

2026 Big I Alabama Education Calendar



***“Education is not preparation for life;
Education is Life itself”.***

BIG I

ALABAMA 
INDEPENDENT INSURANCE AGENTS



Thank you for choosing the Alabama Independent Insurance Agents Association / Big I Alabama as your source of continuing education. When you see the “Big I” emblem you can be assured of a quality course at a competitive price.

Your Association employs a full-time education staff to serve your needs. We provide a full calendar of courses designed for all levels of instruction.

Basic level courses are offered for those who have little or limited knowledge of the topic to be taught. The Agents Licensing School is a basic level course.

Intermediate level courses are for those who have some knowledge of insurance but wish to expand their knowledge. Examples include the Certified Insurance Service Representative (CISR) courses and Specialty Seminars such as the Errors and Omissions Loss Control Seminars.

Advanced level courses are for experienced insurance personnel who wish to further an already high level of expertise. Those considered advanced are the Certified Insurance Counselor (CIC), Certified Risk Manager (CRM) courses and any courses that might be added during the year due to policy changes or other important issues.

All AIIA classes are open to all participants except the CIC Ruble Seminar, which is for CIC’s and CRM’s who are dues-paying members of the Society of CIC. CIC also recommends that you have at least two years of experience in the insurance business or be a licensed agent to attend a CIC institute. You must present a photo ID for admission to any Society program.

APPROVED PROVIDER

The Alabama Independent Insurance Agents Association is an Alabama Department of Insurance approved provider of continuing education courses for insurance agents as well as an approved provider of the mandatory 40-hour pre-licensing courses for individuals who wish to obtain their Property/Casualty agent’s licenses. We offer Property/Casualty pre-licensing courses in both a classroom and online format. We also offer an online Life & Health pre-licensing course.

ONLINE REGISTRATION

You may register for any course well in advance of the course date and *it is recommended that you do so as space is often limited*. Continuing education requirements have made our courses more popular than ever and we are accepting registrations throughout the year for any course shown in this catalog. Make your education ***work for you!***

ALABAMA CONTINUING EDUCATION REQUIREMENT

Agents with even-number birth years are on a 2-year compliance period to renew at the end of their birth month in even-numbered years. Agents with odd-number birth years are on a 2-year compliance period to renew at the end of their birth month in odd-numbered years. During the 2-year compliance period an agent must attain 24 hours of continuing education of which 3 must be on the topic of ethics. A student cannot repeat the same course number within the same compliance period.

A producer or service representative employed by another producer or by an insurer, who works only in the office of the employer, and who is not licensed as a non-resident in any other state, must attain 12 hours of continuing education of which 2 must be on the topic of ethics.

Prior to January 1, 2013, there were exemptions for certain designations and for age plus number of years of licensing. These exemptions were discontinued effective 1-1-13. Those who qualified for any exemptions prior to January 1, 2013 were “grandfathered” and will continue to qualify for the exemptions. NOTE: CE hours can no longer be carried over to the next compliance period.

For more information, go to the Alabama Department of Insurance website (www.aldoi.gov).

CONTINUING EDUCATION CERTIFICATES OF COMPLETION

Continuing Education Certificates of Completion will be issued for all qualified courses offered by the Association. Most certificates are distributed after the class or the certificates may be mailed to you. CIC, CRM and CISR certificates are issued by The National Alliance of Insurance Education and Research and are posted on the student’s “MyPage” account. Students must set up an account for the certificates to be posted. Setup instructions are in the CIC, CRM and CISR manuals.

AIIA PAYMENT POLICY

TRANSFERS-SUBSTITUTIONS-CANCELLATIONS-REFUNDS-CREDIT

Transfers or substitutions are honored up to the date of the class without penalty or loss of registration fees.

Registration fees for a class not attended due to unavoidable circumstances may be held for 5 workdays during which time fees must be transferred or substituted. Fees not applied within 5 workdays of the event will be handled as a “no show”.

“No Show” Absentees (no office contact or explanation) will lose 100% of their registration fees. Lost fees will be applied to contracted food, room reservations and material printing costs.

Cancellation/Refunds: A 100% refund will be given **IF** the request has been received up to **7 BUSINESS DAYS** prior to the date of the class. A 50% refund will be given **IF** the request is received less than **7 BUSINESS DAYS** prior to the date of the class.

Held or extended credit is not an option. Any fee credit will be refunded, transferred or substituted as stated above.

Prompt contact with our office may prevent loss of registration fees in the event of sickness, personal or family emergency.

COURSE FEES

Course fees are divided into AIIA member and AIIA non-member categories for E&O and P&C pre-licensing classes. Members and Associate members of Alabama Independent Insurance Agents pay the lowest fee and are given first consideration for course registration. **If a student's agency or company is an AIIA member then the student receives the member fee.** Non-members are those whose agency or company is not a member of the association or are not eligible to join the association.

COURSE INFORMATION

Courses may be added during the year depending on the demand and availability. We welcome your suggestions for education courses. Many courses are developed as a direct result of your requests. Please review the course offerings on our website or through the AIIA Newslane. If you are not receiving AIIA Newslane, please sign up so you do not miss a desired course. You may use the registration form in this calendar to register for classes or you may register online at **www.aiia.org**.

In accordance with Title III of the Americans with Disabilities Act, we invite all registrants to advise us of any disability and any requests for accommodation to that disability. Please submit your request as far as possible in advance of the program you wish to attend. If you have any questions, please call 205-326-4129, ext. 105.

