

EDUCATION

FOR INSURANCE SUPERHEROES



QUICK

Quick! To our training schedule! 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.

REGISTER

In addition to our live webinars, we are also heading back to the classroom. Check out insurance courses and register today.



TOGETHER

You are not alone. Thousands of insurance professionals attend IA&B online courses each year, and interact with instructors and other participants. 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:**



**10
YEARS IN
A ROW**





IN-PERSON CLASSES RETURNING IN JULY

DETAILS FOR JUL, AUG & SEP
IN-PERSON CLASSES ARE LISTED ON
THE FOLLOWING PAGES.

Jul 20	CISR - Personal Auto	Cranberry, PA
Jul 28	CISR - Commercial Casualty I	Newtown Square, PA
Aug 2	CISR - Personal Lines Miscellaneous	Baltimore, MD area
Aug 9-10	James K Ruble Graduate Seminar	Gettysburg, PA
Aug 18	CISR - Commercial Casualty II	Mechanicsburg, PA

MARK YOUR CALENDARS!
FIND DETAILS FOR THE OCT, NOV & DEC
IN-PERSON CLASSES AT IABFORME.COM

Sep 13-14	CIC - Commercial Property Institute	Harrisburg, PA
Sep 20	CISR - Elements of Risk Management	Pittsburgh, PA area
Sep 27	CISR - Agency Operations	Newtown Square, PA
Oct 4	CISR - Commercial Property	Mechanicsburg, PA
Oct 11-13	P&C Licensing	Mechanicsburg, PA
Oct 18-19	James K Ruble Graduate Seminar	Philadelphia, PA area
Oct 27	CISR - Personal Residential	Newark, DE
Nov 2	CISR - Personal Auto	Newtown Square, PA
Nov 8-9	CIC - Personal Lines Institute	Hunt Valley, MD
Nov 15	CPIA - Position for Success	Mechanicsburg, PA
Nov 16	CPIA - Implement for Success	Mechanicsburg, PA
Nov 16	CISR - Commercial Casualty I	Cranberry, PA
Nov 17	CPIA - Sustain Success	Mechanicsburg, PA
Dec 13	CISR - Commercial Casualty II	Hunt Valley, MD
Dec 13	CISR - Personal Lines Miscellaneous	Mechanicsburg, PA



THANK YOU

TO OUR PLATINUM
PARTNERS FOR
SUPPORTING THE
INDEPENDENT
AGENT NETWORK.



SAVE TIME & MONEY

TAKE ADVANTAGE OF THESE MEMBER BENEFITS

LEGAL AND COMPLIANCE - #1 MOST USED MEMBER RESOURCE

Members have full access to our online resources and our Legal and Compliance Team.

ACCESS MARKETS & CARRIER RELATIONS

IA&B Membership comes with market access. Plus, build relationships with carriers by utilizing resources like our agency agreement reviews and AppointmentLink.

HR AND HIRING SOLUTIONS

Tap into member resources to help you manage your agency. In addition, receive discounts on Work At Home Vintage Experts (WAHVE), an industry-specific, contract staffing solution.

MARKETING, BRANDING, AND WEBSITES

Take advantage of the marketing resources like the IA&B library of consumer flyers. Make the most of your membership by working with our branding and online experts who specialize in the independent agency system. Also, PA and DE member agencies can benefit from the Trusted Choice Marketing Reimbursement Program.

INSURANCE FOR YOUR AGENCY

IA&B members have more options when it comes to professional liability programs that provide better value and protection.

ONLINE CE & EDUCATION

Receive member savings on our award-winning classroom and online trainings. You can continue to rely on IA&B's education team to answer your questions and help you understand CE requirements.

INDUSTRY NEWS

Score timely industry news that affects your business in our weekly Agent Headlines e-newsletter and monthly Primary Agent magazine.

DID YOU KNOW? MEMBERSHIP SUPPORTS ADVOCACY.

Your membership provides support for IA&B to be on the front lines in protecting your profession. IA&B staff and lobbyists work daily to advance laws and regulations that benefit independent agencies, while opposing those that could negatively affect your bottom line.



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ANY QUESTIONS?

