal client needs to produce a complete personal lines risk management and insurance approach. This course focuses on the risk management process for serving affluent and high net worth clients.

**Subject Material Includes:**
- High Net Worth Market Overview
  - Complexity Of High Net Worth Clients
  - Communication And Confidentiality
- The Risk Management Process
  - Identification
  - Analysis And Control
  - Property Exposures, Including Collections
  - Liability Exposures
  - Domestic Staff Exposure
  - Lifestyle Exposures
- Catastrophe Exposures and Mitigation
  - Windstorm
  - Hurricane
  - Wildfire
- Residential Loss Control
- Emergency Preparedness
Certified Personal Risk Manager Program Overview
Five Part Education and Designation Program

Understanding Coverage Differences - The Affluent and High Net Worth Client
An evaluation of the primary personal lines policies available for insuring the complex, affluent personal lines client; you will learn to thoroughly evaluate the primary policies and coverages available to address the unique exposures. This course focuses on the comparison of the policies designed for the high net worth and those for mainstream business.

Subject Material Includes:
- Property Coverages Examination
  - Homes
  - Autos
  - Valuation
- Property Coverage For Collections
  - Fine Arts
  - Auto Collections
  - Unique Collections
- Course Of Construction
- Primary Liability Coverages
  - Personal Liability - Home
  - Auto
- Umbrella/Excess Liability
- Special Events Exposures And Coverages Of The High Net Worth
- Total Account Approach
Certified Personal Risk Manager Program Overview
Five Part Education and Designation Program

Evaluating and Protecting the Lifestyle
Adequately protecting the “lifestyle” of the Personal Lines client is the focus. Learn to evaluate specialized coverage needs and gather the necessary information used by companies to adequately insure these exposures.

Subject Material Includes:
- Marine
  - Including Captain and Crew
- Aircraft
  - Including discussion on Pilots
- Home/Family Businesses
  - Commonly found with high net worth
- Farming and Ranching
- Equine
- Kidnap & Ransom
- Travel Exposures
- Directors & Officers Liability
- Employment Exposures
  - Domestic Employees
  - Employment Practices Liability
  - Workers Compensation
Certified Personal Risk Manager Program Overview
Five Part Education and Designation Program

Practical Application of Personal Risk Management
Understand the complexities of serving high net worth clients. Develop a Personal Lines Risk Management Division within an agency; feel confident with the added value knowledge provides for complex personal lines accounts.

Subject Material Includes:
- Managing Your Book Of Business
- Commitment And Confidentiality
- Mitigation And Managing The Claim Process
- Development Of A PL Risk Management Division
- Admitted Vs. Non Admitted (Standard Vs. Surplus Lines)

Winning the Business: The Art of Presentation - Present or Perish
Recommended last part; Workshop style – hands on working session; understand both broker side and company side. Required participation - successful role play as part of course or program.

Subject Material Includes:
- Selling (Portions Of Dynamics) – Including Role Play to Build Confidence
- Learn The Techniques Necessary In Selling To The HNW Client
- Proposal Generation and How To Present To The HNW Client
- The Art Of Wealth Management Referral
- Errors & Omissions
# INTRODUCTORY SERIES

## Course Name: INSURANCE BASICS – TERMS AND CONCEPTS (3 Hours)
- SECTION 1: INSURANCE TERMS
- SECTION 2: GENERAL INSURANCE
- SECTION 3: PROPERTY AND CASUALTY INSURANCE BASICS
- SECTION 4: LIABILITY ESSENTIALS

## Course Name: COMMERCIAL PROPERTY (3 Hours)
- SECTION 1: COMMERCIAL PROPERTY COVERAGE FORMS
- SECTION 2: COMMERCIAL PROPERTY CAUSES OF LOSS
- SECTION 3: COMMERCIAL PROPERTY ENDORSEMENTS
- SECTION 4: OCEAN AND COMMERCIAL INLAND MARINE
- SECTION 5: EQUIPMENT BREAKDOWN PROTECTION INSURANCE
- SECTION 6: COMMERCIAL CRIME COVERAGE
- SECTION 7: CONCEPTS OF THE BUSINESSOWNERS POLICY (BOP)

## Course Name: COMMERCIAL CASUALTY (3 Hours)
- SECTION 1: COMMERCIAL GENERAL LIABILITY
- SECTION 2: COMMERCIAL AUTO INSURANCE
- SECTION 3: WORKERS COMPENSATION
- SECTION 4: COMMERCIAL UMBRELLA/EXCESS LIABILITY POLICIES
- SECTION 5: MISCELLANEOUS LIABILITY - CYBER LIABILITY; LIQUOR LIABILITY INSURANCE; DIRECTORS AND OFFICERS LIABILITY INSURANCE; PROFESSIONAL LIABILITY
- SECTION 6: CONCEPTS OF THE BUSINESSOWNERS POLICY (BOP)

## Course Name: PERSONAL LINES INSURANCE (3 Hours)
- SECTION 1: HOMEOWNERS POLICY
- SECTION 2: DWELLING POLICY
- SECTION 3: PERSONAL AUTOMOBILE
- SECTION 4: WATERCRAFT
- SECTION 5: PERSONAL UMBRELLA/EXCESS LIABILITY
- SECTION 6: MISCELLANEOUS LIABILITY - PERSONAL LIABILITY INSURANCE; FLOATER POLICIES; IN-HOME BUSINESS
Additional Exhibits
Standards of Conduct and Continuing Education Policy

The Standards of Conduct and Continuing Educational Policy document is available as a download from The National Alliance website and in print form. It was passed by the Board of Governors on the 26th day of February 2008 and supersedes all previous Board of Governor Policies concerning the Revocation and Retention of Designations. Included here for your reference:

Standards of Conduct and Continuing Education Policy

I. BACKGROUND

The National Alliance for Insurance Education & Research (TNA) exists to promote professional excellence and improve professional standards through comprehensive education in the insurance and risk management industries. With these goals in mind, TNA offers and develops programs that teach understanding and analysis of complex insurance contracts and risk management techniques through several series of courses.

Participants who pass each respective series of challenging exams earn prestigious designations and secure the right to use those designations with pride and proper conduct.

TNA, through the Board of Governors, has exclusive authority to determine who may use its trademarked designations. The Board of Governors grants individuals permission to use these designations based upon their agreement to abide by certain terms and conditions specified by the Board of Governors, including those stated in this policy.

As a part of the designation process and the terms and conditions imposed upon designees and participants, the Board of Governors requires professional standards necessary for competency, which include currency and awareness of ever-present changes. Thus, for retention of all current designations, TNA through the Board of Governors requires the fulfillment of continuing education requirements.

Furthermore, TNA upholds the principles of legal, ethical, and moral practices in fields where professionals are responsible for the financial well-being of individuals and corporations. These principles form the basis for the Board of Governors Rules of Conduct, which establish a level of professionalism required of all designees to maintain all current designations.
Designation Programs

Although various levels of knowledge and experience are requisite for success, matriculation in any TNA program is open to anyone in the insurance and risk management fields: insurance company and agency staff, captive and direct writer agents, independent agents and brokers, wholesalers, surplus lines brokers, consultants, adjustors, actuaries, attorneys, and risk management professionals.

From the more basic Certified Insurance Service Representative (CISR) and Certified School Risk Manager (CSRM) to the more technical Certified Insurance Counselor (CIC) and Certified Risk Manager (CRM) designation programs, and other programs to be developed in the future, TNA courses address practical applications for everyday use by insurance and risk management professionals.

Timeframe: For TNA designation conferment, each candidate must complete all of the prescribed series of courses, passing the exam given at the end of each classroom or online course, all within the established timeframe as outlined in website pages, promotional materials, and publications.

Requirements for Maintenance of Designation

Once a TNA participant attains a designation and experiences the recognition, prestige, and career fulfillment associated with that designation, the participant must attend at least one program annually to maintain the designation. This annual update must be one of the sanctioned programs offered by TNA and associated with that designation, as outlined in various website pages and publications.

