

# TRAINING SCHEDULE

## FOR INSURANCE SUPERHEROES

### QUICK

Quick! To our training schedule where it doesn't take laser focus to see that you'll learn from the masters of insurance and you'll be in good crusader company.

### REGISTER

We are heading back to the classroom and will still offer live webinars. Check out insurance courses and register today.

### TOGETHER

More than 8,500 insurance professionals attended IA&B classes and webinars in 2020. People turn to IA&B to earn licenses or designations, learn new sales techniques, and get CE credits. Don't be left behind. Register for award-winning education today.

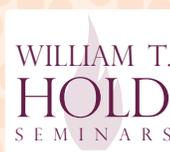
### IA&B IS THE RECIPIENT OF THE:



IA&B

Customers count on you when they need help.

Our education goal is simple: To give you the tools to be an insurance hero. Through IA&B education, you can conquer the insurance world for your clients.





## SUPERHEROES UNITE

### IN-PERSON CLASSES RETURNING THIS FALL

Sep 15	CISR - Commercial Casualty I	Horsham, PA
Sep 21-22	CIC - Commercial Casualty	Harrisburg, PA
Sep 23	William T Hold: Commercial Lines	Hunt Valley, MD
Sep 28	CPIA - Position for Success	Mechanicsburg, PA
Sep 29	CPIA - Implement for Success	Mechanicsburg, PA
Sep 30	CPIA - Sustain Success	Mechanicsburg, PA
Oct 4-5	James K Ruble Graduate Seminar	Ocean City, MD
Oct 7	CISR - Personal Residential	Pittsburgh, PA
Oct 12-14	PA P&C Licensing Exam Prep	Mechanicsburg, PA
Oct 14	CISR - Commercial Property	Newark, DE
Oct 19	CISR - Agency Operations	Mechanicsburg, PA
Nov 8-9	James K Ruble Graduate Seminar	Lancaster, PA
Nov 9-11	PA P&C Licensing Exam Prep	Exton, PA
Nov 18	CISR - Personal Residential	Frederick, MD
Nov 30	CISR - Elements of Risk Management	Mechanicsburg, PA
Dec 2	CISR - Personal Lines Miscellaneous	Mechanicsburg, PA
Dec 7-8	CIC - Commercial Property	King of Prussia, PA
Dec 14	CISR - Commercial Casualty II	Reading, PA

DETAILS FOR EACH CLASS ARE LISTED  
ON THE FOLLOWING PAGES.



# THANK YOU

TO OUR PLATINUM  
PARTNERS FOR  
SUPPORTING THE  
INDEPENDENT  
AGENT NETWORK.

Acuity

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Main Street America  
Insurance

Millers Mutual Group

Nationwide Insurance  
Company

Penn National  
Insurance

Plymouth Rock  
Assurance



## SALES & MARKETING TRAINING

Get energized and learn how to generate qualified leads that will translate into sales and commission. These courses are developed specifically for insurance professionals, so you'll meet and network with people just like you!

Register for *one* or all *three* days.

### WHO SHOULD ATTEND?

These seminars are open to any employee of an agency, insurance company or insurance-related business who wants to enhance or learn sales techniques.

### BECOME A CERTIFIED PROFESSIONAL INSURANCE AGENT

Three Days. One Designation. No Exam.

Attend all three days and you'll earn the Certified Professional Insurance Agent (CPIA). There is no exam for this certification.

\*This training is developed by the American Insurance Marketing and Sales Society (AIMS).

