

December 2008



Date: 12/ 3, 4 /08
Course: **Best Practices Of Errors & Omissions Loss Control**
Description: This E&O course is designed to assist agents in recognizing and controlling the loss exposures that exist in the day to day operations of an agency and is approved for the Westport program. **This is a new program with a new outline.**
Locations: 3rd Auburn University Montgomery, 7430 East Dr., Montgomery, (334)-244-3641
4th AIIA, 141 London Parkway, Birmingham, (205) 326-4129
Time: 8:00 A.M. - 5:00 P.M.
CE Credit: This course is approved for 8-hours of continuing education credit.
Cost: \$80 members/ \$100 non-members

Date: 12/ 9, 10, 11 /08
Course: **CISR-Dynamics of Service**
Description: The key to customer satisfaction is SERVICE. In the insurance business there is little question that Customer Service is the critical connection between customer satisfaction and customer loyalty. That's why Dynamics of Service is the country's fastest growing educational program for the Insurance professional. This course satisfies the update requirement for dues paying CISR's but you do not have to be a CISR to attend. This course is open to all participants!
Location: 9th AIIA, 141 London Parkway, Birmingham, (205) 326-4129
10th Auburn University Montgomery, 7430 East Dr., Montgomery, (334)-244-3641
11th Heron Lakes Country Club, 3851 Government Boulevard, Mobile, (251) 666-7040
Time: 8:00 A.M. - 5:00 P.M.
CE Credit: This course is approved for 8-hours of continuing education credit.
Cost: \$150 - Course fee includes lunch.



**Thanks for making this a successful year.
Your AIIA Education Department wishes you a Merry
Christmas and a Happy New Year!**

December 2008

2008 AIIA Education Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																																																																									
	1	2	3 Errors & Omissions Montgomery	4 Errors & Omissions Birmingham	5	6																																																																																																									
7	8	9 CISR Dynamics of Service Birmingham	10 CISR Dynamics of Service Montgomery	11 CISR Dynamics of Service Mobile	12	13																																																																																																									
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