WAITING LISTS

Some courses may fill up with early registrants and we utilize a waiting list for those wishing to attend in the event of a cancellation. First consideration is given to members and then to paid registrations. We will notify you in the event of a class registration cancellation to allow you time to make attendance plans. If we cancel a scheduled course, we will make a full refund or credit your full course fee to a future course of your choice.

HOTEL ROOM RESERVATIONS FOR CIC AND OTHER CLASSES

Hotel room reservations are the responsibility of the student. Address and phone numbers for various hotels can be found online at www.aiia.org under *[Hotel Recommendations](#)*.

SELF-STUDY COURSES

Your association has a self-study correspondence course and internet courses, which may be used for continuing education credit. The internet courses are quality insurance education courses offered through your association in partnership with ABEN. Most of them are approved for continuing education credit by the Alabama Department of Insurance. The current regulation for self-study courses requires you to pass a monitored exam with a grade of 70% or better to receive continuing education credit. **NOTE: An independent proctor is required for all self-study courses.**

Attendance of any AIIA course, except P&C Licensing School, qualifies you for the continuing education credit hours shown. Examinations for the CIC courses are online the following Monday – Thursday. Examinations for the CISR courses are online immediately at the end of the course through the following Thursday.

CIC/CRM EXAM PROCTORING

AIIA is an approved proctor for exams required for CIC and CRM courses taken online. Please contact Tangerie Underwood at (205) 326-4129 or tunderwood@aiia.org.

SHOULD YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR ASSOCIATION'S EDUCATION DEPARTMENT AT (205) 326-4129, EXT. 105 tunderwood@aiia.org TODAY.

NEED EMPLOYEES TO OBTAIN INSURANCE LICENSES?

Big I Alabama can help!!!!

We offer three ways to qualify your employees for state licensure.

1. **Traditional Classroom Setting** – Employees can attend one of our pre-licensing courses at the AIIA Education Facility in Birmingham. Registration information at www.aiaa.org. Course dates are
2. **In-House Group Education** – custom designed for your agency or your city, AIIA can create additional courses when 10-15 employees or students in your office or area have need to license employees. Contact us with your needs and we'll do our best to assemble a course.
3. **Online Partnership with Troy University** – *NEW!!*
Online Self-Study at your pace!



Both the Property & Casualty and Life & Health courses are multi-media courses designed to reinforce student learning. With videos, audio-guided presentations, flash cards to booster knowledge, and quizzes for each chapter, both courses are rigorous and will thoroughly prepare students to pass the Alabama State Exam. Courses are approved by the Alabama Department of Insurance.

The P&C course consists of 16 learning modules; the L&H consists of 19 learning modules. Each module must be successfully completed by the student by earning an 80 or higher on the chapter quiz in order to pass the course.

In addition to the courses, Exam4Caster is designed to address the challenges students face in seeking to qualify for a Producer's license. With Exam4Caster students will be able to identify the critical information that will appear on the state exam, master that information and demonstrate their proficiency by passing the exam. Included are four exams of varying difficulties to give students a will-define path to follow as they complete the study program and polish their-test taking skills. These dress rehearsal tests are the logical next step in a student's exam preparation and are fully integrated with the online course and the Resource Guide.

<https://www.aiaa.org/online-pre-licensing-troy-university>



CERTIFIED INSURANCE COUNSELOR – CIC

The Society of Certified Insurance Counselors (CIC) is a not-for-profit organization dedicated to professional insurance education for over 40 years. The CIC Program is designed to meet the practicing insurance professional's need for technical knowledge in all areas of the insurance industry. There are more than 50,000 participants in the CIC Program; over 25,000 hold the prestigious CIC designation. **The CIC Institute is comprised of five 2 ½ day courses including: Personal Lines / Commercial Casualty / Commercial Property /**

Life and Health / Agency Management.

Each institute consists of 2 ½ days of intensive classroom instruction followed by a rigorous essay examination. The examination need not be passed to receive the continuing education credit for the seminar. **The successful completion of five examinations within a five-year period earns the Certified Insurance Counselor (CIC) designation and the right to attend the James K. Ruble Seminars, an annual seminar established for CIC designees to maintain their designation.** Becoming a CIC is a pledge to meet the challenge of lifelong professional continuing education. Practical and relevant knowledge gained keeps the CIC more competitive in meeting the changing needs of clients and the industry.

CIC courses are recognized nationally by all Insurance Departments as meeting the requirements for continuing education and are therefore exempt from filing CE hours as long as their CIC designation is current. If using a CIC Seminar for CE credit, it is approved for 20 hrs CE.



INSURANCE SERVICE REPRESENTATIVE – CISR

The Society of Certified Insurance Service Representatives (CISR) is a not-for-profit organization founded in 1986 by a group of highly dedicated Certified Insurance Counselors in Kansas. In 1987, the Society of Certified Insurance Counselors, in Austin, Texas, assumed responsibility for the CISR program as part of its intent to create a comprehensive and enduring system of education for all segments of the industry. The CISR Program joined CIC institutes as a vital part of The National Alliance for Insurance Education and Research.