	Sep 28	Position for Success	Mechanicsburg, PA
	Sep 29	Implement for Success	Mechanicsburg, PA
	Sep 30	Sustain Success	Mechanicsburg, PA

Arrival: 8:00 - 8:25 AM  
Class: 8:30 AM - 4:30 PM

MEMBER: \$205 | NON-MEMBER: \$245 PER DAY  
Includes course materials, CE fees & lunch

Visit [IABforME.com](http://IABforME.com) for details

NO EXAM REQUIRED

LOSS CONTROL CREDIT for Utica policyholders

## PA LICENSING STUDY COURSES

	Sep 21-23	P&C Licensing	Live Webinar
	Oct 12-14	P&C Licensing	Mechanicsburg, PA
	Nov 9-11	P&C Licensing	Exton, PA
	Dec 7-9	P&C Licensing	Live Webinar

Arrival or log into webinar: 7:30-7:55 AM  
CLASS: 8:00 AM - 5:00 PM

IN-PERSON: Member: \$399 | Non-Member: \$519  
WEBINAR: Member: \$299 | Non-Member: \$419  
Includes course materials and PLE fees

24 Pre-Licensing Education

### GUARANTEE TO PASS

If you register at least 4 weeks prior to class and follow the provided study schedule, IA&B guarantees you will pass the exam. If you fail, you may attend another study course within 1 year at no charge. Updated course material fees may apply.

### SCHOLARSHIP OPPORTUNITY

IA&B awards Licensing Prep Scholarships throughout the year. Go to [IABforME.com](http://IABforME.com) for more information.

## LICENSING SELF STUDY

### OFFLINE: PA PROPERTY & CASUALTY (P&C) MANUAL

IA&B has written the book on P&C licensing exam preparation in Pennsylvania, and you can own it. With our P&C Pre-Licensing Manual, aspiring agents have the tools to significantly improve their chances of passing the licensing exam on the first try.

Member: \$219 +S&H | Non-Member: \$259 +S&H

### ONLINE: LIFE & HEALTH: PA, MD, DE PROPERTY & CASUALTY: MD, DE

IA&B has partnered with ExamFX to bring you online learning. Whether you study better by reading, watching videos or taking online practice tests, ExamFX has a solution for you and IA&B's stamp of approval!

### TWO OPTIONS FOR ONLINE STUDY

VIDEO STUDY: This package includes learning with OnDemand Videos and access to the Interactive Learning Portal.

Member: \$167.96 | Non-Member: \$209.95

LIVE ONLINE STUDY: This package includes all the Video Study Package plus live instructor-led training sessions.

Member: \$255.96 | Non-Member: \$319.95



## CERTIFIED INSURANCE SERVICE REPRESENTATIVE (CISR)

The Certified Insurance Service Representative (CISR) Program empowers outstanding individuals to provide exceptional account management and customer service.

### WHO SHOULD ATTEND CISR COURSES?

CISR courses are designed for individuals working in a customer service capacity.

### EARN A PRESTIGIOUS CISR DESIGNATION

Within three calendar years, take five courses of your choice and pass the exam that follows the course. The exam is required only if earning the designation. Insurance professionals are welcome to take CISR courses without the intent to earn a designation.

	Sep 1	Personal Auto	Live Webinar
	Sep 15	Commercial Casualty I	Horsham, PA
	Sep 22	Agency Operations	Live Webinar
	Sep 29	Commercial Property	Live Webinar
	Oct 7	Personal Residential	Pittsburgh, PA
	Oct 13	Elements of Risk Management	Live Webinar
	Oct 14	Commercial Property	Newark, DE
	Oct 19	Agency Operations	Mechanicsburg, PA
	Oct 20	Personal Lines Miscellaneous	Live Webinar
	Oct 27	Commercial Casualty I	Live Webinar
	Nov 3	Life & Health Essentials	Live Webinar
	Nov 10	Commercial Casualty II	Live Webinar
	Nov 17	Personal Residential	Live Webinar
	Nov 18	Personal Residential	Frederick, MD
	Nov 30	Elements of Risk Management	Mechanicsburg, PA
	Dec 1	Personal Auto	Live Webinar
	Dec 2	Personal Lines Miscellaneous	Mechanicsburg, PA
	Dec 8	Agency Operations	Live Webinar
	Dec 14	Commercial Casualty II	Reading, PA

Arrival or log into webinar: 7:30 - 7:55 AM  
Class: 8:00 AM - 3:45 PM | Exam Review: 3:45- 4:15 PM

IN-PERSON: Member/Non-Member: \$205  
WEBINAR: Member/Non-Member: \$161  
Includes course materials and CE fees. In-person classes include lunch.

