

The Society of Certified Insurance Service Representatives

Agency Operations

Maple Grove, MN • December 10, 2019

Tuesday, December 10, 2019

7:30 AM - 8:00 AM		Registration with Coffee and Rolls
8:00 AM - 9:00 AM	SECTION 1	Legal & Ethical Requirements
9:00 AM - 10:00 AM	SECTION 2	The Insurance Agency
10:00 AM - 11:00 AM	SECTION 3	The Insurance Industry and Marketplace
11:00 AM - 12:00 PM	SECTION 4	Communications and Technology
12:00 PM - 12:45 PM		Lunch
12:45 PM - 1:30 PM	SECTION 5	Agency Workflow Components
1:30 PM - 2:15 PM	SECTION 6	Agency Workflow Steps
2:15 PM - 3:15 PM	SECTION 7	Account Management
3:15 PM - 3:45 PM	SECTION 8	Errors & Omissions
3:45 PM - 4:15 PM		Q&A and Review
4:15 PM - 5:15 PM		Examination

Faculty

Gloria J. Thompson, CIC
Minneapolis, MN

Program Location

Address & Phone: **MIAB/Austin Mutual Training Center**
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