



Exclusive
MAIA
Member Only
Program!

The Ultimate Account Manager School™

Life-changing...that's the phrase some Account Managers/CSRs are using to describe The Ultimate Account Manager School™. When was the last time you heard of a school devoted to training only Account Managers/CSRs? Your answer is probably never, well the time is here!

This program is tailored to the needs of new and established Account Managers/CSRs, so all will benefit!

Program Overview:

This is not a typical insurance technical course, or another CSR designation program. The focus of the School is on the day-to-day issues facing Account Managers/CSRs. Technical training is certainly important, but equally important is the ability to manage multiple producers, prioritize work, stay current, and provide unforgettably positive customer service.

The days are intense, yet fun with a group no larger than 35 to allow for lots of interaction. A comprehensive workbook is included and the program is filed for CE credit.

Hosted at MAIA!

Wednesday, Oct. 9th, 2019
– Noon to 5:00 pm

Thursday, Oct. 10th, 2019
– 8:00 am to 5:00 pm

Friday, Oct. 11th, 2019
– 8:00 am to 3:00 pm

*Lunch will be provided each day

Cost per attendee: \$595

Please note: check with your carriers, they may assist with registration fee(s)

Presenters:

Industry consultants Cheryl L. Koch and Mary Eisenhart Belka, who have devoted their careers to the betterment of insurance agencies and insurance professionals throughout the U.S, have combined forces to create and present this unique School. The synergy resulting from their combined years of experience means your staff will experience an energetic, example-filled, and fast-paced offering, designed to introduce and reinforce the essential components of the Account Manager/CSR position.

Cheryl L. Koch, CPCU, CIC, ARM, AAI, AINS, API, AAM, AIM, ARP, AIS, ACSR, AFIS
Agency Management Resource Group

Mary Eisenhart Belka, CPCU, ARM, ARe, RPLU, CIC, CPIW
Eisenhart Consulting Group



Qualifies for TQA Update

The Ultimate Account Manager School™ 2019 Registration Form

Name/Designations _____ Nickname _____

Organization Name _____

Email _____ System ID # or

Mailing Address _____ National Producer # _____

City/State/Zip _____

Phone _____ Cell _____

In addition, email confirmation/receipt to: _____
(i.e. credit card holder; accounting dept.)

Additional Registrant _____ Nickname _____

Email _____ System ID # or

Phone _____ Cell _____ National Producer # _____

Additional Registrant _____ Nickname _____

Email _____ System ID # or

Phone _____ Cell _____ National Producer # _____

Fees:

\$595 Per attendee.

Filed for CE credit.



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Payment Options:

My check is enclosed for \$ _____ **Make checks payable to: MAIA**

OR

Charge my: Visa MC AMEX Discover

Name on Card _____

Card Number _____

Expiration Date _____

Check or credit card information must accompany registration and mailed to the address below:
1141 Centennial Way, Lansing, MI 48917, or email to awenzlick@michagent.org

Questions?

Call or email Deb Carmody at (517) 327-8031, dcarmody@michagent.org.

Cancellation Policy:

If you must cancel your registration, you will receive a refund minus 75% of the registration fee. No refunds will be given to those who attend part of a program, or who are no-shows.

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.

