

# The Society of Certified Insurance Counselors

## Insurance Company Operations

April 9-10, 2024 • Big I Michigan Webinar Event

### Tuesday, April 9, 2024

7:45 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**

**Join Webinar**

**Executive and Financial Management**

John Neal

**Lunch**

**Executive and Financial Management  
(continued)**

John Neal

**Product Development**

John Neal

**Exam Briefing**

### Wednesday, April 10, 2024

7:45 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**

**Join Webinar**

**Underwriting**

Mike Koscielny

**Claims Management**

Mike Koscielny

**Lunch**

**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