CONTACT TIM WONDER, IA&B VP-MEMBERSHIP

📞 800-998-9644, EXT. 351 @ TIMW@IABFORME.COM

🌐 SUBMIT AN ONLINE APPLICATION AT IABFORME.COM/MEMBERSHIP



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.

	Jul 13	Commercial Casualty II	Live Webinar
	Jul 20	Personal Auto	Cranberry, PA
	Jul 28	Commercial Casualty I	Newtown Square, PA
	Aug 2	Personal Lines Miscellaneous	Baltimore, MD area
	Aug 3	Elements of Risk Management	Live Webinar
	Aug 11	Agency Operations	Live Webinar
	Aug 17	Personal Residential	Live Webinar
	Aug 18	Commercial Casualty II	Mechanicsburg, PA
	Aug 24	Commercial Property	Live Webinar
	Aug 31	Personal Auto	Live Webinar
	Sep 7	Commercial Casualty I	Live Webinar
	Sep 14	Personal Lines Miscellaneous	Live Webinar
	Sep 20	Elements of Risk Management	Pittsburgh, PA area
	Sep 27	Agency Operations	Newtown Square, PA
	Sep 28	Life & Health Essentials	Live Webinar

Arrival or log into webinar: 7:30 - 7:55 AM
In-person class or webinar: 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](https://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 in-person class or webinar.

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

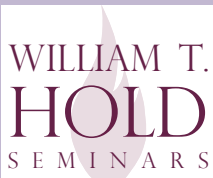


THE NATIONAL ALLIANCE AND IA&B

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

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.



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.

	Jul 7	Commercial Lines	Live Webinar
	Sep 21	Personal Lines	Live Webinar

Log into webinar: 7:30 - 7:55 AM
Webinar: 8:00 AM - 4:00 PM

Member/Non-Member: \$161
Includes course materials and CE fees

PA/DE: 7 GEN | MD: 7 PC

NO EXAM

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



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.

	Jul 12-13	Commercial Multiline	Live Webinar
	Sep 13-14	Commercial Property	Harrisburg, PA

Arrival or log into webinar: 7:30 - 7:55 AM
In-person class or webinar: 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 class or webinar: Member/Non-Member: \$445
Includes course materials and CE fees

Visit [IABforME.com](https://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 in-person class or webinar.

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



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 that were covered at the CIC course level.