The CISR Program is first and foremost a practical program, stressing freedom from E&O claims and the understanding and analysis of risks and exposures. The CISR program is for anyone who wishes to develop their technical skills regarding the various insurance products we offer our clients. **The CISR program is comprised of five one-day courses including: Agency Operations / Insuring Personal Residential Property / Insuring Personal Auto Exposures / Insuring Commercial Casualty Exposures / Insuring Commercial Property Exposures.**

An examination is administered at the conclusion of each course. **Those successfully passing all 5 examinations within 3 years earn the CISR designation.** The exam need not be taken to obtain continuing education hours shown for the seminar. Topics have been selected and developed around national standards applicable to all states. The Program has inherent flexibility to allow for each state's unique insurance coverages and regulations. CISR's may also take the William T. Hold Advanced Lecture to update their designation on topics that change on an annual basis. **Anyone may now attend a William T. Hold class previously open to CISR's only.** CISR courses are recognized nationally by all Insurance Departments as meeting the requirements for continuing education. Check with the Insurance Department in each of the states you are licensed with to determine the number of hours afforded for each course as well as for any restrictions that may be imposed by that state on their continuing education requirements. CISR courses are approved for 8 CE credit hours. CISR Agency Operations is approved for 8 CE credits hours including 3 ethics CE hours.



CERTIFIED RISK MANAGER – CRM

The **Certified Risk Managers International (CRM)** designation demonstrates knowledge in all areas of managing risks, hazards, and exposures. Five courses provide an in-depth knowledge of highest priorities – identifying, analyzing, controlling, financing, and administering operational risks – as well as political risks, catastrophic loss exposures, third-party exposures, fiduciary exposures, employee injury exposures, juridical risks, legal risks, and more – whether insurable or not. Skills learned make you more proactive and valuable to your organization in discovering how risks can interrupt the flow of earnings and how to protect against it.

CRM courses feature highly experienced instructors, skilled at making the most sophisticated subject interesting and directly applicable. Curricula developed by leading risk management practitioners and recognized as the most practical in the industry are regularly reviewed to ensure the CRM program's ongoing integrity and practicality.

To earn the CRM designation, one must take all five CRM courses and pass the exams within five after completion of the first exam. **The five courses offered are Principles of Risk Management / Analysis of Risk / Control of Risk / Financing of Risk / and Practice of Risk Management.**



aben

Agents & Brokers Education Network

ABEN Live Webcast

About ABEN

The Agents and Brokers Education Network (ABEN), founded by state associations of independent insurance agents, is dedicated to bringing highly relevant, interactive, and professionally produced continuing education programs to independent agents in the most convenient and economical ways possible.

ABEN is managed by Business Professionals' Network, Inc., the leader in association-based continuing professional education, using video streaming technology for the delivery of highly produced, valuable information to help the professional succeed. ABEN is intended to provide the insurance agent/broker with an efficient and effective medium for receiving live as well as archived educational courses through the state associations to which they belong.

You can now take E&O seminars via live, streaming video and receive 10% discount on your Errors & Omissions policy with Westport and Allianz (Fireman's Fund). Contact Emily @ ekelley@aiaa.org or call or 205-326-4129 extension 103.

ABEN Live Webcast is available on our website at www.aiaa.org. Contact Tangerie Underwood for additional information at tunderwood@aiaa.org or 205-326-4129 extension 105.

NEED CE CREDITS?

Over 50 CE Courses
available with ABEN

Agents + Brokers Education
Network

Learn more @
<https://aiaa.aben.tv/>

- PERSONAL LINES
- COMMERCIAL LINES
- COVERAGE GAPS
- ERRORS & OMISSIONS
- CYBER
- CLAIMS & MORE





January 2026

- Date: 1/ 8 /26
Course: **Certified Insurance Service Representative – Advanced Lecture – Multiline (William T. Hold Seminar)**
Description: An advanced customer service representative course. The ALM topics are “Order in the Courts” and “Personal Lines Risk Management & Case Study”. *The WTH seminar is open to everyone – not just CISR designees!*
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. (Note: there is no exam for this course)
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190.
- Date: 1/ 20 /26
Course: **Certified Insurance Service Representative – Insuring Commercial Casualty 1**
Description: The focus of this course is the Commercial General Liability Coverage Form. Also addressing additional insured exposures and the coverage available to meet them, the course provides a strong foundation that is valued by insurance professionals.
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 P.M. CST the day of the class through Thursday at 11:59 P.M. CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190.
- Dates: 1/ 26-30 /26
Course: **Property and Casualty Agent's Licensing School**
Description: This in-depth 40-hour course is designed to prepare students for the P&C licensing exam.
Location: AIIA, 141 London Parkway, Birmingham, (205) 326-4129 (live class only)
Time: 8:00 A.M.-5:00 P.M. Daily
CE Credit: This course is **NOT** approved for continuing education credit.
Cost: \$260 members/ \$325 non-members. Includes textbooks and study material. *(Does not include ALDOI exam fee)*

January 2026

AIIA Education Calendar

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|--------|---|-----------|---|--------|----------|
| | | | | 1 <i>Happy New Year</i> <i>AIIA Office Closed</i> | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 CISR WTH Webinar F. Millsaps | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 CISR Comm. Casualty 1 Webinar L. Worley | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| P&C Licensing School/Birmingham E. Simmons | | | | | | |
| | | | | | | |



February 2026

Date: 2/4/26
Course: **E&O Loss Prevention Seminar – Coverage Essentials: Coverage B Personal & Advertising Injury**
Description: This course is approved for Swiss Re and Fireman's Fund loss control credits.
Location: Webinar
Time: 9:00 A.M.-12:00 P.M.
CE Credit: This course is approved for 3 hours of continuing education credit.
Cost: \$55 members/ \$90 non-members

Date: 2/4/26
Course: **Ethics – “It’s Legal but is it Ethical?”**
Description: This course will discuss ethics and professionalism for insurance agency and company personnel. The course will also include a discussion of ethics case studies.
Location: Webinar
Time: 1:00 P.M.-4:00 P.M.
CE Credit: This course is approved for 3 hours of ethics continuing education credit.
Cost: \$55 members/ \$90 non-members

Date: 2/10/26
Course: **Certified Insurance Service Representative - Other Personal Lines Solutions**
Description: This course addresses the coverage exclusions and limitations in the most current ISO Homeowners 3 – Special Form and the ISO Personal Auto Policy for exposures created by clients' business activities, their ownership or use of recreational vehicles and watercraft, and personal umbrella exposures.
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 P.M. CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190.