No tests are required to maintain a designation. However, some of the update options are available only to dues-paying members of TNA.

II. RULES OF CONDUCT

All persons who have heretofore been granted the rights and privileges of a TNA designation shall conduct themselves in an ethical and professional manner. The Rules of Conduct (which include, but are not limited to, the following) govern all designees who have rights to use the designations.

A. A designee shall not engage in conflicts of interest.

B. A designee shall not violate state insurance and risk management laws or statutes. Examples include, but are not limited to, licensing, advertising, or unfair trade or claims practices.


D. Designees shall not infringe upon copyright or trademark regarding any materials published by TNA.
E. A designee shall not act in a manner that causes the designee’s risk management license or risk management consulting license, or insurance-related license or permit to be cancelled, revoked, suspended, or restricted by an official regulatory body or by a court, and/or causes the surrender of such license or permit under the threat of or after the commencement of cancellation, revocation, or suspension proceedings by an official regulatory body or the initiation of litigation to cancel, revoke, or suspend such license or permit.

F. A designee shall not violate obligations to TNA and its Board of Governors:

1. A designee shall abide by the terms of all agreements as established by TNA and the Board of Governors, including but not limited to, using the designations properly and cooperating fully with TNA copyright, trademark, and professional review operations and requirements.

2. A designee shall meet the continuing education requirements to retain the right to use the designation.

III. DESIGNATION DISCIPLINARY POLICIES AND PROCEDURES

Violations of the Rules of Conduct outlined in this policy may subject a designee or registrant to disciplinary action. TNA and its Board of Governors are the certifying and standards-setting body for those individuals who have fulfilled the requirements of the designation program and must continue to fulfill those requirements. These Rules of Conduct contain professional and ethical standards and form the basis of a fair process for the conferment and maintenance of the designations granted by TNA, which through its Board of Governors reserves the right to exercise disciplinary actions or to revoke its designations as circumstances dictate. Additionally, the Rules of Conduct are not designed to be a basis for legal liability to any third party.

Action Prior to Designation Revocation

Before instituting Revocation Procedures as outlined in Section III below, appropriate TNA, personnel may implement procedures to allow a designee who has committed one of the following violations to continue to maintain the designation. TNA openly and responsively works with designees to determine the appropriate process to maintain or reinstate a designation, with revocation remaining the last resort.

A. Failure to Annually Update

Each TNA designee must attend an appropriate TNA program in its entirety during each 12-month period, determined by the designee’s birth month. Each designee who has not completed an annual update in a timely manner receives scheduled reminder notices. If the designee has sufficient justification for failing to update during this time, TNA personnel will work with the designee to complete the update within a reasonable length of time agreed upon by designee and TNA personnel.

After the scheduled reminder notices, and before TNA initiates final revocation of a designation for failure to update, the individual will receive a letter advising the designee of the intent to revoke the designation. This letter offers the person an opportunity to contact TNA to seek reinstatement of the designation.

To request reinstatement of the designation, the designee must contact TNA Programs Services Department and agree to the following remedial program.
1. The CIC/CRM (or other two-and-a-half-day program) designee must attend two different two-and-a-half-day institutes or courses and pass the corresponding examinations within the 12-month period following the missed update period.

2. The CISR/CSRM (or other one-day program) designee must attend two different one-day CISR/CSRM courses (classroom or online) and pass the corresponding examinations within the 12-month period following the missed update period.

3. The designee must submit any requisite membership dues payment.

4. The designee must complete and sign the “Intent to Reinstate” form provided by TNA, outlining expected actions.

If the designee does not comply with the above conditions, TNA personnel shall have the authority to revoke the designation. Should the individual choose to appeal the decision, the revocation procedures must be followed by the designee.

B. Failure to Comply with Attendance Requirements During Update Seminars, Institutes, Courses, or Programs

1. Attendance Documentation: Each participant must sign every Attendance Sheet when it passes through the classroom. TNA uses Attendance Sheets at every program for two reasons: to verify attendance for state licensing CE requirements and to verify attendance to meet TNA update requirements.

2. Missed Time: Missed time may include a missed Attendance Sheet or missed classroom time due to arriving late or leaving early (including breaks, lunch, etc.).

3. Missed Time and Failure to Sign Attendance Sheets Procedures: The on-site Educational Consultant/Coordinator for two-and-a-half-day programs and Instructor/Coordinator for one-day programs control all Attendance Sheets and must report any Missed Time and Attendance Sheet discrepancies to TNA.

4. Corrective Actions: TNA handles Missed Time and Attendance Sheet discrepancies on an individual basis to comply with state CE laws and TNA attendance requirements. If a designee does not agree upon and take required remedial action, TNA personnel shall have the authority to remove the designation as described above. Should the individual choose to appeal the decision, the revocation procedures must be followed by the designee.
C. Alternative Disciplinary Procedures Following Discovery of Breaches of TNA Rules of Conduct

If TNA receives notice or complaint about breaches of TNA Rules of Conduct by a designee, it will proceed with appropriate investigation and action on an individual basis. If after such investigation, the circumstances appear to merit revocation procedures against the designee, TNA personnel will forward the case to the Board of Governors to initiate the revocation procedures discussed in Section III.

Alternative TNA disciplinary procedures may include such measures as required attendance by the designee at a TNA Ethics Seminar; required attendance at an appropriate additional seminar, institute, or class; or required attendance at an appropriate additional institute, course, or class, and earning a passing grade on the corresponding examination. This attendance must take place within a period determined by TNA.

Designation Revocation Policy and Procedures

Pursuant to the authority granted by the Bylaws of TNA, the Board of Governors establishes the following Rules of Conduct policy, which must be followed for retention of designations. This Policy sets out the procedures, rules, and guidelines for revocation and/or subsequent reinstatement of the designations heretofore granted by TNA to any person.

A. Breaches of TNA Requirements or Rules of Conduct

Breaches of TNA continuing education requirements or Rules of Conduct included within this policy may be a basis for revocation of designation.

B. Revocation of a Designation

If, for reasons including but not limited to those listed above, any person who has heretofore received a TNA designation fails to satisfy the requirements and/or ethical and professional standards of conduct of TNA and the other qualifications of individuals so designated, the Board of Governors may revoke the designation.

1. Immediate Revocation for License Violations

   a. If the Board of Governors ascertains 1) that a designee’s risk management license or consulting license or insurance-related license or permit has been cancelled, revoked, suspended, or restricted by an official regulatory body or by a court, 2) that such designee has surrendered an insurance-related license or permit under threat of or after the commencement of cancellation, revocation, or 3) that suspension proceedings by an official regulatory body or the initiation of litigation to cancel, revoke, or suspend such license or permit, the Board of Governors may immediately revoke that person’s designation. This may be done without prior notice to that designee that the Board of Governors is contemplating taking an action to revoke the designation.

   b. The Board of Governors will give written notice (“Revocation Notice”) of such revocation to the person whose designation has been revoked within thirty (30) days after the revocation action.
c. The designee has sixty (60) days after receipt of the Revocation Notice to request that the Board of Governors reconsider its revocation decision (“Reconsideration Request”). Such Reconsideration Request must be made in writing and include all explanations, arguments, exhibits, and other materials that the person deems appropriate for the Board of Governors to consider. The person may request an informal hearing in which to make an oral presentation to the Board of Governors or its designated representatives; and the Board of Governors may, in its sole discretion, grant such a hearing, but it shall not be required to do so. If the Board of Governors does not receive a Reconsideration Request on or before the expiration of the 60-day period, the revocation shall continue until otherwise decided by the Board of Governors.

d. If a Reconsideration Request is made within the 60-day period, the Board of Governors shall give the person written notice of its decision (“the Reconsideration Decision”) within one hundred fifty (150) days after receiving the Reconsideration Request.

