

Certified Insurance Service Representative

Reach your Professional Development Goals with MAIA!

Date	Topic	Location	Credits
January 15.....	Commercial Casualty 1.....	Grand Rapids.....	7 P/C
January 23.....	Commercial Property.....	Lansing.....	7 P/C
January 29.....	Insuring Personal Auto Exposures.....	Ann Arbor.....	7 P/C
February 5.....	Commercial Casualty 2.....	Troy.....	7 P/C
February 26.....	*Personal Lines - Miscellaneous.....	Lansing.....	7 P/C
February 28.....	Commercial Casualty 2.....	Frankenmuth.....	7 P/C
March 7.....	William T Hold (topics listed in class info).....	Grand Rapids.....	7 P/C
March 12.....	Agency Operations.....	Ann Arbor.....	6 Any, 1 Ethics
March 26.....	Insuring Personal Residential Property..	Troy.....	7 P/C
April 10.....	Agency Operations.....	Lansing.....	6 Any, 1 Ethics
April 11.....	Insuring Personal Auto Exposures.....	Frankenmuth.....	7 P/C
April 30.....	Agency Operations.....	Troy.....	6 Any, 1 Ethics
May 7.....	Elements of Risk Management.....	Grand Rapids.....	7 P/C
May 7.....	Commercial Property.....	Gaylord.....	7 P/C
May 8.....	Commercial Casualty 1.....	Gaylord.....	7 P/C
May 16.....	William T Hold (topics listed in class info).....	**MAIA, Lansing.....	7 P/C
June 4.....	*Personal Lines - Miscellaneous.....	Frankenmuth.....	7 P/C
June 11.....	Commercial Casualty 1.....	Ann Arbor.....	7 P/C
June 11.....	Insuring Personal Residential Property..	Gaylord.....	7 P/C
June 12.....	Insuring Personal Auto Exposures.....	Gaylord.....	7 P/C
June 18.....	Dynamics of Service.....	Troy.....	7 Any
June 25.....	Commercial Property.....	Grand Rapids.....	7 P/C
July 17.....	Commercial Casualty 1.....	Frankenmuth.....	7 P/C
July 18.....	Insuring Personal Auto Exposures.....	**MAIA, Lansing.....	7 P/C
July 23.....	Commercial Property.....	Ann Arbor.....	7 P/C
August 6.....	Agency Operations.....	Grand Rapids.....	6 Any, 1 Ethics
August 20.....	Dynamics of Service.....	Frankenmuth.....	7 Any
August 22.....	Commercial Property.....	Troy.....	7 P/C
September 10.....	Agency Operations.....	Gaylord.....	6 Any, 1 Ethics
September 11.....	Elements of Risk Management.....	Gaylord.....	7 P/C
September 12.....	William T Hold (topics listed in class info).....	Ann Arbor.....	7 P/C
September 19.....	Insuring Personal Auto Exposures.....	Troy.....	7 P/C
September 24.....	Commercial Property.....	Frankenmuth.....	7 P/C
October 1.....	Insuring Personal Auto Exposures.....	Grand Rapids.....	7 P/C
October 15.....	Elements of Risk Management.....	Frankenmuth.....	7 P/C
October 22.....	Insuring Personal Residential Property..	Ann Arbor.....	7 P/C
October 29.....	Elements of Risk Management.....	Lansing.....	7 P/C
November 5.....	Insuring Personal Residential Property..	Grand Rapids.....	7 P/C
November 19.....	*Personal Lines - Miscellaneous.....	Troy.....	7 P/C
December 5.....	Commercial Casualty 2.....	**MAIA, Lansing.....	7 P/C

The CISR William T. Hold and Dynamics of Service seminars are open to all insurance professionals regardless of affiliation or professional designation. You do not need to be a dues paying member of The National Alliance to receive the CISR update for these programs, however, these two programs are not eligible to receive the designation and **THERE IS NOT AN EXAM FOR THESE TWO CLASSES.**

To register, go online to <http://bit.ly/maia-registration>

(CE Provider #0014)



Agenda

7:30 a.m. Registration
8:00 a.m - 5:15 p.m.* Class
*(if not taking an exam, class ends at 4:00)

Hotels

For reservations, please call hotel directly.

