



# Insurance Company Operations

## September 17-18, 2025

GoToWebinar

### CLASS OVERVIEW & TOPICS

What function(s) do you perform inside a company, and how are these functions related? Find out more about how to use cutting-edge executive tactics to improve company operations and foster business success. You will discover strategic decision-making techniques in the Insurance Company Operations course for meeting compliance standards, satisfying regulatory requirements, developing products, underwriting them, distributing and promoting them, and performing other crucial business operations.

## Agenda

### Wednesday, Sep. 17, 2025

- 7:45 - 8 a.m. **Join webinar**
- 8 a.m. - 12:15 p.m. **Executive and Financial Management**  
Executive-level strategies used to determine insurance company structure and regulations and compliance requirements unique to the insurance business.  
*John Neal, CRM, MBA*
- 12:15 - 1:15 p.m. **Lunch**
- 1:15 - 3:15 p.m. **Executive and Financial Management (cont'd)**  
*John Neal, CRM, MBA*
- 3:15 - 5:15 p.m. **Product Development**  
Sources of new insurance product development, modifications of existing products, and how to create insurance coverage for emerging industries.  
*John Neal, CRM, MBA*
- 5:15 - 5:30 p.m. **Exam Briefing**

**Ed Consultant:** *Sam Bennett,*  
*CIC, CPRM, CPIA, AFIS, CRIS, TRIP*

### Thursday, Sep. 18, 2025

- 7:45 - 8 a.m. **Join webinar**
- 8 - 11 a.m. **Underwriting**  
The importance and value of underwriting to an insurance company, including types of reinsurance methods, the role of the loss control and safety specialist, and the auditor's responsibilities.  
*Mike Russell, CIC, CPCU, MBA*
- 11 a.m. - 12 p.m. **Claims Management**  
The purpose and function of the claims process and how a claims department interacts within a company.  
*Mike Russell, CIC, CPCU, MBA*
- 12 - 1:00 p.m. **Lunch**
- 1:00 - 3:00 p.m. **Claims Management (cont'd)**  
*Mike Russell, CIC, CPCU, MBA*
- 3:00 - 5:00 p.m. **Product Distribution**  
Services that affect policyholders, including the appointment of insurance agencies, product delivery methods, and around-the-clock customer service.  
*Mike Russell, CIC, CPCU, MBA*

All times assumed CDT unless otherwise noted.

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### 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 <https://www.riskeducation.org/proctor-monitor-rules/>