2. Revocation for Other Cause

a. If the Board of Governors receives notice or complaint, or through other means of discovery, determines that any designee has otherwise breached TNA requirements or Rules of Conduct, the Board of Governors may initiate its own Revocation Proceedings.

b. The Board of Governors will give written notice (“Revocation Proceedings Notice”) of the initiation of the Revocation Proceedings to the designee.

c. The designee shall have sixty (60) days after receipt of the Revocation Proceedings Notice to respond (“Revocation Hearings Response”). Such Revocation Hearings Response must be made in writing and shall include all explanations, arguments, exhibits, and other materials that the designee deems appropriate for the Board of Governors to consider. The designee may request an informal hearing in which to make an oral presentation to the Board of Governors or its designated representative; and the Board of Governors may, in its sole discretion grant such a hearing, but it shall not be required to do so. If the Board of Governors does not receive a Revocation Proceedings Response on or before the expiration of the said 60-day period, the Board of Governors shall revoke the designee’s designation as of the end of the 60-day period.

d. If the Revocation Proceedings Response is received within the 60 days, the Board of Governors shall give the designee written notice of its final decision (the “Revocation Decision”) within one hundred fifty (150) days after receipt of the Revocation Proceedings Response.

C. Reinstatement of Revoked Designation

1. Any individual whose designation has heretofore been revoked under the provisions of B. 1. or B. 2. may apply to the Board of Governors for reinstatement (“the Reinstatement Application”). Such Reinstatement Application must be made in writing and shall include all explanations, arguments, exhibits, and other materials that the individual deems appropriate for the Board of Governors to consider. The individual may request an informal hearing in which to make an oral presentation to the Board of Governors; and the Board of Governors may, in its sole discretion, grant such a hearing, but shall not be required to do so.

2. The Board of Governors shall give the individual notice of its decision (the “Reinstatement Decision”) within one hundred fifty (150) days after receipt of the Reinstatement Application.
IV. EVIDENTIARY MATTERS

The Board of Governors, in making its decision regarding revocation or reinstatement of a person’s designation, shall be allowed to, but shall not be required to, make its own independent investigation of the facts and receive oral presentations from any persons. The Board of Governors, in making its decisions, shall not be bound by any particular rules of procedure or evidence.

V. DUTY TO INVESTIGATE

Other than ongoing disclosures of update requirement breaches as reported by TNA database and personnel, the Board of Governors shall not be required to make ongoing or periodic investigations of the conduct of persons holding TNA designations. The Board of Governors shall, in its discretion, investigate allegations of violations of its ethical or professional standards if it receives actual notices or complaints.

VI. ALTERNATIVE REQUIREMENTS REGARDING REVOCATION OR REINSTATEMENT

The Board of Governors, as a condition to any decision regarding revocation or reinstatement, may impose any lawful requirements on the person being considered for revocation or reinstatement. The Board of Governors may further require whatever proof it deems appropriate that the individual has satisfied or performed the requirements set by the Board of Governors.

VII. FINALITY OF DECISIONS AND DISCRETION OF THE BOARD OF GOVERNORS

The decision of the Board of Governors regarding revocation or reinstatement shall be final and shall not be subject to judicial review. All decisions and actions of the Board of Governors shall be at the complete and sole discretion of the Board of Governors.

VIII. REFERRAL TO COMMITTEES OF THE BOARD OF GOVERNORS

The Board of Governors may refer any action to a committee of the Board of Governors. Once the Board of Governors has referred an action to a committee of the Board of Governors, the committee may proceed to final resolution without further action by the full Board of Governors, unless such action or review is required under the Bylaws. In the event of such a referral, all references in this Policy to the Board of Governors shall apply to the committee. In adopting this Policy, the Board of Governors simultaneously refers all matters under this Policy to the Executive Committee.

IX. NOTICES

All notices to be given by the Board of Governors pursuant to this Policy on Retention of designations shall be given by mail addressed to the person’s last known address shown on TNA records. Notice to be given by the Board of Governors shall be sent by certified mail.

Passed by the Board of Governors on the 26th day of February 2008 and superseding all previous Board of Governor Policies concerning the Revocation and Retention of Designations.
Emeritus Policy

The Emeritus Status is established for our designees who retire from our industry and who for many have held the designation for many years. Participants interested in learning more are encouraged to contact The National Alliance Customer Care department for information.

The National Alliance Statement of Emeritus Policy

We recognize that your CIC, CISR, CRM, or CSRM designations and involvement in The National Alliance Programs have been an integral part of your insurance and/or risk management career. Therefore, we understand your sincere interest in keeping your designation and share with you a great interest in maintaining what has been a very satisfactory and important relationship.

We have worked very hard at maintaining the integrity and meaning of our continuing education requirement. With your cooperation and knowledge CIC, CISR, CRM, or CSRM have stood for individuals who are active in the business of insurance and/or risk management and the business of learning. I know you wish to continue to uphold the image and tradition of The National Alliance Programs.

The above considerations have led the Board to develop and approve the Emeritus designation. Through the Emeritus designation, we wish to recognize the contribution of CICs, CISRs, CRMs, and CSRMs; and we hope to continue drawing upon your talents. The following requirements have been established for a person to be eligible for Emeritus status:

**Personal Status:** 1) The person’s combined age plus years held the designation must equal 70 or greater; or 2) the person must be totally disabled.

**Work Status:** The person must have an inactive status relative to the insurance and/or risk management business. The term “inactive” is defined as follows:

The person no longer participates in any manner in the solicitation, negotiation, or placement of insurance or risk management contracts or agreements, or in the teaching of insurance or risk management-related subjects. In addition, the person no longer participates in the management of an insurance agency, consulting enterprise, or insurance or risk management company.

**Designation:** The person must currently hold the CIC, CISR, CRM, or CSRM designation and be a dues-paid member of the Society.

An individual earning the Emeritus status is no longer required to attend an Alliance program every twelve months. In short, through the Emeritus status, an individual can keep the designation without meeting the continuing education requirement. In addition, the Emeritus status allows an individual to continue to attend National Alliance programs and receive all Society mailings. Lastly, all individuals who earn the Emeritus status will be formally recognized and honored.
The National Alliance Statement of Tenured Status

Tenured Policy

The Tenured status is available to active CICs who have held the designation for 25 or more years, OR for CICs who have not held the designation for 25+ years, but are 70 years old or older, AND who are in good standing and are dues-paid members of the Society.

CICs qualified and eligible for Tenured status may maintain their designations by paying their membership dues every year and meeting their birth month update requirement every other year rather than annually. Tenured CICs retain all of the rights and privileges of the designation and of their membership in the Society.
Educational Consultant Qualifications

The roles and responsibilities of an Educational Consultant are very demanding. The job requires the type of individual who is willing to make a strong commitment to an ever-growing and changing industry.

Since its beginning, The National Alliance has attempted, whenever possible, to obtain the most skilled and knowledgeable individuals to act as Educational Consultants. The majority of Educational Consultants are either university professors with advanced degrees in insurance or finance, or people with an extensive background and expertise in the insurance industry.

Because of the nature of the courses and the experience level of the majority of participants, it is essential that the Educational Consultant be able to field a wide variety of questions concerning insurance forms, coverages, and theories. The requirements for the position of Educational Consultant are:

1. An individual who is willing to make a strong commitment to an ever-growing and changing industry – Insurance and/or Risk Management.

2. Skilled and knowledgeable in the insurance industry with emphasis on property and casualty coverages for CIC or skilled and knowledgeable in the risk management industry for CRM.

3. Life and Health Insurance knowledge is also necessary for the CIC Educational Consultants.

4. For CIC, must be familiar with the independent agency system.

5. Should have a significant interest in professional insurance education with a record of leadership in education efforts within the insurance and/or risk management industry(ies).

6. Ideal candidates will have an extensive and diverse background in the insurance industry or risk management industry or in the field of insurance and/or risk management education at the university level. It is desirable that the individual possess one or more professional designations and advanced degrees.

