

The Society of Certified Insurance Service Representatives

Agency Operations

Austin, TX • January 28, 2020

Tuesday, January 28, 2020

7:30 AM - 8:00 AM

8:00 AM - 9:00 AM

9:00 AM - 10:00 AM

10:00 AM - 11:00 AM

11:00 AM - 12:00 PM

12:00 PM - 12:45 PM

12:45 PM - 1:30 PM

1:30 PM - 2:15 PM

2:15 PM - 3:15 PM

3:15 PM - 3:45 PM

3:45 PM - 4:15 PM

4:15 PM - 5:15 PM

SECTION 1

SECTION 2

SECTION 3

SECTION 4

SECTION 5

SECTION 6

SECTION 7

SECTION 8

Registration with Coffee and Rolls

Legal & Ethical Requirements

The Insurance Agency

The Insurance Industry and Marketplace

Communications and Technology

Lunch

Agency Workflow Components

Agency Workflow Steps

Account Management

Errors & Omissions

Q&A and Review

Examination

Faculty

Dewey Neel Choate, CIC, AIC
Higginbotham Insurance, Fort Worth, TX

William C. Toll, CIC
Bill Toll & Associates, Inc., Austin, TX

Program Location

Address & Phone: **The National Alliance**
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