- **Ann Arbor**
Kensington Court
610 Hilton Blvd.
(734) 761-1799
- **Frankenmuth**
Bavarian Inn Lodge
1 Covered Bridge Lane
(989) 652-7200
- **Gaylord**
Class held at The University Center
80 Livingston Blvd.
(800) 705-3031
Hampton Inn
230 Dickerson Road
(989) 731-4000
- **Grand Rapids**
Double Tree by Hilton Grand Rapids Airport
4747 28th Street SE
(866) 460-7456
- **Lansing**
Crowne Plaza West
925 S. Creyts Road
(517) 323-7100
- **Troy**
Somerset Inn
2601 West Big Beaver Road
(248) 643-7800

*It is recommended that students taking CISR *Personal Lines Miscellaneous* have already taken CISR Personal Residential, or have a working knowledge of the Homeowners Policy Form.

**Classes held at MAIA office:
1141 Centennial Way, Lansing, MI 48917



Registration Form

Or register online at <http://bit.ly/maia-registration>

Institute/Date/Location _____

Attendee Name _____

Nickname _____ Completed Designations _____
(Badge name)

System ID# (Found on Insurance License) _____ National Producer # _____

Agency/Company _____

Street Address _____ P.O. Box _____

City/State/Zip _____

Phone # _____ Cell # _____

Send confirmation/receipt to my e-mail address: _____

(Must be registrants email)

(Confirmation will include a link to the Manual in PDF format to view or download. A hardcopy version will be distributed at class.)

In addition, e-mail confirmation/receipt to: _____

(i.e. credit card holder, accounting dept., agency owner)

Registration Fees

\$160 CISR course - No CE

\$167 CISR course - With CE* - Michigan residents only

*NOTE: Non-residents pay MAIA for the class (\$160), but the extra fee for CE is paid to The Society of CISR during class, due to price variations.

Three Payment Options

1. Register online at <http://bit.ly/maia-registration>

2. Write a check made payable to MAIA.

3. Charge it and mail to the address, below. Total Charge \$ _____

VISA MC AMEX Discover

Name on Card _____

Card Number _____ Expiration Date _____

Cancellation Policy

If you must cancel your registration, you will receive a refund minus 25% of the registration fee. No refunds will be given to those who attend part of a program, or who are no-shows. If you do not cancel and do not attend the program, you will be considered a no show and no money will be refunded, nor will your money be transferred to a different class.

Please Note

In accordance with Title III of the Americans with Disabilities Act, we invite all registrants to advise us of any disability and any requests for accommodation to that disability. Please submit your request as far in advance as possible for the program you wish to attend. If you have any questions, call (517) 327-8050.

Please mail this form with your check or credit card information to:

MAIA • 1141 Centennial Way • Lansing, MI 48917 • (800) 589-5065 or (517) 323-9473

or email to awenzlick@michagent.org



Nine CISR Modules

Choose five of the nine to obtain the CISR designation or any of the modules to fulfill your CISR update.

Commercial Casualty I – CGL,AI

This course strengthens your ability to have productive, assured interactions with your commercial customers in the area of commercial casualty exposures and coverages. You will improve your understanding of legal liability and what creates liability exposures. The focus of this course is the Commercial General Liability Coverage Form. This course also addresses additional insured exposures and the coverage available to meet these needs.

Topics:

- Essentials of Legal Liability
- CGL Introduction
- Commercial General Liability Coverage Parts
- CGL Other Provisions
- Additional Insureds

Commercial Casualty II – BAP, WC, Excess

This course, like Commercial Casualty I, strengthens your ability to have productive, assured interactions with your commercial customers in the area of commercial casualty exposures and coverages. In this course the focus is the Business Auto Policy, the Workers Compensation Policy and Excess Liability Policies. You will improve your understanding in each of these areas.

Topics:

- Business Auto Exposures and Coverages
- Workers Compensation & Employers Liability Insurance Policy
- Commercial Umbrella and Excess Liability Policies

Insuring Commercial Property

Commercial property insurance is one of your business customers' greatest concerns. You'll improve your cross-selling abilities with up-to-date knowledge of commercial property coverage, and reduce E&O exposures. This course gives you the skills to address these issues with greater ease and confidence.

Topics:

- Fundamentals of Commercial Property Insurance
- Building and Personal Property Coverage Form
- Causes of Loss Forms
- Basics of Time Element Insurance
- Basics of Commercial Inland Marine Insurance

Insuring Personal Residential Property

This course gives you the expertise you need to guide your customers through the often complex and confusing process of purchasing homeowners insurance - and help them make decisions that insure their most valuable assets.