7. Must have personal qualities to act independently and to make decisions consistent with the policies of The National Alliance.

8. Must be capable of constructing and administering a national essay examination.

9. Serve as an educational resource to the licensee for planning purposes by being a member of the Education Committee where needed.
10. Must have excellent verbal and written skills.

11. The candidate must be able to diplomatically relate to business professionals. The candidate will have overall responsibility of the academic integrity of a well-respected national insurance and/or risk management education program(s).

12. Cannot be a licensed agent or work for an insurance company in the state where the program is being held. May not be an active consultant with clients in the state where the program is being held.

Potential candidates interested in the position of Educational Consultant for Licensee-sponsored programs will be interviewed by both the licensee and The National Alliance. Otherwise, the selection process will be left solely to The National Alliance. The final decision as to the selection or termination of an individual rests with The National Alliance.

The National Alliance may waive or modify any of these qualifications should specific circumstances warrant.
GUIDELINES FOR ADA ACCOMMODATIONS

ALL requests for ADA accommodations must be handled through The National Alliance. On-site ADA issues are the responsibility of the Education Consultant; if there is no Education Consultant, the ADA issues are the responsibility of the on-site coordinator. Immediate contact must be made to The National Alliance for review and approval.

Request for ADA accommodation:

The Act states: “invitation for advance notice must be reasonable and must not require notice earlier than the deadline to register for a class.”

Requests for ADA accommodation, whether for the instruction time or for taking the exam, must be received by The National Alliance in writing or by telephone, no later than the first day of the program to be attended if it is a program including an examination. Reasonable time must be allowed for the arrangements to be made on behalf of the participant. Emergency situations will be considered on a case-by-case basis.

Verification of disability:

The Act states: “request for documentation of the disability must be reasonable and limited to the need for the modification or aid requested.”

The process should begin with a fax or email being sent to adarequests@scic.com. This request should be received by The National Alliance no later than the first day of the program to be attended, with the understanding that The National Alliance or Licensee will need reasonable advance notice in order to accommodate the request. Private and confidential information should not be sent via an unsecured email.

Ongoing requests for ADA accommodations:

The National Alliance will make every effort to inform the Educational Consultant or on-site coordinator of previous accommodations. If a participant has already been accommodated in a specific way prior to the effective date of these guidelines, (November 25, 2008), future requests will be accommodated in the same way for the sake of continuity. Please note: Requests for ADA accommodations outside these guidelines will be considered by The National Alliance if received no later than the first day of a program, which includes an exam.
Educational Consultant/Seminar Consultant FTP Site

Complete copies of Opening Comments for CIC, CRM and Rubles are available on the EC FTP site.

The Opening Comments are updated regularly to provide new information relating to CE Certificate distribution, program offerings, revised Program Map, new publications and much more. These new Opening Comments are prepared for your use at CIC Institutes, CRM Courses and Ruble Seminars.

To access the FTP site, go to your internet access and type http://ftp.scic.com:8800/. From there, you will simply follow the steps below. Paula Brown is available to assist you should you encounter any difficulties. Her contact information is pbrown@scic.com – toll free 800-633-2165 ext 135 – direct line 512-349-6135.

Instructions: From your Internet Browser*


2. Enter “ec” for the User; enter “austin@09” for the Password. Click “OK” to gain access into the site. (click “OK” again, when the pop-up window appears.)

3. Here, you will see a short list of files.

4. Double-click on each of the files to be downloaded.

5. When all the material you need is downloaded, simply click “Log Out” in the upper right-hand corner of your web browser.

6. Should you need to download any of the materials again, feel free to log in and follow the same process.
Conclusion

Thank you!

*Thank you for the opportunity to work together.*

*Thank you for your commitment and for all you do for the programs and the participants.*

Austin, TX
April 25, 2016
MARKETING BREAKOUT

Chuck Lickert
Robyn Remick
Veronica Winans, CISR
The CISR Program
The Certified Insurance Service Representatives (CISR) Program now allows you the flexibility to create a specialized set of courses with an emphasis in personal lines or commercial lines. Choose 5 of 9 courses to earn the designation and focus on the type of insurance you handle. All nine CISR courses are also available in an online format.

March 8, 2016 | Grand Junction, CO | Commercial Casualty II – BAP, WC, Excess Liability
March 22, 2016 | Denver, CO | Elements of Risk Management

Reminder: These courses count towards CISR Elite status if you take and pass the exam. All nine CISR courses are also available online.
Email Promotion Samples (continued)

Register Today

The CIC Program—Earn the designation known for real-world practicality.
Since 1969, the Certified Insurance Counselors (CIC) Program has been delivering proven, real-world education to insurance practitioners. Gain the knowledge and skills that come with professional continuing education that covers important aspects of the insurance field, and earn the prestigious CIC designation. All CIC institutes are approved for state continuing education credit. In addition to the classroom dates listed below, CIC institutes are also available online.

January 6-8, 2016 Denver, CO
Commercial Property

The CISR Program—Front-line training. Bottom-line results.
The Certified Insurance Service Representatives (CISR) Program offers the training front-line service professionals need to understand and analyze risks and exposures. Select five of the nine CISR courses for the emphasis that best meets your needs—either personal lines or commercial lines—and earn your designation. All CISR courses are approved for state continuing education credit. In addition to the classroom dates listed below, all nine CISR courses are also available online.

January 19, 2016 | Denver, CO
Agency Operations

January 26, 2016 Colorado Springs, CO
Insuring Commercial Property

8354 Northfield Blvd. Ste. 2710
Denver, CO 80238
www.piac.com
Website Promotion Samples

Promote anniversary, programs, or designation in your Scrolling slideshow

List designation off of main education menu

Scrolling slideshow
Website Promotion Samples (continued)

- Include the logo on your webpages to help readers connect with national advertising efforts from The National Alliance
- Ease of use – include link to schedule
- Notify people of the options and flexibility (CRM for CIC, Scholarships, In-House, Online courses, Update Opportunities)
- Images are available on TMZ (logos, online courses, MyPage, webinars)
“You Work Client Hours Not Office Hours”

You work client hours not office hours.

CISR—CE that changes things

The National Outstanding CSR of the Year, Teresa C. Sheppard, CIC, CISR, AAI, RCSA, CRM, AIS, says it this way, “You’re not just an account manager, you’re not just an agent or a producer, you are a client relationship manager. You’re the face of insurance for your clients.” As the face of insurance for your agency, you should have the best training and education available. That’s exactly what you get with the CSR Program. Earn the CSR designation by passing your choice of 5 of 9 courses, or pass all 9 and become a CSR Elite.

“You are the Face of Insurance”

Website & Print
Job Career

Education That Turns Your Job Into Your Career.

Certified Insurance Counselors

Independent Insurance Agents

IIA of Illinois

It’s the turning point for successful professionals.

Life-Changing Education

The Certified Insurance Counselor (CIC) designation is the stamp of “Career Professional” in the eyes of the insurance and risk management industry. When the letters “CIC” follow your name, you demonstrate your full commitment to your profession. When you earn the CIC designation you swing the doors of opportunity wide open. In fact, studies published in the Producer Profile publication show that CICs earn 30% more than those without the designation.

Upcoming Life & Health CIC Institutes:
July 15–17, 2015, Omaha, NE
August 26–28, Cedar Rapids, IA

Benefits of Life & Health CIC Institute:
• Learn Fundamental Concepts of Life Insurance
• Understand Health Insurance Concepts
• Expand Disability Income and Long-Term Care Insurance
• Apply Life and Disability Income Insurance to Business Needs

Register today at www.piameio.com

Website & Print (continued)
Distribute schedules in print and through email to members and non-members.
Some know her as “BEST MOM EVER”
Others as an Insurance Professional

Everyone recognizes her CIC
The most ready-to-use-when-you-get-back-to-the-office designation available.
“You are the Face of Insurance”

CISR—CE that changes things

The National Outstanding CSR of the Year, Teresa C. Sheppard, CIC, CISR, AAI, ACSR, CPIW, AIS, says it this way: “You’re not just an account manager, you’re not just an agent or a producer, you are a client relationship manager. You’re the face of insurance for your clients.” As the face of insurance for your agency, you should have the best training and education available. That’s exactly what you get with the CISR Program. Earn the CISR designation by passing your choice of 5 of 9 courses, or pass all 9 and become a CISR Elite.