Dates: 2/11-12/26
Course: **Certified Insurance Counselor – Insurance Company Operations**
Description: This course deals with strategic decision-making strategies for the purpose of satisfying regulatory requirements, meeting compliance standards, product development, underwriting, distributing, marketing, processing claims, and other vital company functions.
Location: AIIA, 141 London Parkway, Birmingham, (205) 326-4129 (hybrid – class or webinar)
Time: Wednesday 8:00 A.M.-5:15 P.M., Thursday 8:00 A.M.-5:00 P.M. The CIC exam window will be Monday at 12:01 A.M. CST through Thursday at 11:59 P.M. CST the week following the class.
CE Credit: This course is approved for 16 hours of continuing education credit.
Cost: \$450

Date: 2/18/26
Course: **Certified Insurance Service Representative - Insuring Commercial Casualty 2**
Description: An intermediate level course detailing the commercial auto, workers compensation and commercial umbrella policies. Coverage pitfalls are highlighted in this course.
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 P.M. CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190.

Date: 2/26/26
Course: **Certified Insurance Service Representative - Agency Operations**
Description: An intermediate level course detailing current agency operations, with an emphasis on internal and external agency systems.
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 P.M. CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190.

February 2026

AIIA Education Calendar

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|--------|--|--|---|--------|----------|
| 1 | 2 | 3 | 4 E&O/Ethics Webinar L. Worley | 5 | 6 | 7 |
| 8 | 9 | 10 CISR Other Personal Lines Solutions Webinar F. Millsaps | 11 CIC Company Operations Hybrid J. Neal & N. Sherrill-Wyatt | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 CISR Comm. Casualty 2 Webinar E. Simmons | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 CISR Agency Operations Webinar L. Worley | 27 | 28 |



March 2026

Date: 3/ 10 /26
Course: **Certified Insurance Service Representative – Insuring Personal Auto Exposures**
Description: This is an intermediate level personal auto and rental car course that details coverage exposures and endorsements used to meet the client’s needs. This course is open to all participants.
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 P.M. CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190.

Dates: 3/ 11-12 /26
Course: **Certified Risk Manager – Financing of Risk**
Description: This course compares various risk financing options: non-insurance transfer, guaranteed cost plans, retro plans, dividend plans, pools, and various types of alternative risk financing.
Location: Webinar
Time: Wednesday 8:00 A.M -5:15 P.M., Thursday 8:00 A.M.-5:00 P.M. The CRM exam window will be Monday at 12:01 A.M. CST through Thursday at 11:59 P.M. CST the week following the class.
CE Credit: This course is approved for 16 hours of continuing education credit.
Cost: \$450 (**register directly with the Risk & Insurance Education Alliance at www.riskeducation.org**)

Date: 3/ 24 /26
Course: **Certified Insurance Service Representative – Insuring Commercial Property Exposures**
Description: Improve your cross-selling abilities with up-to-date knowledge of commercial property coverage and reduce E&O exposures. Insuring Commercial Property gives you the skills to address these issues with greater ease and confidence.
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 P.M. CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190.

March 2026

AIIA Education Calendar

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|--------|--|---|----------|--------|----------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 CISR Personal Auto Webinar F. Millsaps | 11 CRM – Financial of Risk Webinar D. Wood & W. Bosen | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 CISR Commercial Property Webinar E. Simmons | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |



April 2026

- Dates: 4/ 8-9 /26
Course: **Certified Insurance Counselor – Commercial Property Institute**
Description: Commercial property insurance is one of your business customers' greatest concerns. You'll improve your cross-selling abilities with up-to-date knowledge of commercial property coverage and reduce E&O exposures. This course gives you the skills to address these issues with greater ease and confidence.
Location: AIIA, 141 London Parkway, Birmingham, (205) 326-4129 (hybrid – class or webinar)
Time: Wednesday 8:00-5:15 P.M., Thursday 8:00 -5:00 P.M. The CIC exam window will be Monday at 12:01 A.M. CST through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 16 hours of continuing education credit.
Cost: \$450
- Date: 4 / 14 / 26
Course: **Certified Insurance Service Representative – Insuring Personal Residential Exposures**
Description: A detailed course on homeowners and dwelling fire, and many of the endorsements used with these policies.
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 P.M. CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190
- Date: 4/ 21 /26
Course: **E&O Loss Prevention Seminar – Coverage Essentials: Coverage B Personal & Advertising Injury**
Description: This course is approved for Swiss Re and Fireman's Fund loss control credits.
Location: Webinar
Time: 9:00 A.M.-12:00 P.M.
CE Credit: This course is approved for 3 hours of continuing education credit.
Cost: \$55 members/ \$90 non-members
- Date: 4/ 21 / 26
Course: **Ethics – “It’s Legal but is it Ethical?”**
Description: This course will discuss ethics and professionalism for insurance agency and company personnel. The course will also include a discussion of several ethics case studies.
Location: Webinar
Time: 1:00 P.M.-4:00 P.M.
CE Credit: This course is approved for 3 hours of ethics education credit.
Cost: \$55 members/ \$90 non-members
- Date: 4/ 23 /26
Course: **Certified Insurance Service Representative – Advanced Lecture – Multiline (William T. Hold Seminar)**
Description: An advanced customer service representative course. The ALM topics are “Order in the Courts ” and “Personal Lines Risk Management & Case Study”. The WTH seminar is open to everyone – not just CISR designees!
Location: Webinar
Time: 8:00 A.M. - 3:45 P.M. (Note: there is no exam for this course)
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190.