	Aug 9-10	Live Webinar
	Aug 9-10	Gettysburg, PA

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

Member/Non-Member: \$445
Includes course materials and CE fees

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


NO EXAM

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


Hybrid class held simultaneously online & in-person

OTHER COVERAGE LIVE CE WEBINARS

	Jul 5	9 AM-12 PM	More Money, More (Insurance) Problems? Mastering P&C Coverage for the Affluent Market
	Jul 5	1-4 PM	Chris Amrhein's "Adventures in Aging": Medicare and Other Retirement Healthcare Solutions
	Jul 6	9 AM-12 PM	Commercial Property - Direct vs. Indirect Damage
	Jul 6	1-4 PM	Ethics: Essentials for the Insurance Producer
	Jul 7	9 AM-12 PM	Personal Lines Clients and Their New Normal
	Jul 7	1-4 PM	Agent's E&O: Defenses and Preventions for the Insurance Professional
	Jul 12	9 AM-12 PM	Personal Lines Coverage Concerns: Annoying But Important
	Jul 12	1-4 PM	Why Insurance to Value and Liability Limits are Always Wrong (and How to Fix That)
	Jul 13	9 AM-12 PM	Autos, Garages and Dealers - Oh My! Knowing the Difference
	Aug 9	9 AM-12 PM	That's Personal: Home & Auto Exposures Your Insured Doesn't Share (and Why That's Bad)
	Aug 9	1-4 PM	Flood Insurance, FEMA, and the NFIP
	Aug 11	9 AM-12 PM	Personal & Commercial Lines Endorsements: Some Good, Some That Really Stink
	Aug 11	1-4 PM	Certificates and Additional Insureds: What Did I Do to Deserve This?!
	Aug 16	9 AM-12 PM	Cyber - Evolution, Exposures, Incidents & Insurance
	Aug 16	1-4 PM	Employment Practices Liability - A Coverage No Business Can Afford to Be Without
	Aug 17	2-3 PM	An Hour with Nicole: Homeowners Loss Settlement Issues
	Aug 18	9 AM-12 PM	Homeowners In Real Life: Tales of Claims & Coverage
	Aug 18	1-4 PM	Why Good People Do Bad Things: A Deep Dive Into Agency Ethics
	Aug 23	1-4 PM	Chris Amrhein's "Adventures in Aging": Social Security & Other Retirement Income Solutions
	Aug 24	2-3 PM	An Hour with Dave: Fast Facts About Flood
	Aug 25	1-4 PM	Agent's E&O: Duties, Best Practices, Operations, Workflows, and Certificates
	Aug 31	2-3 PM	An Hour with Cathy: Insurance Issues for the Commercial Tenant
	Sep 7	2-3 PM	An Hour with Sam: A Numbers Game - Mastering the Coverage Symbols in a Business Auto Policy
	Sep 8	9 AM-12 PM	Lurking: Surprises In the Contractor's CGL Policy & Endorsements to Watch Out For
	Sep 8	1-4 PM	Ethics: Essentials for the Insurance Producer
	Sep 15	9 AM-12 PM	Personal Lines Clients and Their New Normal
	Sep 15	1-4 PM	More Money, More (Insurance) Problems? Mastering P&C Coverage for the Affluent Market
	Sep 19	1-4 PM	Leadership and Liability: Insuring Executive Risk
	Sep 21	2-3 PM	An Hour with Nicole: Personal Umbrella Issues & Answers
	Sep 22	9 AM-12 PM	Personal Lines Coverage Concerns: Annoying But Important
	Sep 22	1-4 PM	Agent's E&O: Defenses and Preventions for the Insurance Professional
	Sep 27	9 AM-12 PM	Growing Good Insurance: Using Property & Liability Endorsements to Fortify Farm Risks
	Sep 27	1-4 PM	Contracts Agents Should Read
	Sep 28	2-3 PM	An Hour with Sam: The Policy's Position on Home-Sharing and How to Handle It
	Sep 29	9 AM-12 PM	Commercial Property - Direct vs. Indirect Damage
	Sep 29	1-4 PM	Chris Amrhein's "Adventures in Aging": Medicare and Other Retirement Healthcare Solutions



 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](https://iabforme.com) for details

 NO EXAM





E&O RISK MANAGEMENT
LIVE WEBINARS

	Jul 7	1-4 PM	Agent's E&O: Defenses & Preventions for the Insurance Professional **
	Aug 9	9AM-12PM	That's Personal: Home & Auto Exposures Your Insured Doesn't Share (and Why That's Bad) *
	Aug 25	1-4 PM	Agent's E&O: Duties, Best Practices, Operations, Workflows, & Certificates **
	Sep 22	1-4 PM	Agent's E&O: Defenses & Preventions for the Insurance Professional **

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


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

 NO EXAM REQUIRED


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


E&O RISK MANAGEMENT
ON DEMAND


TWO COURSES AVAILABLE:
• COMMERCIAL LIABILITY COVERAGE GAPS & HOW TO FILL THEM
• CP COVERAGE GAPS & HOW TO FILL THEM

 AVAILABLE 24/7 at [IABforME.com](https://iabforme.com)





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

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

 PA|DE: 3 GEN | MD: 3 PC

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

PA LICENSING STUDY COURSE
LIVE WEBINAR



	Jul 26-28	P&C Licensing
	Log into webinar: 7:30-7:55 AM Webinar: 8:00 AM - 5:00 PM	
	Webinar: Member: \$299 Non-Member: \$419 Includes course materials and PLE fees	
	24 Pre-Licensing Education Credits	

GUARANTEE TO PASS
If you register by Friday, June 24 and follow the provided study schedule, IA&B guarantees you will pass the exam. If you do not pass, you may attend another study course within 1 year at no charge. Updated course material fees may apply.

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

SCHOLARSHIP OPPORTUNITY
*IA&B awards Licensing Study Scholarships throughout the year. For more information: [IABForME.com](https://iabforme.com)
800-998-9644, ext. 104
SarahJ@IABforME.com*



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• **INSIDE** •
Online &
In-Person courses
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2022

RETURNING IN JULY: IN-PERSON CLASSES

*** IN ADDITION TO OUR
MANY LIVE WEBINARS ***



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:
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