Online or Classroom Courses

www.thenationalalliance.com or call 800-633-2165
She earned the corner office, the new house, and the new car.

She started it all by earning her CIC designation.

GAIN THE ADVANTAGE
PROFESSIONAL CE: LEARN FROM EXPERTS

CERTIFIED INSURANCE COUNSELORS
Learn in the classroom or online

www.ThеНаtionalАllие.com or 800-633-2165
BEFORE THEY BECAME BIG LEADERS

Chairmen:
- Thomas J. Minkel, CIC
  President of the Clark, Minkel Agency, Keene, NH
- David Allen Walker, CIC, ARM, AAI
  President of Hartford Insurance, Hartford, MI
- Emily Foster, CIC
  President of Loomis Insurance Agency, Litcher, IA

THEY BECAME CICs
Three perfect examples of what hard work, professional associations, and a practical insurance education can accomplish.

Education can change your world. Learn more at www.TheNationalAlliance.com or 800-633-2165
It's amazing! Like he's been selling insurance for years.

Look at these numbers!

He's closing 3 out of every 4 accounts?

He's like a mind reader; always knows what to say.

GIVE THE OFFICE SOMETHING TO TALK ABOUT

PRODUCER SCHOOL

MAY 1-13, 2016 I TALLAHASSEE, FLORIDA OR OCTOBER 2-14, 2016 I DALLAS, TEXAS

Producer School is all about knowing more and selling better by selling smarter. We build confidence, sales skills, and technical knowledge. After two-weeks of training and practice with the best coaches in the industry, new producers return ready to identify valuable new prospects and close sales. The National Alliance Producer School is a permanent solution for training new producers. Seating is limited. Register now!

www.TheNationalAlliance.com or 800-633-2165

THE NATIONAL ALLIANCE
for Insurance Education & Research
Transformational Print (continued)

OCTOBER 4-16, 2015
BECOME A PRODUCING BEAST!

Producer School isn’t a one-time pep talk; it’s a permanent solution for training new producers. You will build confidence, sales skills, and insurance knowledge that will improve your ability to close new accounts and grow your existing ones. After 2-WEEKS TRAINING & PRACTICE, with the best coaches in the industry you’ll return to the office ready to ROAR! Seating for Producer School is limited. Be part of the next group of elite producers. Register now!

PRODUCER SCHOOL
October 4-16, Dallas, TX

Register at www.TheNationalAlliance.com or call 800-633-2165
Social Media

Classroom Post Example
Luann uses both the IJANC and The National Alliance twitter handle.
TNA receives a notification and we share the post with our followers.

Company Post Example
Starr Group is promoting a Resources Magazine interview using the Hashtag #Resources and tagging The National Alliance with the twitter handle.
TNA receives a notification and we share the post with our followers.
Social Media (continued)

Participant Example
Marty, a participant, has used the #ipassedCRM hash tag that is included in his Pass Email. He also tagged both The National Alliance and Michigan Big I using their twitter handles.
TNA receives a notification and we congratulate Marty on the accomplishment.

Association Example
The IIANC congratulates the North Carolina OCSR and uses The National Alliance twitter handle.
TNA receives a notification and we share the post with our followers.
TECHNOLOGY & EFFICIENCIES BREAKOUT

Paula Cook
Kiko Doblado
Shelley Wright
LICENSEE PROGRAMS - RUBLE SEMINARS
DATA SHARING, REGISTRATION SIGN-IN, PAPERWORK CLOSEOUT & SUBMISSION

PROGRAM PAPERWORK SIMPLIFICATION

I. Two Forms Eliminated from use at Ruble Seminars as a Result of the new Data Sharing Process
   A. Participant Data Forms eliminated.
   B. State CE Requests now submitted electronically via MyPage after Data Sharing process.
      1. No CE Fees collected or submitted by the Licensee – rolled into Registration fee.
   C. A new combined Participant Data /State CE Request Form provided to participants who register late.

<table>
<thead>
<tr>
<th>STATE CONTINUING EDUCATION INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ I DO Need State CE (Must Complete 3 Sections below)</td>
</tr>
<tr>
<td>Sign: _________________________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PLEASE PROVIDE LICENSE INFORMATION below. YOU MUST COMPLETE ALL 3 SECTIONS TO FINALIZE YOUR REQUEST FOR STATE CE CREDIT.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Name as it appears on license (First Middle Last):</td>
</tr>
</tbody>
</table>
| 2. 1st Resident License / NPN / Other #: ____________________________  
   License State: ________ |
| 2nd Resident License / NPN / Other #: ____________________________  
   License State: ________ |
| 3. If this course is approved by your state of licensure for adjuster credit, which credit should be reported? |
| ☐ Agent  ☐ Adjuster  ☐ Both |
| If this course is approved for both PC & LH by your state, what type of credit do you request? Please choose one: |
| ☐ PC  ☐ LH |

ALL CE Requests for ARKANSAS, KENTUCKY or WASHINGTON credit
If you are licensed in these states, please request the Special State-specific Roster Form from the speaker. We cannot report your credits to the state, or process a CE certificate, unless we have your signature on your state’s roster form!

TO BE COMPLETED BY ONSITE COORDINATOR

☐ NEW REGISTRANT  ☐ MYPAGE/WIFI  ☐ PREFER DATA FORM  ☐ USERNAME OR PASSWORD  ☐ OTHER __________________________

D. Rush CE Fees: Participants must call in directly to the CE department and pay $25.

RUSH CERTIFICATE REQUEST
Our goal is to accommodate participant’s state CE deadlines by processing their course completion certificate as soon as possible. If you need your state CE rushed, please:

1. Contact the CE Department and ask for Missy Woodard at 512-349-3309 or Sharon Dwinnell 512-349-6182.
2. $25 Rush Fee will be required. Payment by credit card only.
3. State credit will be processed when we are notified by the staff onsite that attendance is verified.

The National Alliance • 3830 North Hills Drive (78731) • PO Box 27027, Austin, TX 78755-2027 • 512-345-7932 • Fax 512-349-6194
ENHANCED DATA SHARING PROCESS

I. LICENSEE RUBLE DATA SHARING
   A. Licensee Data Feed - Licensee uploads the .csv file (data feed) 10 days prior to program: [https://files.scic.com](https://files.scic.com)
   B. Required Data - A .csv formatted file, to include data required to “match” registrants to National Alliance Database:
      1. DOB
      2. Email Address
      3. Name
      4. License Number or NPN
   C. Review Registrations - List of registrants reviewed by a Team Member for the following:
      1. Non-Matched CICs will be searched and manually “registered” for the Seminar.
      2. All Registrants must be designated and dues-paid members.
      3. If not designated, a Team Member will contact the Licensee to call and cancel the registrant.
   D. Late Registrants - Registrations received after the Data Feed is processed
      1. Will not be added to The National Alliance database until receipt of post program paperwork.
      2. Licensee will need to add these registrants to the Addendum.
      3. Participants must complete a Participant Data Form at the program.
      4. State CE for these participants will get processed manually.
   E. Licensee Notification - Licensee receives notification two days after the Data Feed has been uploaded.

II. REGISTRATION / CE CONFIRMATION EMAIL
   A. Once the Data Feed is imported, Registrants will receive a Registration Confirmation/State CE Request email.
B. If the Registrant has provided License Information previously, it will appear in the email.

