

## **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 risk and exposures. All participants must present a photo ID at registration for verification of identity.*

*The CISR program is comprised of five one-day courses covering all phases of the customer services 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 course must be attended annually. However, no further examinations are required.*

*In accordance with Title III of the Americans with Disabilities Act, registrants are asked to advise AIIA 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: \$175.00 each.**

*The registration fee includes instruction, study materials, continental breakfast and lunch. Overnight accommodations and all other meals are the attendee's responsibility. The fee must be paid in advance to guaranty attendance.*

### **Cancellation Policy**

*A 100% refund will be given if the request is received up to 7 days prior to the date of the class. Cancellations received within 7 days of the seminar date will receive a refund of 50% of the registration fee. "No-shows" will not receive a refund. You may transfer your registration fee to another class up to the day of the class. Substitutions are honored at any time without penalty.*

### **Course Locations:**

*Florence-Hampton Inn & Suites (256) 767-8282*

*Huntsville -Four Points Sheraton (256) 772-9661*

*Birmingham -AIIA Office (205) 326-4129*

*Tuscaloosa- Bryant Center (205) 348-3001*

*Montgomery-AUM (334) 244-3641*

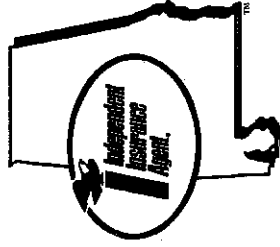
*Dothan- Hampton Inn & Suites (334) 671-7672*

*Mobile- Hampton Inn & Suites (251) 776-5866*

*GulfShores-Craft Farms Golf Resort (251) 968-7500*



# **2012 Certified Insurance Service Representative Annual Schedule**



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

## 2012 CISR Course Schedule

### Insuring Commercial Property Exposures

January 10 Birmingham  
 January 11 Tuscaloosa  
 January 12 Montgomery  
 January 17 Mobile  
 January 24 Huntsville  
 January 26 Dothan

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

### Insuring Personal Auto Exposures

February 7 Mobile  
 February 14 Birmingham  
 February 16 Montgomery  
 February 21 Huntsville  
 February 23 Tuscaloosa

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

### Marathon Week – Birmingham

March 5 Insuring Personal Auto  
 March 6 Insuring Personal Residential  
 March 7 Insuring Commercial Property  
 March 8 Insuring Commercial Casualty  
 March 9 William T. Hold Seminar

### William T. Hold Seminars

March 9 Birmingham  
 June 6 Montgomery  
 July 17 Mobile  
 August 28 Birmingham  
 November 1 Tuscaloosa

This is an advanced customer service representative course designed to further the CISR's knowledge in a variety of insurance subjects. This course is open to everyone, even non-CISR's. The 2012 subjects include "Insuring Toys", "E&O Claims Prevention" and "Garage Insurance Coverage".

### Agency Operations

April 10 Florence  
 April 17 Montgomery  
 April 18 Mobile  
 April 19 Tuscaloosa  
 April 24 Birmingham

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

### Insuring Commercial Casualty Exposures

March 8 Birmingham  
 October 9 Birmingham  
 October 10 Tuscaloosa  
 October 11 Montgomery  
 October 23 Dothan  
 October 25 Gulf Shores  
 October 31 Florence

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

### Insuring Personal Residential Property

September 6 Birmingham  
 September 11 Dothan  
 September 18 Montgomery  
 September 20 Gulf Shores  
 September 25 Tuscaloosa  
 September 27 Huntsville

Topics include Homeowners and Dwelling Property coverages and endorsements.

### Dynamics of Service

December 4 Birmingham  
 December 5 Mobile  
 December 6 Montgomery

Topics include Understanding Customer Needs, Dealing with Personality Styles, Defining High Quality Customer Service & Professionalism, Service Excellence Skills Training & Problem Solving & Handling Customer Complaints

### Continuing Education

All CISR courses are approved by the Alabama Department of Insurance for 8 hours of continuing education credits. Registration begins at 7:30 am. Class is in session from 8:00 am until 5:00 pm 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 am – 5:00 pm

Class attending \_\_\_\_\_ City \_\_\_\_\_ Date \_\_\_\_\_

Name (Print) \_\_\_\_\_ National Producer \_\_\_\_\_

Your E-Mail Address \_\_\_\_\_

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

( ) ( ) ( )

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

Registration Fee: \$175.00 \$ \_\_\_\_\_

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 \_\_\_

Pay by (Circle One) CHECK VISA MasterCard 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](http://www.aiaa.org)