

# Insurance Company Operations

## May 15-16, 2024



Hybrid:

GoToWebinar or MAIA Headquarters Jefferson City

### 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, May 15, 2024**

- 7:30 - 8 a.m. **In-Person Registration with coffee & rolls**
- 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 - 1:30 p.m. **Lunch**
- 1:30 - 3:30 p.m. **Executive and Financial Management (cont'd)**  
*John Neal, CRM, MBA*
- 3:30 - 5:30 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*
- 5:30 - 5:45 p.m. **Exam Briefing**

### **Thursday, May 16, 2024**

- 7:30 - 8 a.m. **In-Person Registration with coffee & rolls**
- 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 method, the role of the loss control and safety specialist, and the auditor's responsibilities.  
*Nicole Sherrill-Wyatt, CIC, CPCU, SCLA, AIS, AIM, API, AIC, AINS*
- 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.  
*Nicole Sherrill-Wyatt, CIC, CPCU, SCLA, AIS, AIM, API, AIC, AINS*
- 12 - 1:15 p.m. **Lunch**
- 1:15 - 3:15 p.m. **Claims Management (cont'd)**  
*Nicole Sherrill-Wyatt, CIC, CPCU, SCLA, AIS, AIM, API, AIC, AINS*
- 3:15 - 5:15 p.m. **Product Distribution**  
Services that affect policyholders, including the appointment of insurance agencies, product delivery methods, and around-the-clock customer service.  
*Nicole Sherrill-Wyatt, CIC, CPCU, SCLA, AIS, AIM, API, AIC, AINS*

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 [scic.com/proctor-monitor-rules](http://scic.com/proctor-monitor-rules).