C. The current CE information on file with The National Alliance will print on the new Event Registration Summary.

D. The email contains a link that takes the registrant to a CE web page (on MyPage) to request or decline CE.

E. The Event will also appear as “Registered” with CE “Pending” on the section of MyPage.

F. The CE request can be Modified or Declined by the Registrant through the last day of the program.
III. LICENSEE RGS EVALUATION PACKET REVISION - two packets for each program will upload to Licensee Archive.

<table>
<thead>
<tr>
<th>Open</th>
<th>1026697</th>
<th>RUBLE</th>
<th>Licensee Prep Packet</th>
<th>20160415VTRGS</th>
<th>RGS</th>
<th>VT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>1026697</td>
<td>RUBLE</td>
<td>Licensee_ERS_Sign_In</td>
<td>20160415VTRGS</td>
<td>RGS</td>
<td></td>
</tr>
</tbody>
</table>

A. LICENSEE RUBLE PREP PACKET - Standalone packet that prints separate from the ERS & Sign-ins.
   1. Contains all essential paperwork, Agenda, Evaluation, CE information, Faculty Bios, etc.
   2. Prep Packet will automatically upload to Licensee Archive 20 days prior to the program.
   3. Revisions to the Licensee Ruble Prep Packet: (formerly Ruble Evaluation Packet)
      a. Renamed to Prep Packet
      b. New Participant Data/State CE Request Form (Data Form) for new and unmatched participants.
      c. State CE Form eliminated, as well as the CE Coversheet.
      d. Ruble Participant Summary Form has been updated.
      e. Ruble Post-Program Paperwork Checklist has been updated.

B. LICENSEE ERS_SIGN_IN PACKET
   1. Event Registration Summary (ERS)
      a. Pre-printed Participant List for use during Registration Check-In. (No substitutions.)
      b. New landscape format with new columns:
         1) License Information and CE Request
         2) “Office Use Only” column to mark Attendance Issues
      c. Packet uploads to Archive 2 days after Data Feed is processed; Licensee notified via email.

**IMPORTANT:** Any registration changes (additions or cancellations) that differ from the names on the ERS, will ALSO need to be registered or cancelled from the event in The National Alliance database after the program. To account for these variances, documentation must be made as follows on the ERS:

- **Cancellations** - Mark an X on the ERS (place the X to the right of the name in the Name column—see sample below) and on all Sign-ins. On the ERS, Put a C in the Office Use only column (far right column).
- **Add-Ons** - Hand write the name of each late registrant on the Addendum page. Each person on the Addendum will need to complete a blank Participant Data Form.
- **Time Missed** – Write the number of Hours and Minutes in the Office Use only column as shown in example below.

**SAMPLE ERS**

<table>
<thead>
<tr>
<th>Name</th>
<th>Employer</th>
<th>License</th>
<th>State CE Credit</th>
<th>Signature</th>
<th>Office Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gray, Patricia</td>
<td>Boyd, TX</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baire, Sandy J</td>
<td>Austin, TX</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hallmark, Roy T</td>
<td>Tyler, TX</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hardy, Sheila J</td>
<td>Houston, TX</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
d. LIC/NPN & State
   1) License # and State will print if the participant entered it on MyPage OR we had it on file previously.
   2) Go To MyPage to request CE” will print for the following Codes – Refer to Legend on the ERS Addendum:

<table>
<thead>
<tr>
<th>NR</th>
<th>Not Requested (No CE request and we have no license information on file)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NL</td>
<td>Not Licensed (Declined CE via MyPage and checked “Not Licensed”)</td>
</tr>
<tr>
<td>G</td>
<td>Grandfathered (Declined CE via MyPage and checked “Grandfathered”)</td>
</tr>
<tr>
<td>Other</td>
<td>Participant (Declined CE via MyPage and checked “Other”)</td>
</tr>
</tbody>
</table>

e. LICENSE Column (Participant Instructions):
   1) No CE Needed? - Participant will check I “DO NOT” Need CE box, and sign name.
   2) State CE Needed?
      a) If License # printed, the “I DO” Need CE will print with ☑. Participant must sign.
      b) If License # did not print, the participant will need to check the “I DO” box, sign name, and go to MyPage to enter license information, or complete a Data Form.
      c) CE was previously “Declined” or Participant was “Not Licensed”? Participant will mark the “I DO NEED” CE box, sign, and Go to MyPage or complete a Data Form.

2. ERS Addendum:
   a. Addendum used for all who registered after the Data Feed is processed. Each name must be written.
   b. Note that TWO Legends have been added to the bottom of the Addendum:
      1) License Status printed on ERS
      2) Attendance Issues on ERS

3. SIGN-INS & Sign-in Addendums - Pre-printed set of Sign-ins to circulate during am/pm sessions.
   a. Ruble Sign-ins – Refer to Title/Topic at top of page and route accordingly.
   b. Ruble Sign-in – Refer to Title and attach to/route with corresponding set of Sign-ins.
   c. Make 2 copies in advance if two sets are sent around simultaneously, i.e., Sign-in 1A and 1B

4. Licensee must use these pre-printed lists for Sign-in verification. No substitutions.
REGISTRATION CHECK-IN PROCESS

A. Verify License Information - Participants will verify License Information or NPN at Registration Check-in.

B. Registrants must check "I DO" OR "I DO NOT" need CE Credit and Sign in the space provided.
   1. LICENSE Information will print on the ERS if we had it on file previously.
      a. "I DO Need CE" will be checked automatically (print with a \( \checkmark \) on the ERS) if we have license information on file
         1) If license information is correct, participant will sign their name. Nothing else is needed.
         2) If license information is not correct, participant will need to indicate their preference and then modify it on MyPage or complete a Data Form.
      b. “Go To MyPage” will print on ERS if no license information on file.
         1) If no CE needed, participant can check "I DO NOT Need CE" and sign.
         2) If CE is needed, participant must check “I DO” Need CE, sign, and then go to MyPage to complete the request electronically or fill out a Data Form.
      c. License Codes – A Legend is provided at the bottom of the ERS Addendum.
         1) NR = Not Requested (Participant did not request CE and we have no license information on file)
         2) NL = Not Licensed (Participant Declined CE via MyPage and checked “Not Licensed”)
         3) G = Grandfathered (Participant Declined CE via MyPage and checked “Grandfathered”)
         4) OTHER = (Participant Declined CE via MyPage and checked “Other”)

2. Deadline for CE Requests - All State CE requests must be entered on MyPage by the last day of the program.

3. Late Registrants/Walk-ins – names must be written on the ERS Addendum and all Sign-ins, and a Data Form provided to each person. (CE cannot be submitted electronically for late registrants/walk-ins.)

4. Participant Data Forms - Please be sure to collect a Data Form for everyone on the Addendum. Ensure that it was turned in by putting a check next to their name where \( \checkmark \text{DF} \) is printed.

NOTE: If a Data Form is submitted for someone printed on the ERS, please handwrite “___DF” in the upper right section of the Name column, then check it off once received.

IMPORTANT REMINDERS

1. Attendance Summary Verification Form – If sending 2 sets of sign-ins during one session, please ensure that signature counts are documented for each sign-in passed around.

2. Cancellations/Add-ons – It is important for The National Alliance to know who cancelled and who registered so that attendances are reconciled accurately upon return of the post-program paperwork.
   - ALL PROGRAMS – Before making copies of the Participant Lists or Sign-ins, write in names of all late registrations (and mark through cancellations) for those you are aware of prior to Registration sign-in.
   - RUBLE – Please do not mark an X over the Member ID# – rather mark X to the right as shown on the sample ERS.
   - Review all Participant Lists & Sign-ins to ensure that all sets match with regard to Add-ons and Cancellations.

3. Participant Data Forms – If Participants (not add-ons) choose to complete a Data Form, and not utilize the MyPage option for submitting State CE Credit electronically, please denote the reason at the bottom of the Data Form.

4. Exam Administration – Please remember to collect the Exam Verification Forms prior to the Exam starting. While participants are testing, transfer the Exam Number to the Master Participant List to ensure the exam is returned for each person who tested.