April 2026

AIA Education Calendar

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|--------|--|---|--|---|----------|
| | | | 1 | 2 | 3 <i>Good Friday</i> <i>AIA Office Closed</i> | 4 |
| 5 | 6 | 7 | 8 CIC Comm. Property Hybrid C. Marciano & B. Tilden | 9 | 10 | 11 |
| 12 | 13 | 14 CISR Personal Residential Webinar L. Worley | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 E&O/Ethics Webinar F. Millsaps | 22 | 23 CISR WTH Webinar F. Millsaps | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | | |

May 2026

AIIA Education Calendar

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|-------------------------------------|---------------------------|--|--|--|--------|----------|
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 CISR Comm. Casualty 1 Webinar L. Worley | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| | | | CIC Personal Lines Webinar C. Patterson & E. Aycock | | | |
| 17 | 18 | 19 CISR Other Personal Lines Solutions Webinar F. Millsaps | 20 | 21 | 22 | 23 |
| 24 | 25 <i>Memorial Day</i> | 26 | 27 | 28 | 29 | 30 |
| 31 <i>AIIA Office Closed</i> | | | | | | |



May 2026

| | |
|--------------|--|
| Date: | 5/ 7 /26 |
| Course: | Certified Insurance Service Representative - Insuring Commercial Casualty 2 |
| Description: | The focus of this course is the Commercial General Liability Coverage Form. Also addressing additional insured exposures and the coverage available to meet them, the course provides a strong foundation that is valued by insurance professionals. |
| Location: | Webinar |
| Time: | 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 P.M. CST the week following the class. |
| CE Credit: | This course is approved for 7 hours of continuing education credit. |
| Cost: | \$190. |
| Dates: | 5/ 13-14 /26 |
| Course: | Certified Insurance Counselor – Personal Lines Institute |
| Description: | This course will focus on Personal Residential, Personal Auto, and Personal Umbrella or Excess Policies. |
| Location: | Webinar |
| Time: | Wednesday 8:00 A.M.-5:15 P.M., Thursday 8:00 A.M.-5:00 P.M. The CIC exam window will be Monday at 12:01 A.M. CST through Thursday at 11:59 P.M. CST the week following the class. |
| CE Credit: | This course is approved for 16 hours of continuing education credit. |
| Cost: | \$450 |
| Date: | 5/ 19 /26 |
| Course: | Certified Insurance Service Representative - Other Personal Lines Solutions |
| Description: | This course addresses the coverage exclusions and limitations in the most current ISO Homeowners 3 – Special Form and the ISO Personal Auto Policy for exposures created by clients’ business activities, their ownership or use of recreational vehicles and watercraft, and personal umbrella exposures. |
| Location: | Webinar |
| Time: | 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class. |
| CE Credit: | This course is approved for 7 hours of continuing education credit. |
| Cost: | \$190. |

June 2026

AIIA Education Calendar

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|--------|---|--|----------|--------|--|
| | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 CISR Comm. Casualty 2 Webinar E. Simmons | 10 | 11 | 12 | 13 AIIA Convention & Trade Show June 13-17 |
| 14 | 15 | 16 E&O/Ethics Webinar Birmingham L. Worley | 17 | 18 | 19 | 20 |
| AIIA Convention & Trade Show June 13-17 | | | | | | |
| 21 | 22 | 23 | 24 CISR Agency Operations Webinar F. Millsaps | 25 | 26 | 27 |
| | | | P&C Licensing School/Birmingham E. Simmons | | | |
| 28 | 29 | 30 | | | | |

June 2026



- Date: 6/ 9 /26
Course: **Certified Insurance Service Representative – Insuring Commercial Casualty 2**
Description: An intermediate level course detailing the commercial auto, workers compensation and commercial umbrella policies. Coverage pitfalls are highlighted in this course.
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 P.M. CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190.
- Date: 6/ 16 /26
Course: **E&O Loss Prevention Seminar – Coverage Essentials: Coverage B Personal & Advertising Injury**
Description: This course is approved for Swiss Re and Fireman’s Fund loss control credits.
Location: Webinar
Time: 9:00 A.M.-12:00 P.M.
CE Credit: This course is approved for 3 hours of continuing education credit.
Cost: \$55 members/ \$90 non-members
- Date: 6/16/ 26
Course: **Ethics - “It’s Legal but is it Ethical?”**
Description: This course will discuss ethics and professionalism for insurance agency and company personnel. The course will also include a discussion of several ethics case studies.
Location: Webinar
Time: 1:00 P.M.-4:00 P.M.
CE Credit: This course is approved for 3 hours of ethics education credit.
Cost: \$55 members/ \$90 non-members
- Dates: 6/ 22-26 /26
Course: **Property and Casualty Agent's Licensing School**
Description: This in-depth 40-hour course is designed to prepare students for the P&C licensing exam.
Location: AIIA, 141 London Parkway, Birmingham, (205) 326-4129 (live class only)
Time: 8:00 A.M.-5:00 P.M. Daily
CE Credit: This course is **NOT** approved for continuing education credit.
Cost: \$260 members/ \$325 non-members. Includes the textbooks and study material. *(Does not include ALDOI exam fee)*
- Date: 6/ 24 /26
Course: **Certified Insurance Service Representative – Agency Operations**
Description: An intermediate level course detailing current agency operations, with an emphasis on internal and external agency systems.
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 P.M. CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190.



