THE MERG STANDARD CANCELLATION POLICY:

- Cancellation prior to orientation................................................................. 100% refundable
- Cancellation during orientation............................................................... 75% refundable
- Cancellation during 1st week of class.................................................... 50% refundable
- Cancellation after 1st week of class....................................................... No Refund

Textbooks must be in new & unused condition returned to MERG for the full refund and 75% refund. For books in used condition or not returned, the 100% refund and 75% refund will be reduced by current price of book plus shipping.
Personal & Commercial Coverage Basics
Two online courses that give your rookies the training they need to succeed without interrupting your daily sales and services activities

Personal Lines Coverage Basics
(for employees with 3-9 months experience)

Curriculum includes:
Orientation (if first on-line course)
Wk 1: Introduction to Property Insurance
Wk 2: Introduction to Liability Insurance
Wk 3: Dwelling Insurance
Wk 4: Homeowners Insurance
Wk 5: Personal Auto Insurance
Wk 6: Miscellaneous Personal Insurance

Course Schedule (offered bi-monthly):

<table>
<thead>
<tr>
<th>Orientation Week</th>
<th>Personal Lines Basics</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 13, 2020</td>
<td>1/20-2/28</td>
</tr>
<tr>
<td>March 9, 2020</td>
<td>3/16-4/24</td>
</tr>
<tr>
<td>May 11, 2020</td>
<td>5/18-6/26</td>
</tr>
<tr>
<td>July 13, 2020</td>
<td>7/20-8/28</td>
</tr>
</tbody>
</table>

Course Fee for PL Coverage Basics: $295

Commercial Lines Coverage Basics
(for employees with 3-12 months experience)

Curriculum includes:
Orientation (if first on-line course)
Wk 1: The Comm Pkg Policy & the BOP
Wk 2: Commercial Property Insurance
Wk 3: Ocean & Inland Marine Insurance
Wk 4: Commercial General Liability Insurance
Wk 5: Commercial Auto Insurance
Wk 6: Commercial Crime Insurance
Wk 7: Workers’ Compensation
Wk 8: Miscellaneous Commercial Insurance

Course Schedule (offered bi-monthly but No December starts):

<table>
<thead>
<tr>
<th>Orientation Week</th>
<th>Commercial Lines Basics</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 10, 2020</td>
<td>2/17-4/10</td>
</tr>
<tr>
<td>April 13, 2020</td>
<td>4/20-6/5</td>
</tr>
<tr>
<td>June 9, 2020</td>
<td>7/20-9/3</td>
</tr>
</tbody>
</table>

Course Fee for CL Coverage Basics: $305

Student Activity in a MERG Course

#1. Read a chapter and/or an e-lecture.
#2. Perform at least one activity in the week, using the agency as a “learning lab”. The activities send you into the agency as a proactive learner, observing procedures and asking questions.
#3. Post your observations about the activity.
#4. Participate in a discussion question weekly with classmates and the facilitator.
#5. Take occasional quizzes & a final exam.

Time to complete the course: 3 hrs weekly max.
Time on-line: Less than 1 hr weekly.
Work can be completed off-line, then pasted in on-line.

This course was more technically in depth than I expected. I found it to be very educational and got a good picture of how the insurance business is conducted and how many benefits the insurance company offers.

Registration

Name ________________________________
Agency ______________________________
Address ______________________________
City/State/Zip _________________________
FAX __________________ Phone __________
E-Mail ______________________________

☐ Personal Lines Cov Basics    ☐ Commercial Lines Cov Basics

Session Start Date: __________________

☐ My check is enclosed.
☐ Please charge the course to my credit card:
☐ MC  ☐ VISA Exp date: ___________ Security Code _______

Name on Card: _________________________
Card # ______________________________
Signature ____________________________

Mail or email your completed registration form with payment info to:
Michigan Association of Insurance Agents
1141 Centennial Way
Lansing, MI 48917
(517) 323-9473
awenzlick@michagent.org

Brought to you by the Managing Education Resource Group (MERG) in conjunction with your local agent association.
For more information about curriculum, call Sue Radwan at (517) 256-4786. To register, call your agent association.
New Agency Employee Orientation

If you have a new employee on board or are planning a new hire, this course is for you! This program is designed for unlicensed employees with less than 12 months experience in the agency. Your employees log on to the course via the computer each week to get the training they need. There’s no travel, no interruption to daily agency activity and, most importantly, no time out of the office!