5. Signatures – Please check all signature counts prior to scanning paperwork.
CLOSING OUT & SUBMITTING RGS PAPERWORK

I. CANCELLATIONS/NO SHOWS
   A. Cancellations
      1. Mark an X on the ERS and all Sign-ins (to the right side of the participant name.)
      2. On the ERS, Put a “C” in the Office Use only column (far right side.)
   B. No Shows
      1. Do not put an X on the name if the participant was not refunded or transferred to another course.
      2. Put “NS” in the Office Use only column.

II. TIME MISSED & ONE DAY MAKEUPS - Refer to the Legend on the ERS Addendum for marking the ERS.
   A. Missed Time
      1. On the ERS, put the # of Hours (H) and Minutes (M) in the Office Use column.
      2. Be sure to mark the Attendance Verification Summary with the amount of time missed and reason.
   B. One Day Makeup
      1. On the ERS, put ODM in the Office Use column.
      2. Complete the ODM information at the top of the Attendance Verification Summary Form.
      3. Make sure the signature is accounted for in the correct Section/Sign-In counts at the bottom of the Attendance Verification Summary for the day that was attended.

III. ELECTRONIC SUBMISSION OF ALL POST PROGRAM PAPERWORK
   A. Deadline for Submitting Files - Paperwork must be uploaded on the first business day following the event, no later than 2 business days.
   B. CISR & CSRM Exams – Please submit in Numerical Order - (formerly requested in Alpha order)
   C. Exam Notification Forms (All programs) – Please submit in Numerical Order - (formerly requested in Alpha order)
   D. Checklist for Submitting Files - Refer to Checklist in the new Prep Packet
   E. Remittance Form – Please upload a copy of the completed Remittance Form. Send the original with payment.
   F. Course Participant Summary – Please ensure a form is filled out and submitted for each program.
      NOTE: CISR Participant Summary Form – the Exam Security Section must be filled out, and the Exam Code (from the Exam Booklet) must be written in the corresponding space provided on each CISR form.
   G. Reminders for Submitting Paperwork
      1. Ensure that all paperwork is submitted in the order indicated on the Checklists
      2. Review scanned images prior to uploading to ensure no pages were missed and forms are filled out correctly
      3. All paperwork, especially CISR Exams, must be of good quality
      4. The file name, used to upload to the ftp, must be named correctly, i.e., 20160415TXCP.
The National Alliance is pleased to announce that you are now allowed to use approved electronic devices in most classroom courses for the purpose of note-taking and viewing a copy of the book electronically. The programs that will allow electronic devices in class are CIC, CRM, and most Rube Seminars. There are some states that will not allow use of Electronic Devices in the classroom, so you will need to verify Approved States by reviewing the Implementation Status Chart By State. Approved devices include Kindles, iPads, tablets, and laptops.

A PDF copy of the electronic notebook will be loaded to your MyPage and available for download 7 days prior to the program. To access your copy of the notebook, please do the following:

- Visit MyPage and select MyDocuments in the menu.
- Locate the file with "NOTEBOOK" in the title.
- Click on the file name, then click Open.
- Your computer will ask if you want to Open or Save the file (saving the file is the faster download option).
- If you have any trouble accessing your notebook, please email alliance@scic.com for assistance.

If you decide you'd like to use the electronic book on an approved electronic device in the classroom, please review the Electronic Devices Rules & Requirements. Plan to arrive at the program early to obtain one of the reserved seats.

When you arrive at the program, you will be required to sign the Electronic Device Use Policy Acknowledgement Form. Please read the policy carefully and let us know if you have any questions.
The National Alliance for Insurance Education & Research

Approved Electronic Device
Rules and Requirements

I. Electronic Device Use Acknowledgement Form

- Spells out the rules and consequences for non-compliance
- Forms will be distributed at registration and must be signed in order to use an approved device and must be turned in before the start of class.
- Signed forms will be kept by the Educational Consultant during the program.

II. Approved use of devices is solely for:

- Note-taking
- Viewing the electronic notebook in class during speaker presentations

No other activity is permitted; no texting, emailing, playing games, surfing the web, etc.

III. Approved devices include:

- Laptops, Tablets and Notebooks
- iPads, Kindles, etc.

Cell phones/smart phones are not approved devices.

IV. Settings of devices:

- Sound must be muted
- WIFI must be turned off
- Recommend setting on airplane mode
- No recording (audio, video, or photos) of presentations is permitted

V. Charging of Devices

- Devices should be charged prior to class
- Electrical power sources will not be provided
- Outlets in the meeting room will be reserved for classroom purposes and not for the charging of devices

VI. Electronic Notebook (PDF Format)

- Availability for download on MyPage
- Available 7 days prior to the class & for 7 days after the last day of class
- Notebook should be downloaded before the start of class. If there are issues downloading a notebook, please call The National Alliance at 1-800-633-2165 and ask for assistance.
- To view the electronic notebook in class, the Approved Electronic Device Use Acknowledgement Form must be signed.
The National Alliance for Insurance Education & Research

Approved Electronic Device
Rules and Requirements

VII. Note-taking Applications

Participants are responsible for downloading their own software. Suggestions may include:

- Adobe PDF
- Androids: Aikido, gPDF Notes Pro PDF Reader, ezPDF Reader PDF Annotate, etc.
- iPads: Simplenote, Notability, Notes Plus, etc.

VIII. Hard-Copy Books

- Hard copy books will be available at the program for all participants

IX. Designated Area for Participants Opting To Use Electronic Devices

- To use an approved device, you must sit in the designated area. Seats in this area will only be reserved until 7:45AM for a course starting at 8:00AM. Any participant arriving after that time will be able to sit in the designated area whether or not they are using an electronic device.
- Table signs will mark the rows in the designated area.

XII. State Jurisdictions for the Use of Approved Devices

- All states except NY or VA allow the use of electronic devices
- SC allows the use of devices for note-taking only but, does not allow the use of electronic notebooks in the classroom.

XIII. Implementation of this Policy

- All Society-sponsored programs: January 1, 2016
- Licensee-sponsored programs: To be determined by state – see chart for details

Additional Notes:

Please respect the classroom learning environment and extend courteous behavior to your classmates. If you use your device in any type of distracting manner, you will be asked to put it away for the remainder of the class. Violations will lead to consequences that include receiving no CE or update credit and dismissal from the class without a refund.
Electronic Devices Use Policy Acknowledgement

Approved electronic devices may be used in this classroom for the sole purpose of taking notes and/or viewing the electronic course notebook. Participants using such devices must adhere to the following rules for the duration of the course:

**Rules**

- The sole purpose of using approved electronic devices is to take notes and/or view the electronic course notebook.
- Approved devices include laptops, tablets, and other similar devices.
- Phone devices are not approved devices and must be turned off and put away during class.
- WIFI must be turned off on all devices. Devices may be set on airplane mode. Internet access will not be provided.
- No recording of presentations (audio or video) is permitted. Picture taking of PPT presentations is also prohibited.
- All sound is to be muted. Sounds generated by typing are to be avoided.
- The participant is responsible for downloading their electronic notebook and note-taking application prior to class.
- The charging of devices will be the sole responsibility of the participant. Electrical power sources for charging of devices will not be provided.
- Persons licensed in NY or VA are not allowed to use electronic devices.

**Consequences for Violation of The Rules**

- Warning: Participant will be asked to use device only for approved purpose.
- Subsequent misuse will result in participant being asked to leave with NO refund of registration fee and no CE or Update Credit.

I hereby acknowledge and agree to the rules for the use of approved electronic devices in this classroom. I have read and agree to the consequences for violation of those rules. I also understand that I must be seated in a designated area of the classroom and my use will be monitored during class time.

