

## Eligibility and Identification Requirements

Any employee of an agency, insurance company, or insurance-related business is eligible to attend the CISR program. The program is designed for individuals who wish to become more professional and commit to a course of continuing improvement. The program is first and foremost a practical program, stressing the understanding and analysis of risks and exposures. **All participants must present a photo ID for verification of your identity at registration.**

The CISR program is comprised of five one-day courses covering all phases of the customer service representative's daily work. Each course is followed by a comprehensive one-hour examination. Topics have been selected and developed around national standards applicable to all states.

To achieve the CISR designation, individuals must successfully complete the entire series of CISR examinations within three calendar years following the year in which the individual successfully completed the first examination. To retain the designation, at least one CISR session must be attended annually. However, no further examinations are required. **You must hold a CISR or CIC designation and be a member of the CISR or CIC Societies to attend the William T. Hold Seminars.**

In accordance with Title III of the Americans with Disabilities Act, registrants are asked to advise AILA of any disability so that we may arrange to accommodate you. Please call (205) 326-4129.

**You must present a valid photo ID to be admitted to the CISR class.**

## Registration

**CISR Seminar Fee: \$150 each**

Registration fee includes instruction, study materials continental breakfast, breaks, and lunch. Overnight accommodations and all other meals are the attendee's responsibility. Fee must be paid in advance to guarantee attendance.

## Cancellation policy

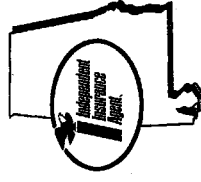
Cancellations received within 10 days of the institute date will receive a refund of 50% of the registration fee. **Cancellations the day of the program and no-shows will not receive a refund or be allowed to transfer any of the registration fee to another date.** You may transfer 75% of your registration fee to another class up to the day before the class is held. Substitutions are honored at any time without penalty.

## Course Locations:

Sheffield-Holiday Inn (256) 381-4710  
Huntsville-Airport Four Points (256) 772-9661  
Birmingham-AILA Office (205) 326-4129  
Tuscaloosa-Bryant Center (205) 348-3001  
Montgomery-AUM (334) 244-3641  
Dothan-Courtyard by Marriott (334) 671-3000  
Mobile-Heron Lakes CC (251) 666-7040



# 2008 Certified Insurance Service Representative Annual Schedule



**Sponsored By  
Alabama  
Independent  
Insurance  
Agents, Inc.**



## 2008 CISR Course Schedule

### Insuring Personal Auto Exposures

January 15	Birmingham
January 16	Montgomery
January 17	Mobile
January 22	Tuscaloosa
January 23	Sheffield

Topics include the 2005 Personal Auto Policy and Personal Umbrella policies.

### Marathon Week-Birmingham

March 3	Insuring Personal Auto
March 4	Insuring Comm Casualty
March 5	Insuring Comm Property
March 6	Insuring Personal Residential
March 7	William T. Hold Seminar

### Agency Operations

February 12	Birmingham
February 13	Mobile
February 14	Montgomery
February 19	Tuscaloosa
February 21	Huntsville
February 26	Dothan

Topics include professionalism, agency functions, automation, agency systems, ethics, and legal obligations.

### Insuring Commercial Casualty Exposures

April 29	Birmingham
April 30	Mobile
May 1	Montgomery
May 6	Tuscaloosa
May 7	Huntsville
May 8	Sheffield
May 13	Dothan

Topics include Commercial General Liability, Workers' Compensation, and Commercial Auto.

### William T. Hold Seminars

March 7	Birmingham
April 15	Huntsville
June 10	Montgomery
July 15	Mobile
August 5	Sheffield
August 26	Birmingham
October 15	Tuscaloosa

This is an advanced customer service representative course designed to further the CISR's knowledge in a variety of insurance subjects. You must have a CISR or CIC designation and be a member of the CISR or CIC Societies to take this course.

### Insuring Personal Residential Property

September 30	Birmingham
October 1	Mobile
October 2	Montgomery
October 7	Tuscaloosa
October 8	Huntsville

Topics include Homeowners and Dwelling Property coverages and endorsements.

### Insuring Commercial Property Exposures

September 4	Birmingham
September 9	Mobile
September 10	Montgomery
September 11	Tuscaloosa
September 16	Dothan

Topics include Commercial Property and Cause of Loss forms and endorsements.

### Continuing Education

All CISR courses are approved by the Alabama Department of Insurance for 8 hours of continuing education credit. Registration begins at 7:30 a.m. Class is in session from 8:00 a.m. until 5:00 p.m. with a 45 minute group lunch. The course fee includes lunch.

## CISR Registration Form

One person per form - duplicate if necessary.  
Course Time: 8:00 a.m. - 5:00 p.m.

Class Attending \_\_\_\_\_ City \_\_\_\_\_ Date \_\_\_\_\_

Name (Type or Print) \_\_\_\_\_

Agency/Company Name \_\_\_\_\_

Business Mailing Address \_\_\_\_\_

Your Email Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone Number \_\_\_\_\_ Fax Number \_\_\_\_\_

Is this your first CISR Course? \_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_

Is this your last CISR Course to obtain your designation? \_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_

Do you have your CISR designation? \_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_

CISR Registration Fee: \$150.00 \_\_\_\_\_ \$ \_\_\_\_\_

Pay by  Check,  Visa  MasterCard or  AMEX

Credit Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

Name as it appears on card (PRINT) \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Make checks payable and mail to:  
Alabama Independent Insurance Agents  
141 London Parkway  
Birmingham, Alabama 35211  
(205) 326-4129 • Fax (205) 326-3086  
www.aiaa.org