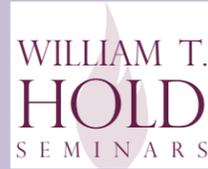
Visit [IABforME.com](http://IABforME.com) for details

If earning a designation, a timed, one-hour online exam will be available Monday through Thursday of the week following your webinar or class.

LOSS CONTROL CREDIT for Utica policyholders with CIC, CRM or CISR designations *except* Agency Operations, which credits any Utica policyholder.



## THE NATIONAL ALLIANCE for Insurance Education & Research



## WILLIAM T. HOLD SEMINARS

William T. Hold Seminars are one-day seminars designed specifically for individuals who have a concentrated role in customer service. The seminars offer topics that expand and support the CISR Program.

### WHO SHOULD ATTEND WILLIAM T. HOLD SEMINARS?

Open to all insurance professionals. William T. Hold seminars are a great annual update option for CISR designees; however, holding the designation is not a requirement for attendance.

	Sep 15	Commercial Lines	Live Webinar
	Sep 23	Commercial Lines	Hunt Valley, MD
	Oct 6	Personal Lines	Live Webinar

Arrival or log into webinar: 7:30 - 7:55 AM  
Class: 8:00 AM - 4:00 PM

IN-PERSON: Member/Non-Member: \$205  
WEBINAR: Member/Non-Member: \$161  
Includes course materials and CE fees  
In-person classes include lunch.

PA|DE: 7 GEN | MD: 7 PC

NO EXAM REQUIRED

LOSS CONTROL CREDIT for Utica policyholders with CIC, CRM or CISR designations.

### THE NATIONAL ALLIANCE AND IA&B

IA&B brings you the popular educational programs developed by The National Alliance for Insurance Education & Research. We offer:

- Certified Insurance Counselor (CIC) Program
- James K. Ruble Graduate Seminars
- Certified Insurance Service Representative (CISR) Program
- William T. Hold Seminars



## CERTIFIED INSURANCE COUNSELOR (CIC) PROGRAM

The Certified Insurance Counselor program is a nationally recognized and highly respected insurance professional designation. The CIC program is continuously reviewed, updated, and expanded to fit your professional needs.

### WHO SHOULD ATTEND CIC COURSES?

- Licensed agents, brokers, and adjusters
- Insurance or risk management professionals with two years of experience

### EARN A PRESTIGIOUS CIC DESIGNATION

Within five calendar years, take five CIC courses of your choice and pass the corresponding exams. The exam is required only if you are earning the designation. Insurance professionals are welcome to take CIC courses without the intent to earn a designation.

	Sep 7-8	Life & Health	Live Webinar
	Sep 21-22	Commercial Casualty	Harrisburg, PA
	Nov 2-3	Commercial Multiline	Live Webinar
	Nov 17-18	Personal Lines	Live Webinar
	Dec 7-8	Commercial Property	King of Prussia, PA

Arrival or log into webinar: 7:30 - 7:55 AM  
Class: 8:00 AM - 5:00 PM. Exam review from 5:15 - 5:30 on first day is recommended for those earning the designation.

IN-PERSON: Member/Non-Member: \$450  
WEBINAR: Member/Non-Member: \$420  
Includes course materials and CE fees

Visit [IABforME.com](http://IABforME.com) for details

If earning a designation, a timed, two-hour online exam (essay/short answer) will be available Mon thru Thurs the week following the last webinar or class.

LOSS CONTROL CREDIT for Utica policyholders with CIC, CRM or CISR designations *except* Agency Operations, which credits any Utica policyholder.

The educational programs and research conducted by The National Alliance were built on a foundation of integrity, innovation, and imagination. These qualities commit us to act responsibly, to be accountable for our actions, to fulfill our obligations, and to inspire others with our relentless determination to achieve a standard of excellence in every endeavor.



## JAMES K. RUBLE GRADUATE SEMINARS

Respected throughout the industry as cutting-edge and market-focused – offering a variety of specialty, advanced, and high-interest topics. Take your coverage knowledge to new heights at a two-day James K. Ruble Graduate Seminar.