<table>
<thead>
<tr>
<th>Date</th>
<th>Participant Printed Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>_________________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Participant Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>______________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>National Alliance Representative Signature</th>
</tr>
</thead>
</table>
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AUSTIN | TEXAS | APRIL 24-26

CE processing

Details about CE processing

POTENTIALS / PARTICIPANTS / DESIGNEES
Notes
Notes
GENERAL SESSION II

Wrap Up
CAREERS FOR LIFE
Professional Soldier to Risk & Insurance Professional

THE RISK & INSURANCE INDUSTRY IS HIRING!
Learn more about all of the opportunities.
The Texas Veterans Commission is here to assist you in a meaningful Career in the Business Industry that offers good jobs, great pay, strong career and advancement opportunity that has been created for Transitioning personnel, Veterans and Military Spouses. Let The National Alliance for Insurance Education & Research inform you about opportunities in the risk and insurance industry in the State of Texas.

EASY TRANSITION
GOOD JOBS, GREAT PAY, STRONG CAREER, AND ADVANCEMENT OPPORTUNITY

CAREERS FOR LIFE

PROFESSIONAL SOLDIER TO RISK & INSURANCE PROFESSIONAL
The risk and insurance industry is hiring! Learn about all of the opportunities.

CareersForLife@scic.com

YOU’VE BEEN AWAY LONG ENOUGH; LEARN AND BUILD YOUR CAREER FROM HOME. ALL COURSES ARE ONLINE.

High demand Careers in risk and insurance

Insurance Producer
Sells insurance to new and current clients, and normally has one to two years of experience in the field or in a related area. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks.
Expected salary from $50,000 to unlimited

Account Executive
Responsible for servicing and maintaining existing accounts, to include quoting new lines of insurance, handling all policy inquiries and changes, and ensuring that all information on an account is correct and up-to-date.
Expected salary from $40,000 to $85,000

Risk Manager
Work with senior management to establish and communicate the organization’s risk management strategy; oversee the risk management process, which includes risk identification, risk analysis, risk control, financing of risk, and administration of risk.
Expected salary from $75,000 to $150,000

FOR MORE INFORMATION
CareersForLife@scic.com
Gary Bryant 239-209-1479
The National Alliance For Insurance Education & Research
800-633-2165

Careers For Life is the joint effort of The National Alliance for Insurance Education & Research and Florida State University.
Candidate Information Form
Type or use ink, answer all questions. Please do not indicate “See Resume” or include any information not requested. You may attach a resume if desired.

**Date** / / 

**PERSONAL DATA**

<table>
<thead>
<tr>
<th>Name (Last, First, Middle Initial)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
</tr>
<tr>
<td>Contact Information</td>
</tr>
</tbody>
</table>

**How did you learn about us?**
- [ ] Career Fair
- [ ] Transition Office
- [ ] College/Recruiting
- [ ] Social Media
- [ ] Friend
- [ ] Family Member
- [ ] Other: Name of Referral Source: 

**TYPE OF WORK DESIRED**

| Career Interests: |
| Desired Locations: |
| Identify your long-range goals and the work environment you are looking for: |
| Acceptable beginning salary: $ |

**GENERAL INFORMATION**

- [ ] Are you available to work: [ ] Full Time [ ] Part Time
- [ ] Are you currently employed or on active duty? [ ] Yes [ ] No
- [ ] On what date would you be available to start a new career opportunity? / /
- [ ] Have you ever been convicted of, pled guilty to, received probation, deferred adjudication, or been placed on any form of diversion for any felony offense(s)? [ ] Yes [ ] No

If yes, describe fully, including dates, criminal offenses, location (city and state), and disposition.

Conviction may, but will not necessarily disqualify an applicant.
**EDUCATIONAL DATA & WORK EXPERIENCE**

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School Diploma or Equivalent?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical School Certificate or Degree?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes, please specify school and concentration of study</td>
<td></td>
<td></td>
</tr>
<tr>
<td>College Degree?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes, please describe the concentration of each degree</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scholastic Honors or Recognition?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes, please list</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Work Experience**

<table>
<thead>
<tr>
<th>Experience Type</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Experience?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business operations and related experience i.e. Management, Logistics, Accounting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales Experience?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>List experience i.e. Customer Service, Specialty Sales, Corporate Sales</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volunteer and Community Service?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes, please describe</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**MILITARY DATA**

<table>
<thead>
<tr>
<th>Field</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Branch of Service</td>
<td></td>
</tr>
<tr>
<td>Years of Service</td>
<td></td>
</tr>
<tr>
<td>ETS Date</td>
<td></td>
</tr>
<tr>
<td>MOS</td>
<td></td>
</tr>
<tr>
<td>Additional Skill Identifier</td>
<td></td>
</tr>
<tr>
<td>VA Benefits</td>
<td></td>
</tr>
<tr>
<td>Have you had any job-related training in the United States Military?</td>
<td>Yes</td>
</tr>
<tr>
<td>If yes, please describe</td>
<td></td>
</tr>
<tr>
<td>Non-MOS Schooling i.e. Leadership and Management, Risk Management, Hazardous Material, Conflict Resolution, etc</td>
<td></td>
</tr>
<tr>
<td>Honors, Awards and other Recognition i.e. Military, Civil and Social honors</td>
<td></td>
</tr>
<tr>
<td>Referrals</td>
<td></td>
</tr>
<tr>
<td>Do you know other service members, veterans, or spouses who may be interested in the Risk and Insurance Industry?</td>
<td>Yes</td>
</tr>
<tr>
<td>If yes, please provide their name and contact information.</td>
<td></td>
</tr>
</tbody>
</table>

Alert: If you are using Google Chrome, please download and save this form to your hard drive in order to complete and submit.

To learn more www.CareersForLife.com

Submit Form
Thank you for your interest in hiring a veteran. Please answer these few questions about the position(s) you would like to fill. You will be contacted to for additional information.

For current open positions, please respond and provide the position description.

Name of Organization ________________________________________________________________

Contact Person Name ______________________________________________________________

Email ___________________________ Phone ___________________________

Type of organization:

☐ Agency/broker ☐ insurance carrier ☐ Other (describe) _______________________________

Position focus:

☐ Commercial Lines ☐ Personal Lines ☐ Risk Management ☐ Life, Health, Benefits

Other (describe) _________________________________________________________________

Position type:

☐ Sales ☐ Service ☐ Claims ☐ Marketing ☐ Underwriting

Other (describe) _________________________________________________________________

Starting Salary Range: $ ________ to $ ________

Location: City ______________________ State _____ ☐ Remote/Work from Home

How soon will your position(s) be available?

☐ Available now ☐ 1-3 months ☐ 4-6 months ☐ More than 6 months

Comments:

______________________________________________________________________________
CONNECTIONS
2016
AUSTIN | TEXAS | APRIL 24-26

Gary Bryant
Disabled Veterans Insurance Careers (DVIC)

Theresa Bucek, CISR
Assistant Vice President/Director of Regulatory Compliance

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Paula Cook, CISR
Senior Vice President

Eileen Dahl
Associate Program Services Director

Melody Dealing, CISR, CSRM
Senior Curriculum Coordinator
Lisa Dillon
Program Director – Faculty Development

Kiko Doblado
Senior Business Analyst

Bettie Duff
Senior Vice President

Jeff Fancher
Academic Director – Risk Management

Jacob Garcia
Associate Research Director

Victoria Garren
Program Services Coordinator
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Danielle Janecka
Senior Vice President

Chuck Lickert
Art Director, Marketing

Alyssa McIntyre
Associate Program Director

Beverly Messer, CIC, CRM, CISR
Senior Vice President – Academic Development

Sara Naus
Academic Director – School Risk Management

Jennifer Pearson
Relationship Management Coordinator
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Austin | Texas | April 24-26

Pam Walden
Senior Program Director – Academic Development

Darelle White, CIC, CPCU
Academic Director/Educational Consultant

Veronica Winans, CISR
Marketing Communications Coordinator

Melissa Woodard
Compliance Specialist

Judy Wright, MSEE
Vice President – MIS

Shelley Wright
Director of Program Services

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Thank You For Attending Connections 2016!