

# Insurance Company Operations Institute

October 25-26, 2023

GoToWebinar



## Agenda

### Wednesday, October 25, 2023

- 7:45 - 8 am **Join webinar**
- 8 am - 12:15 pm **Executive and Financial Management**  
In this section, agents are introduced to terminology common to discussions of insurance company operations. In addition to becoming familiar with critical terms and fundamental concepts, they will gain a “big picture” understanding of the various facets, activities, and concerns of the operations within an insurance company.  
*John Neal, CRM  
Pittsburgh, Pa.*
- 12:15 - 1:15 pm **Lunch**
- 1:15 - 3:15 pm **Executive and Financial Management (cont'd)**  
*John Neal, CRM*
- 3:15 - 5:15 pm **Product Development**  
Agents will understand the product development process that occurs within an insurance company. They will be able to identify the information the product development department uses to establish the tactical plan. They will apply the 5-step process used in the product development process to design and implement a product. They will evaluate the effectiveness of a product development team's use of the actuarial process to determine the price and performance of a product.  
*John Neal, CRM*
- 5:15 - 5:30 pm **Exam Briefing**

### Thursday, October 26, 2023

- 7:45 - 8 am **Join webinar**
- 8 am - 11 am **Underwriting**  
Agents will learn about the steps, tools, and structure used by insurance company underwriting departments. They will gather information about the impact of market cycles, as well as the purpose of reinsurance and loss control. They will examine premium audits and the technology needed to support the underwriting process.  
*Nicole Sherrill-Wyatt, CIC  
Penn National Insurance  
Greensboro, N.C.*
- 11 am - 12 pm **Claims Management**  
Agents will learn about the claims management process – from planning to managing to technology. They will evaluate a claim regarding the roles of subrogation and salvage. They will analyze the problem of fraud from the perspective of a special investigative unit and consider the appropriate solution. They will discuss the possible outcomes when an insurance company acts in bad faith. They will better understand the claims technologies and how they impact the success of the claims department and the insurance company.  
*Nicole Sherrill-Wyatt, CIC*
- 12 - 1 pm **Lunch**
- 1 - 3 pm **Claims Management (cont'd)**  
*Nicole Sherrill-Wyatt, CIC*
- 3 - 5 pm **Product Distribution**  
Agents will learn how insurance products move from the development process to distribution. They will compare various methods used to create the brand. They will be able to differentiate between the various methods of distribution and determine where they are most effective. They will evaluate methods intended to support policyholder services. They will explore the technology available to support the sales and marketing functions.  
*Nicole Sherrill-Wyatt, CIC*

## EXAMINATION

CIC examinations must be taken online through your PROfile page in the week following the class, beginning Monday at 12:01 a.m. through Thursday at 11:59 p.m. Exam takers must submit a proctor request prior to the end of the class through their PROfile page. For more information on selecting a proctor and taking the online exam, visit [scic.com/proctor-monitor-rules](http://scic.com/proctor-monitor-rules).

## ADA

We work hard to make our programs accessible to all. If you need special accommodations, simply call MAIA at 573-893-4301 or email [maia@moagent.org](mailto:maia@moagent.org).

## CE Credits

This class is filed in all states and approved for 16 general continuing education credits in Missouri. If you have any questions, including CE credits in other states, please contact The National Alliance at [alliance@scic.com](mailto:alliance@scic.com).

## Cancellation Policy

You will not receive a refund or transfer credit if you do not notify us before the start of the event. All cancellations and transfers must be received in writing. **Refunds:** A 90% refund applies if cancelling more than two weeks prior to start of event; 75% refund if cancelling fewer than two weeks before the event. **Transfers:** A \$30 transfer fee will be assessed on any CIC transfer made within two weeks of the program. Transfers may only be made to another MAIA course. Student must indicate a transfer course within two weeks of cancellation, or appropriate percentage of tuition will be refunded.

## PROfile

Your PROfile displays all of your National Alliance professional education information, including Alliance member #, when your next update is due, membership dues status, CE certificate, course history, new program offerings, contact and logon information, and suggested reading materials. *Please note that it will take 4-6 weeks for your attendance to be reflected on your PROfile.*

## Requesting an Extension

In order to request an extension on your CIC update, please contact The National Alliance at [alliance@scic.com](mailto:alliance@scic.com).



## Insurance Company Operations Registration Form 2023

*(One registration form per person. Form may be photocopied for others.)*



**I wish to attend the CIC Insurance Company Operations Institute to be held Oct. 25-26, 2023 on GoToWebinar.**

**Note: You can also register online at [www.moagent.org/edcalendar](http://www.moagent.org/edcalendar).**

Name \_\_\_\_\_ Name for badge \_\_\_\_\_

Title \_\_\_\_\_ Designation(s) you hold: ACSR CISR CIC CLU CPCU AAI LUTCF Other: \_\_\_\_\_

Date of Birth \_\_\_\_\_ National Producer Number: \_\_\_\_\_

Which best describes your role?  Owner/Principal  Agency Mgr.  Producer  Acct. Mgr.  CSR  IT  Co. Rep  Other: \_\_\_\_\_

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Type of Entity:  Retail Agency  Insurance Co.  MGA/E&S Agency  Vendor  Other \_\_\_\_\_

### **SEMINAR PRICE is \$420**

*Fee includes CE credit reporting fees for participants.*

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Or make checks payable to MAIA. **(Payment must be sent with this form)**

Mail or fax to Missouri Association of Insurance Agents, 3315 Emerald Lane, Jefferson City, MO 65109, Fax: 573-893-3708.

**Questions?** Phone 573-893-4301.