### WHO SHOULD ATTEND JAMES K. RUBLE SEMINARS?

Any Certified Insurance Counselor (CIC) or Certified Risk Manager (CRM) designee who is looking to dive deeper into coverage topics than was covered at the CIC course level.

	Oct 4-5	Ocean City, MD
	Oct 13-14	Live Webinar
	Nov 8-9	Lancaster, PA

Arrival or log into webinar: 7:30 - 7:55 AM  
Class: 8:00 AM - 5:15 PM

IN-PERSON OR WEBINAR:  
Member/Non-Member: \$445  
Includes course materials and CE fees

Visit [IABforME.com](http://IABforME.com) for details

NO EXAM REQUIRED

LOSS CONTROL CREDIT for Utica policyholders with CIC, CRM or CISR designations.

## OTHER COVERAGE LIVE CE WEBINARS

	Sep 1	2-3 PM	An Hour with Cathy: Three Commercial Property Insurance Problems and How to Fix Them
	Sep 2	9 AM-12 PM	That's Personal: Home & Auto Exposures Your Insured Doesn't Share (and Why That's Bad)
	Sep 2	9 AM-1 PM	Consumer Protection and Suitability of Annuity Transactions
	Sep 2	1-4 PM	Is This Stuff for Real? Understanding & Insuring Emerging Risks
	Sep 7	1-4 PM	Commercial Property - Direct vs Indirect Damage
	Sep 8	2-3 PM	An Hour with Kevin: Insuring Self-Driving Cars, Scooters & Other Modern Transit Risks
	Sep 9	1-4 PM	Personal Lines Clients and Their New Normal
	Sep 14	9 AM-12 PM	The Small or Hobby Farm: Properly Identifying and Insuring the Risk
	Sep 14	1-4 PM	The Evolution of Ethics in Insurance
	Sep 15	2-3 PM	An Hour with Nicole: Homeowners Loss Settlement Issues
	Sep 23	9 AM-12 PM	Nailed It: Understanding Insurance Requirements in Construction Contracts
	Sep 23	1-4 PM	Chris Amrhein's "Adventures in Aging": Financially Surviving Retirement
	Sep 28	1-4 PM	Cyber - Evolution, Exposures, Incidents & Insurance
	Sep 30	1-4 PM	Commercial Insurance Coverages, Court Cases & Chaos
	Oct 5	1-4 PM	Ethics: Essentials for the Insurance Producer
	Oct 7	9 AM-12 PM	Flood Insurance and the NFIP
	Oct 7	1-4 PM	Dead or Alive: The Many Functions of Life Insurance
	Oct 12	9 AM-12 PM	Personal Lines Coverage Concerns: Annoying But Important
	Oct 19	1-4 PM	Contracts Agents Should Read
	Oct 20	2-3 PM	An Hour with Nicole: Personal Umbrella Issue & Answers
	Oct 21	9 AM-12 PM	Insuring Commercial Transportation Exposures: The Business Auto and Motor Carrier Forms
	Oct 21	1-4 PM	Homeowners in Real Life: Tales of Claims & Coverage
	Oct 26	1-4 PM	Chris Amrhein's "Adventures in Aging": Understanding Social Security & Medicare
	Nov 2	1-4 PM	That's Personal: Home & Auto Exposures Your Insured Doesn't Share (and Why That's Bad)
	Nov 4	9 AM-12 PM	Coverage Problems Your Contractors Hate (and How to Solve Them)
	Nov 4	1-4 PM	Personal Lines Clients and Their New Normal
	Nov 11	9 AM-12 PM	Commercial Property - Direct vs Indirect Damage
	Nov 16	1-4 PM	"How/Where the %^* Will I Live?" Insurance Solutions for the Long-Term
	Nov 18	9 AM-12 PM	The Small or Hobby Farm: Properly Identifying and Insuring the Risk
	Nov 18	1-4 PM	Chris Amrhein's "Adventures in Aging": Financially Surviving Retirement
	Nov 30	9 AM-12 PM	Insurance Jeopardy! Testing Your Knowledge of Personal & Commercial Lines
	Nov 30	1-4 PM	Exposures that Prove Why ALL Employers Need EPL Coverage
	Dec 1	9 AM-12 PM	Autos, Garages and Dealers - Oh My! Knowing the Difference
	Dec 1	2-3 PM	An Hour with Cathy: Truly Awful CGL Endorsements
	Dec 2	9 AM-12 PM	Flood Insurance and the NFIP
	Dec 7	9 AM-12 PM	The Evolution of Ethics in Insurance
	Dec 7	1-4 PM	Insuring Commercial Transportation Exposures: The Business Auto and Motor Carrier Forms
	Dec 9	1-4 PM	Homeowners in Real Life: Tales of Claims & Coverage
	Dec 14	9 AM-12 PM	Is This Stuff for Real? Understanding & Insuring Emerging Risks
	Dec 14	1-4 PM	Chris Amrhein's "Adventures in Aging": Understanding Social Security & Medicare"
	Dec 15	2-3 PM	An Hour with Nicole: Homeowners Loss Settlement Issues
	Dec 16	9 AM-12 PM	Cyber - Evolution, Exposures, Incidents & Insurance
	Dec 16	1-4 PM	Commercial Insurance Coverages, Court Cases & Chaos



