

December 2010

AIIA Education Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																																																																									
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## December 2010



Date: 12/ 1, 2 /10  
Course: **Advanced Personal Lines Risk Analysis for E & O Loss Prevention**  
Description: See November for course description.  
Location: 1<sup>st</sup> Auburn University Montgomery, 7430 East Dr., Montgomery, (334) 244-3641  
2<sup>nd</sup> AIIA, 141 London Parkway, Birmingham, (205) 326-4129  
Time: 8:00 am – 3:00 pm  
CE Credit: This course is approved for 6 hours of continuing education credit.  
Cost: \$100 member, \$120 non-member

Date: 12/ 7, 8, 9 /10  
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: 7<sup>th</sup> AIIA, 141 London Parkway, Birmingham, (205) 326-4129  
8<sup>th</sup> Auburn University Montgomery, 7430 East Dr., Montgomery, (334) 244-3641  
9<sup>th</sup> University of South Alabama, 307 N. University Blvd, Student Center, Mobile, (251) 460-6077  
Time: 8:00 A.M. - 5:00 P.M.  
CE Credit: This course is approved for 8-hours of continuing education credit.  
Cost: \$175 - Course fee includes lunch.

Date: 12/ 14, 15 /10  
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 and Fireman's fund programs. This course contains new material.  
Locations: 14<sup>th</sup> Auburn University Montgomery, 7430 East Dr., Montgomery, (334) 244-3641  
15<sup>th</sup> 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 including 3 hours of ethics.  
Cost: \$105 members/ \$125 non-members



**Thanks for making 2010 another successful year.  
Your AIIA Education Department wishes you a Merry  
Christmas and a Happy New Year!**