

The Society of Certified Insurance Counselors

Insurance Company Operations

April 9-10, 2024 • Lansing, MI

Tuesday, April 9, 2024

7:30 AM – 8:00 AM

8:00 AM – 12:15 PM

12:15 PM – 1:15 PM

1:15 PM – 3:15 PM

3:15 PM – 5:15 PM

5:15 PM – 5:30 PM

Section 1

Section 2

Registration/Check-in

Executive and Financial Management

John Neal

Lunch – on your own

Executive and Financial Management

(continued)

John Neal

Product Development

John Neal

Exam Briefing

Wednesday, April 10, 2024

7:30 AM – 8:00 AM

8:00 AM – 11:00 AM

11:00 AM – 12:00 PM

12:00 PM – 1:00 PM

1:00 PM – 3:00 PM

3:00 PM – 5:00 PM

Section 3

Section 4

Section 5

Check-in

Underwriting

Mike Koscielny

Claims Management

Mike Koscielny

Lunch – on your own

Claims Management (continued)

Mike Koscielny

Product Distribution

Mike Koscielny

Faculty

John Neal, CRM, MBA

Michael Koscielny, CIC, CPCU, MBA, ARe, API, AIC, AIS

Educational Consultant

Victor Puleo, Ph.D., CIC, CFP

Program Location

Big I Michigan

1141 Centennial Way

Lansing, MI 48917

517-323-9473