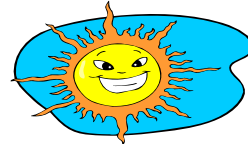
July 2026

| | |
|--------------|---|
| Date: | 7/ 7 /26 |
| Course: | Certified Insurance Service Representative – Elements of Risk Management |
| Description: | Insurance professionals need training in risk management. This course will cover each of the five steps in the risk management process, which protects not only the organization's assets, but also its mission and brand. |
| Locations: | Webinar |
| Time: | 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 P.M. CST the week following the class. |
| CE Credit: | This course is approved for 7 hours of continuing education credit. |
| Cost: | \$190. |
| Dates: | 7/ 8-9 /26 |
| Course: | Certified Insurance Counselor - James K. Ruble Graduate Seminar |
| Description: | An advanced comprehensive seminar with an emphasis on advanced coverage topics in commercial lines. |
| Location: | Webinar |
| Time: | 8:00 A.M.-5:15 P.M. Daily (there is no exam for this seminar) |
| CE Credit: | This course is approved for 16 hours of continuing education credit. |
| Cost: | \$450 |
| Date: | 7/ 16 /26 |
| Course: | Certified Insurance Service Representative – Life & Health Essentials |
| Description: | While Personal Lines business may be your primary focus, cross-selling life and health products is a proven revenue generator and client retention tool. Grow your skills and grow your value for your future and for your agency's future. |
| Location: | Webinar |
| Time: | 8:00 A.M -3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 P.M. CST the week following the class. |
| CE Credit: | This course is approved for 7 hours of continuing education credit. |
| Cost: | \$190. |
| Date: | 7/ 21 /26 |
| Course: | Certified Insurance Service Representative – Insuring Personal Auto Exposures |
| Description: | This is an intermediate level personal auto and rental car course that details coverage exposures and endorsements used to meet the client's needs. This course is open to all participants. |
| Location: | Webinar |
| Time: | 8:00 A.M-3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 P.M. CST the week following the class. |
| CE Credit: | This course is approved for 7 hours of continuing education credit. |
| Cost: | \$190. |

July 2026

AIIA Education Calendar

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|--------|--|--|---|--|----------|
| | | | 1 | 2 | 3 <i>4th of July</i> <i>AIIA Closed</i> | 4 |
| 5 | 6 | 7 CISR Elements of Risk Management Webinar L. Worley | 8 CIC Ruble Graduate Seminar Webinar B. Hutchison & K. Wilts | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 CISR Essentials of Life/Health Webinar F. Millsaps | 17 | 18 |
| 19 | 20 | 21 CISR Personal Auto Webinar L. Worley | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | |
| | | | <i>Young Agents EPIC Conference 7/29 - 8/2</i> | | | |



August 2026

Date: 8/ 5-6 /26
Course: **Certified Insurance Counselor – Commercial Casualty Institute**
Description: An advanced comprehensive seminar with an emphasis on commercial general liability, additional insureds, commercial auto, and workers compensation.
Location: AIIA, 141 London Parkway, Birmingham, (205) 326-4129 (hybrid – class or webinar)
Time: Wednesday 8:00-5:15 P.M., Thursday 8:00 -5:00 P.M. The CIC exam window will be Monday at 12:01 A.M. CST through Thursday at 11:59 P.M. CST the week following the class.
CE Credit: This course is approved for 16 hours of continuing education credit.
Cost: \$450

Date: 8/ 11 /26
Course: **Certified Insurance Service Representative – Insuring Personal Residential Exposures**
Description: A detailed course on homeowners and dwelling fire, and many of the endorsements used with these policies.
Location: Webinar
Time: 8:00 A.M. - 3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 P.M. CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190.

Date: 8/ 20 /26
Course: **E&O Loss Prevention Seminar – Coverage Essentials: Coverage B Personal & Advertising Injury**
Description: This course is approved for Swiss Re and Fireman’s Fund loss control credits.
Location: Webinar
Time: 9:00 A.M.-12:00 P.M.
CE Credit: This course is approved for 3 hours of continuing education credit.
Cost: \$55 members/ \$90 non-members

Date: 8/ 20 /26
Course: **Ethics – “It’s Legal but is it Ethical?”**
Description: This course will discuss ethics and professionalism for insurance agency and company personnel. The course will also include a discussion of several ethics case studies.
Location: Webinar
Time: 1:00 P.M.-4:00 P.M.
CE Credit: This course is approved for 3 hours of ethics education credit.
Cost: \$55 members/ \$90 non-members

Date: 8/ 26 /26
Course: **Certified Insurance Service Representative - Insuring Commercial Casualty 2**
Description: An intermediate level course detailing the commercial auto, workers compensation and commercial umbrella policies. Coverage pitfalls are highlighted in this course.
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 P.M. CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190.