Topics:

- Introduction to the Homeowners Policy
- Homeowners Policy Section I
- Homeowners Policy Section II
- Tenants, Unit-Owners, and the Dwelling Policy

Insuring Personal Auto Exposures

After taking this course, you will be able to assist your clients in identifying their exposures and more effectively advise them in the processes of analyzing, obtaining, and modifying their personal automobile policies.

Topics:

- Introduction to the Personal Auto Policy
- Liability Coverages
- Medical Payments Coverage
- Uninsured/Underinsured Motorists Coverage
- Coverage for Damage to Your Auto
- Provisions

Personal Lines – Miscellaneous

*It is recommended that students taking CISR Personal Lines Miscellaneous have already taken CISR Personal Residential, or have a working knowledge of the Homeowners Policy Form.

This course addresses the exposures created by watercraft, recreational vehicles, and business activities often encountered when working with personal lines clients. Prompting your client to identify these exposures is crucial, because the ISO Homeowners and ISO Personal Auto Programs provide only very limited coverage. You will be better able to design the appropriate coverage for these exposures. The course will also provide an analysis of the important coverage offered through personal umbrella or excess liability policies.

Topics:

- Watercraft Exposures & Coverages
- Recreational Vehicles
- Business Activities of Personal Lines Clients
- Personal Umbrella/Excess Liability

Elements of Risk Management

Insurance professionals need training in the risk management process for two reasons. First, insurance is an integral part of their client's overall risk management program. Second, services provided by carriers, agencies and brokerages are often significant items in the organization's cost of risk.

In this eight-hour course we will cover each of the five powerful steps in this process, which protects not only the organization's assets, but also its mission and its brand.

Topics:

- The Risk Management Process & Risk Terms
- Risk Identification
- Risk Analysis
- Risk Control
- Risk Finance
- Risk Administration

Agency Operations

This course helps make you an indispensable team player in any insurance agency. As you work with colleagues and customers, you will do so with enhanced self-assurance and a greater understanding of the dynamics within insurance organizations. Also, understanding how agencies operate is essential training for both insurance agency and company personnel.

Topics:

- Legal & Ethical Requirements
- The Insurance Agency
- The Insurance Industry and Marketplace
- Communication
- Agency Workflow
- Account Management
- Errors & Omissions

Dynamics of Service

(Does not qualify towards earning the CISR designation)

In a competitive marketplace, an agency's or company's most important asset is...its people. Give your personnel the tools they need to succeed!

Dynamics of Service is consistently one of our highest-rated programs. Participants repeatedly tell us how this one-day course transformed their lives immediately when back on the job. And how much FUN it was to attend.

Difficult personalities are one of the realities of doing business. Dynamics of Service helps overcome the annoyance you feel during these encounters – by learning behavioral styles and effective ways to communicate. You can learn a process that leads to satisfied and loyal customer relationships – which in turn leads to greater retention rates.

The success of Dynamics of Service is a direct result of an energetic and knowledgeable faculty. These instructors have lived and practiced what they teach; they know what works in the “real world.”

When you attend Dynamics of Service, you will:

- Improve your people skills dramatically.
- Tune up your professional competence.
- Acquire a wealth of tools and techniques for dealing with customers effectively.

All these skills serve to make an employee more valuable, more productive, and more satisfied on the job.

William T Hold

(Does not qualify towards earning the CISR designation)

As part of the Founders Series, these innovative one-day courses are special advanced learning and update opportunities for insurance and risk management professionals.

The agenda is created from more than 40 topics, ranging from personal lines to commercial lines to life and health to risk management. You will explore topics that were either briefly covered or not covered at all in the five core CISR courses. For example, selected topics could include garage insurance, certificates of insurance, or rental cars. For specific topic information, consult the seminar agendas on the schedule page.

Hold Seminars provide excellent workbook materials and informal Q&A with the faculty -- experienced insurance industry professionals.

Benefits:

- Satisfies the annual CISR and CSRSM update requirements.
- Generous CE credit in most states
- Expert instruction
- State-specific topics and in-depth discussions
- Networking opportunities in a relaxed atmosphere - AND NO TEST!

2019 William T Hold class topics:

- Writing small commercial accounts (4 hrs)
- Homeowners property endorsements (3 hrs)