

E&O LOSS CONTROL / CUSTOMER SERVICE

7.5 CE credits per class!

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7.5 CE credits each class, Customer Service includes 1 Ethics credit

8 a.m. – 4:30 p.m. each day

\$125 member / \$250 nonmember each class



These one-day classes are designed to provide CSRs with the tools for reaching their full potential. With an emphasis on account service and E&O loss control, these classes will help CSRs deliver the kind of service that keeps customers coming back.

E&O Loss Control

Day 1 / 7.5 CE credits

This course aims to help CSRs avoid errors and omissions problems with information on:

- documentation techniques
- meeting customers' expectations
- binding coverage
- cancellations and nonrenewals
- working in surplus lines markets
- and more

Customer Service

Day 2 / 7.5 CE credits

(includes 1 Ethics credit)

This course increases the CSR's skills in working with customers with a focus on:

- ethics
- professional development
- effective customer communications
- time management
- efficient use of automation
- and more

Lower Your E&O Premium

Agencies insured through the IIAT Insurance Agency may be eligible for a 10 percent discount for attending this class. For more information, call the IIAT Insurance Agency at 800.880.7428.

The Road to ACSR

The E&O Loss Control / Customer Service course, for many, is the final step in pursuit of the Accredited Customer Service Representative designation. For more information on obtaining the ACSR designation, contact IIAT or visit iiat.org.

Both of these classes are required for CSRs earning their ACSR designation in personal lines, commercial lines or life and health.

Education



**Independent
Insurance
Agents of Texas**



	CITY	DATE	LOCATION	PHONE
E&O LOSS CONTROL	CORPUS CHRISTI	April 20	Ortiz International Ctr. 402 Harbor Dr.	361.879.0125
	DALLAS	April 13	Addison Conference Center 15650 Addison Rd.	972.450.6200
	HOUSTON	April 8	Norris Conference Center 9990 Richmond Ave.S. Bldg #102	713.780.9300
	SAN ANTONIO	April 15	Norris Conference Center Crossroads Mall, 4522 Fredericksburg Rd.	210.738.0040
CUSTOMER SERVICE	CORPUS CHRISTI	April 21	Ortiz International Ctr. 402 Harbor Dr.	361.879.0125
	DALLAS	April 14	Addison Conference Center 15650 Addison Rd.	972.450.6200
	HOUSTON	April 9	Norris Conference Center 9990 Richmond Ave.S. Bldg #102	713.780.9300
	SAN ANTONIO	April 16	Norris Conference Center Crossroads Mall, 4522 Fredericksburg Rd.	210.738.0040

4 WAYS TO REGISTER

ONLINE: iiat.org

PHONE: Call 800.880.7428, 8 a.m.–5 p.m. Monday through Friday to register with credit card.

FAX: Dial 512.469.9512 any time and charge registration to credit card.

MAIL: Mail registration form to: IIAT, P.O. Box 142363, Austin, TX 78714-2363.

2010 E&O LOSS CONTROL / CUSTOMER SERVICE REGISTRATION

Course Code: E04/CS4

(Copy this form to register additional students)

Name Position CSR
 TDI #..... Office manager
 Agency Producer
 Mailing address
 City/State/ZIP
 e-mail..... Phone (.....).....

Class E&O Loss Control Date: City:
 Customer Service Date: City:
 Both Classes Dates: City:
 Tuition (each class) \$125 each member/\$250 each nonmember

Check payable to IIAT enclosed for \$_____ Please check Discover Visa MC AMEX
 Credit card # Expiration date ____/____
 Name on card Signature

Return to: IIAT, P.O. Box 142363, Austin, TX 78714-2363