August 2026

AIIA Education Calendar

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|--------|--|--|---|--------|----------|
| 2 <div>Young Agents Summer Conference 7/29-8/2</div> | 3 | 4 | 5 <div>CIC Commercial Casualty Hybrid D. Viola & S. Bennett</div> | 6 | 7 | 8 |
| 9 | 10 | 11 <div>CISR Personal Residential Webinar F. Millsaps</div> | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 <div>E&O/Ethics Webinar F. Millsaps</div> | 21 | 22 |
| 23 | 24 | 25 | 26 <div>CISR Commercial Casualty 2 Webinar E. Simmons</div> | 27 | 28 | 29 |
| 30 | 31 | | | | | |



September 2026

| | |
|--------------|--|
| Date: | 9/ 15 /26 |
| Course: | Certified Insurance Service Representative - Agency Operations |
| Description: | An intermediate level course detailing current agency operations, with an emphasis on internal and external agency systems. |
| Location: | Webinar |
| Time: | 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 P.M, the day of the class through Thursday 11:59 P.M. CST the week following the class. |
| CE Credit: | This course is approved for 7 hours of continuing education credit, including 1 hour of ethics credit. |
| Cost: | \$190. |
| Dates: | 9/ 16-17 /26 |
| Course: | Certified Insurance Counselor – Agency Management Institute |
| Description: | An advanced comprehensive seminar detailing management subjects with a chance to network with other principals for an overall view of the management process. |
| Location: | Webinar |
| Time: | Wednesday 8:00 A.M.-5:15 P.M., Thursday 8:00 A.M.-5:00 P.M. The CIC exam window will be Monday at 12:01 A.M. CST through Thursday at 11:59 P.M. CST the week following the class. |
| CE Credit: | This course is approved for 16 hours of continuing education credit. |
| Cost: | \$450 |
| Date: | 9/ 24 /26 |
| Course: | Certified Insurance Service Representative - Insuring Personal Auto Exposures |
| Description: | This is an intermediate level personal auto and rental car course that details coverage exposures and endorsements used to meet the client's needs. This course is open to all participants. |
| Location: | Webinar |
| Time: | 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class. |
| CE Credit: | This course is approved for 7 hours of continuing education credit. |
| Cost: | \$190. |

September 2026

AIIA Education Calendar

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|---|---|--|--|--------|----------|
| | | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 <i>Labor Day</i> <i>AIIA Closed</i> | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 CISR Agency Operations Webinar L. Worley | 16 | 17 | 18 | 19 |
| | | | CIC Agency Management Webinar R. Shomo & B. McCreddie | | | |
| 20 | 21 | 22 | 23 | 24 CISR Personal Auto Webinar F. Millsaps | 25 | 26 |
| 27 | 28 | 29 | 30 | | | |



October 2026

| | |
|--------------|---|
| Date: | 10/ 6 //26 |
| Course: | Certified Insurance Service Representative – Insuring Commercial Property Exposures |
| Description: | Improve your cross-selling abilities with up-to-date knowledge of commercial property coverage and reduce E&O exposures. Insuring Commercial Property gives you the skills to address these issues with greater ease and confidence. |
| Location: | Webinar |
| Time: | 8:00 A.M -3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 P.M. CST the week following the class. |
| CE Credit: | This course is approved for 7 hours of continuing education credit. |
| Cost: | \$190. |
| | |
| Date: | 10/ 13 /26 |
| Course: | E&O Loss Prevention Seminar - Coverage Essentials: Coverage B Personal & Advertising Injury |
| Description: | This course is approved for Swiss Re and Fireman's Fund loss control credits. |
| Location: | Webinar |
| Time: | 9:00 A.M.-12:00 P.M. |
| CE Credit: | This course is approved for 3 hours of continuing education credit. |
| Cost: | \$55 members/ \$90 non-members |
| | |
| Date: | 10/ 13 /26 |
| Course: | Ethics – “It’s Legal but is it Ethical?” |
| Description: | This course will discuss ethics and professionalism for insurance agency and company personnel. The course will also include a discussion of several ethics case studies. |
| Location : | Webinar |
| Time: | 1:00 P.M.-4:00 P.M. |
| CE Credit: | This course is approved for 3 hours of ethics education credit. |
| Cost: | \$55 members/ \$90 non-members |
| | |
| Date: | 10/ 15 /26 |
| Course: | Certified Insurance Service Representative – Life & Health Essentials |
| Description: | While Personal Lines business may be your primary focus, cross-selling life and health products is a proven revenue generator and client retention tool. Grow your skills and grow your value for your future and for your agency's future. |
| Location: | Webinar |
| Time: | 8:00 A.M-3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 P.M. CST the week following the class. |
| CE Credit: | This course is approved for 7 hours of continuing education credit. |
| Cost: | \$190. |
| | |
| Dates: | 10/ 19-23 /26 |
| Course: | Property and Casualty Agent's Licensing School |
| Description: | This in-depth 40-hour course is designed to prepare students for the P&C licensing exam. |
| Location: | AIIA, 141 London Parkway, Birmingham, (205) 326-4129 (live class only) |
| Time: | 8:00 A.M.-5:00 P.M. Daily |
| CE Credit: | This course is NOT approved for continuing education credit. |
| Cost: | \$260 members/ \$325 non-members. Includes the textbooks and study material. <i>(Does not include ALDOI exam fee)</i> |
| | |
| Dates: | 10/ 27 /26 |
| Course: | Certified Insurance Service Representative – Insuring Personal Residential Exposures |
| Description: | A detailed course on homeowners and dwelling fire, and many of the endorsements used with these policies. |
| Location : | Webinar |
| Time: | 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 P.M. CST the week following the class. |
| CE Credit: | This course is approved for 7 hours of continuing education credit. |
| Cost: | \$190. |