 1 HOUR WEBINARS:  
MEMBER: \$25  
NON-MEMBER: \$55

3 HOUR WEBINARS:  
MEMBER: \$75  
NON-MEMBER: \$105

4 HOUR WEBINARS:  
MEMBER: \$100  
NON-MEMBER: \$140

 Visit IABforME.com for details

 NO EXAM REQUIRED

## E&O RISK MANAGEMENT LIVE WEBINARS

	Sep 9	9 AM-12 PM	Agent's E&O: Documentation, Social Media, Cyber & More**
	Sep 14	1-4 PM	The Evolution of Ethics in Insurance
	Oct 5	1-4 PM	Ethics: Essentials for the Insurance Producer
	Oct 12	1-4 PM	Agent's E&O: Duties, Operations, Checklists and More**
	Nov 11	1-4 PM	Culture, Ethics and E&O: The Right Way to Run an Agency *
	Nov 16	9 AM-12 PM	Agent's E&O: Documentation, Social Media, Cyber & More**
	Dec 2	1-4 PM	Agent's E&O: Duties, Operations, Checklists & More**
	Dec 7	9 AM-12 PM	The Evolution of Ethics in Insurance

 MEMBER: \$75 | NON-MEMBER: \$105

 Visit IABforME.com for details

 NO EXAM REQUIRED

 LOSS CONTROL CREDIT for Utica policyholders \*  
LOSS CONTROL CREDIT for Utica (PA, MD, DE) & Westport (PA/DE) policyholders\*\*

## E&O RISK MANAGEMENT ON DEMAND CE

TWO COURSES AVAILABLE:

- COMMERCIAL LIABILITY COVERAGE GAPS & HOW TO FILL THEM
- CP COVERAGE GAPS & HOW TO FILL THEM

 AVAILABLE 24/7 at IABforME.com

 Visit IABforME.com for details.

 MEMBER: \$75 | NON-MEMBER: \$105  
Includes CE fees course materials and CE fees

 PA|DE: 3 GEN | MD: 3 PC

 LOSS CONTROL CREDIT for Utica (PA, MD, DE) & Westport (PA/DE) policyholders



Insurance Agents & Brokers  
5050 Ritter Road  
Mechanicsburg, PA 17055

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• INSIDE •  
Education listings for  
SEPTEMBER  
OCTOBER  
NOVEMBER  
DECEMBER

# IN-PERSON CLASSES RETURNING THIS FALL



## TO REGISTER

Call 800-998-9644, option 1  
Online: IABforME.com

## QUESTIONS?

Call 800-998-9644, option 2  
Email: education @IABforME.com



Insurance Agents  
& Brokers



IA&B is the premier resource and champion for independent insurance agents in PA, MD, and DE.

IA&B core hours of operation:  
8:30 AM - 4:30 PM, Mon - Fri.