Through this “virtual classroom,” your new hire can connect with other rookies, bounce questions off the facilitator, and learn in manageable pieces in the comfort of their home or office!

We will:

- build a foundation of knowledge about insurance
- explore the big picture of insurance, including terms and key concepts
- discover how the agency delivers service to customers
- teach the importance of E&O prevention techniques

Course Schedule (offered every month):

<table>
<thead>
<tr>
<th>Orientation Wk</th>
<th>Course Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 13, 2020</td>
<td>1/20-3/6</td>
</tr>
<tr>
<td>February 10, 2020</td>
<td>2/17-4/3</td>
</tr>
<tr>
<td>March 9, 2020</td>
<td>3/16-5/1</td>
</tr>
<tr>
<td>April 13, 2020</td>
<td>4/20-6/5</td>
</tr>
<tr>
<td>May 11, 2020</td>
<td>5/18-7/3</td>
</tr>
<tr>
<td>June 8, 2020</td>
<td>6/15-7/3</td>
</tr>
</tbody>
</table>

Course Fee: $275

Name ____________________________________________
Agency____________________________________________
Address___________________________________________
City/State/Zip_______________________________________
FAX____________________ Phone_____________________
E-Mail____________________________________________
Session Start Date: __________________________________
☐My check is enclosed.
☐Please charge the course to my credit card:
☐MC ☐VISA Exp date: ___________ Security Code _______
Name on Card: ______________________________________
Card # ___________________________________________
Signature _________________________________________

Mail or email your completed registration form with payment info to:
Michigan Association of Insurance Agents
1141 Centennial Way
Lansing, MI 48917
(517) 323-9473
awenzlick@michagent.org

“I liked how easy it was to use. Any on line courses I have taken in the past were hard to follow. This course allowed me to get a clear understanding of how the site worked before the class began. Also, I really liked the text book, it was easy to follow, and the questions within the text instead of at the end helped me learn things a lot more easily. When you’re just reading, reading, reading then you have to answer questions the words tend to become all one. Having it so you had to answer questions after reading section by section gave me two ways to think of what I was learning and keep the text fresh in my mind.”

“I liked that this course not only incorporated insurance terminology and procedures but it also helped me, a lot, to get to know my agency and the way things are done and who does what.”

“Make Your New Employee A Winner
Give your rookies the training they need to succeed without interrupting your daily sales and services activities”

Brought to you by the Managing Education Resource Group (MERG) in conjunction with your local agent association.
For more information about curriculum, call Sue Radwan at (517) 256-4786. To register, call your agent association.
Are you confident your rookies know:
- Quality customer service?
- Impeccable work habits?
- Errors & omissions prevention procedures?

This course fills in gaps of knowledge & experience for your new employee!

How It Works
In our “virtual classroom,” your employees log on to the course via the computer each week to get the training they need. There’s no travel, no interruption to daily agency activity and, most importantly, no time out of the office. Your new hire can connect with other rookies, bounce questions off the facilitator, and learn about critical service and communication skills in manageable pieces in the comfort of their home or office!

Students will learn how to...
- develop relationships through active listening
- take ownership of the problem customer’s,
- speak positively in negative situations,
- help confused or irate customers,
- clarify expectations and confirm work plans,
- minimize E&O risk through proper documentation and consistently following standard procedures in the agency
- explore the workflows within the agency’s system to create a “big picture” understanding of the tasks assigned.

“The course made me more understanding about the insured’s feelings.”

When you want your clients to have the very best...Train your front line employees to deliver quality service. Register your rookies today!

Course Fee: $275

Name _________________________________
Agency________________________________
Address_______________________________
City/State/Zip__________________________
FAX ____________________ Phone__________
E-Mail_______________________________
Session Start Date: _____________________
☐ My check is enclosed.
☐ Please charge the course to my credit card:
☐ MC ☐ VISA Exp date: ___________
Security Code _________
Name on Card: _________________________
Card # _______________________________
Signature _____________________________

Mail or email your completed registration form with payment info to:

Michigan Association of Insurance Agents
1141 Centennial Way
Lansing, MI 48917
(517) 323-9473
awenzlick@michagent.org

Course Schedule (offered 3x annually)

<table>
<thead>
<tr>
<th>Orientation Week</th>
<th>Course Dates</th>
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<tbody>
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<td>4/18-6/26</td>
</tr>
<tr>
<td>August 10, 2020</td>
<td>8/17-9/25</td>
</tr>
</tbody>
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