October 2026

AIIA Education Calendar

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--|--------|--|-----------|--|--------|----------|
| | | | | 1 | 2 | 3 |
| 4 | 5 | 6 CISR Commercial Property Webinar E. Simmons | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 E&O/Ethics Webinar L. Worley | 14 | 15 CISR Life & Health Essentials Webinar F. Millsaps | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| P&C Licensing School/Birmingham E. Simmons | | | | | | |
| | | | | | | |
| 25 | 26 | 27 CISR Personal Residential Webinar L. Worley | 28 | 29 | 30 | 31 |



November 2026

- Date: 11/ 5 /26
Course: **Certified Insurance Service Representative – Advanced Lecture – Multiline (William T. Hold Seminar)**
Description: An advanced customer service representative course. The WTH topics are “Order in the Courts” and “Personal Lines Risk Management & Case Study”. *The WTH seminar is open to everyone – not just CISR designees!*
Location: Webinar
Time: 8:00 A.M -3:45 P.M. (Note: there is no exam for this course)
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190.
- Date: 11/ 10 /26
Course: **Certified Insurance Service Representative – Insuring Commercial Property Exposures**
Description: Improve your cross-selling abilities with up-to-date knowledge of commercial property coverage and reduce E&O exposures. Insuring Commercial Property gives you the skills to address these issues with greater ease and confidence.
Location: Webinar
Time: 8:00 A.M-3:45 P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190.
- Dates: 11/ 11-12 /26
Course: **Certified Insurance Counselor - James K. Ruble Graduate Seminar**
Description: An advanced comprehensive seminar with an emphasis on advanced coverage topics in commercial lines.
Location: AIIA, 141 London Parkway, Birmingham, (205) 326-4129 (hybrid – class or webinar)
Time: 8:00 A.M.-5:15 P.M. Daily (there is no exam for this seminar)
CE Credit: This course is approved for 16 hours of continuing education credit.
Cost: \$450
- Date: 11/ 24 /26
Course: **Certified Insurance Service Representative - Other Personal Lines Solutions**
Description: This course addresses the coverage exclusions and limitations in the most current ISO Homeowners 3 – Special Form and the ISO Personal Auto Policy for exposures created by clients’ business activities, their ownership or use of recreational vehicles and watercraft, and personal umbrella exposures.
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190.

November 2026

AIIA Education Calendar

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|--------|--|---|--|--------------------------|----------|
| 1 | 2 | 3 | 4 <i>Fall Education Conference & Trade Fair</i> | 5 CISR WTH Webinar F. Millsaps | 6 | 7 |
| 8 | 9 | 10 CISR Commercial Property Webinar L. Worley | 11 <div>CIC Ruble Graduate Seminar B. Buffington/P. Burkett</div> | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 CISR Other Personal Lines Solutions Webinar F. Millsaps | 25 | 26 <i>Thanksgiving Day</i> <i>AIIA Office Closed</i> | 27 <i>AIIA Closed</i> | 28 |
| 29 | 30 | | | | | |



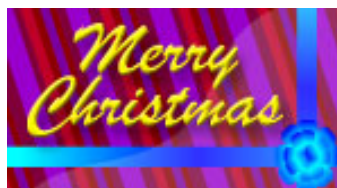
December 2026

Date: 12/ 3 /26
Course: **E&O Loss Prevention Seminar – Coverage Essentials: Coverage B Personal & Advertising Injury**
Description: This course is approved for Swiss Re and Fireman’s Fund loss control credits.
Locations: Webinar
Time: 9:00 A.M.-12:00 P.M.
CE Credit: This course is approved for 3 hours of continuing education credit.
Cost: \$55 members/ \$90 non-members

Date: 12/ 3 /26
Course: **Ethics – “It’s Legal but is it Ethical?”**
Description: This course will discuss ethics and professionalism for insurance agency and company personnel. The course will also include a discussion of several ethics case studies.
Location: Webinar
Time: 1:00 P.M.-4:00 P.M.
CE Credit: This course is approved for 3 hours of ethics education credit.
Cost: \$55 members/ \$90 non-members

Date: 12/ 10 /25
Course: **Certified Insurance Service Representative - Insuring Commercial Casualty 1**
Description: The focus of this course is the Commercial General Liability Coverage Form. Also addressing additional insured exposures and the coverage available to meet them, the course provides a strong foundation that is valued by insurance professionals.
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 P.M. CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190.

Date: 12/ 16 / 25
Course: **Certified Insurance Service Representative - Agency Operations**
Description: An intermediate level course detailing current agency operations, with an emphasis on internal and external agency systems.
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 P.M. the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit, including 1 hour of ethics credit.
Cost: \$190.



Thanks for making 2026 another successful year. Your Big I Alabama Education Department wishes you a Merry Christmas and a Happy New Year!

December 2026

AIIA Education Calendar

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|--------|--|--|---|---|----------|
| | | 1 | 2 | 3 E&O/Ethics Webinar F. Millsaps | 4 | 5 |
| 6 | 7 | 8 CISR Commercial Casualty 1 Webinar E. Simmons | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 CISR Agency Operations Webinar L. Worley | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 Christmas Eve AIIA Office Closed | 25 Christmas Day AIIA Office Closed | 26 |