

# The Society of Certified Insurance Counselors

## Insurance Company Operations

South Portland, ME • August 26-28, 2020

### Wednesday, August 26, 2020

7:30 AM - 8:00 AM

8:00 AM - 10:15 AM

**SECTION 1**

10:15 AM - 12:15 PM

**SECTION 2**

12:15 PM - 1:15 PM

1:15 PM - 5:15 PM

**SECTION 3**

5:15 PM - 5:30 PM

### Thursday, August 27, 2020

7:30 AM - 8:00 AM

8:00 AM - 10:00 AM

**SECTION 4**

10:00 AM - 12:00 PM

**SECTION 5**

12:00 PM - 1:00 PM

1:00 PM - 5:00 PM

**SECTION 6**

### Friday, August 28, 2020

8:30 AM - 9:00 AM

9:00 AM - 11:00 AM

#### Faculty

Michael Thomas DeHetre, CIC, CRM, CPCU, AU,  
ARe, AIM, AIS  
*Berkley Small Business Services, Lincoln University,  
PA*

#### Ed Consultant

James F. Glasser, CIC, CRM, CPCU  
*Bradenton, FL*

#### Program Location

Address & Phone: **DoubleTree by Hilton**  
363 Main Mall Road  
South Portland, ME 04106  
(207) 775-6161

#### Registration with Coffee and Rolls

##### EXECUTIVE STRATEGIES

Mr. Jay Williams, CIC, CRM, AAI, ACSR, CRIS, MLIS

##### ACTUARIAL PRACTICES & ACCOUNTING

Mr. Jay Williams, CIC, CRM, AAI, ACSR, CRIS, MLIS

##### Lunch - on your own

##### CLAIMS

Mr. Jay Williams, CIC, CRM, AAI, ACSR, CRIS, MLIS

##### Exam Briefing

##### Coffee & Rolls

##### AGENCY/POLICYHOLDER SERVICES

Mr. Michael Thomas DeHetre, CIC, CRM, CPCU, AU, ARe, AIM, AIS

##### PRODUCT DEVELOPMENT

Mr. Michael Thomas DeHetre, CIC, CRM, CPCU, AU, ARe, AIM, AIS

##### Lunch - on your own

##### UNDERWRITING

Mr. Michael Thomas DeHetre, CIC, CRM, CPCU, AU, ARe, AIM, AIS

##### Coffee & Rolls

##### Examination

Jay Williams, CIC, CRM, AAI, ACSR, CRIS, MLIS  
*Tallahassee, FL*