



Education Calendar

NHAIA, 6 Garvins Falls Road, Concord, NH 03301
Phone 603-224-3965; Fax 603-224-0550

*All classes are held at
NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH.
Classes are taught by Judy Durst, Director of Education, unless otherwise indicated.*



<p>Ethics approved course! What's the Score on Credit Scoring – NH Producer Course # 470199</p> <p>June 27, 2017</p> <p>3 Prod Ethics CEs - add \$3 to cost below Cost: \$55 members \$80 non-members</p>	<p>This class will review insurance scoring, what it is, how it's computed and how it affects our clients. Information will be included to assist you in explaining this type of rating to your clients and what they can do to change the score. Credit scoring is an approval topic to meet your Ethics continuing education requirement.</p> <p><u>AM Session only. Registration at 8:30 am with class following from 9:00 am until Noon</u></p>	<p>NHAIA EDUCATION COMMITTEE</p> <p>Christopher Snow – Chairman of the Board Optisure Risk Partners, Manchester, NH chris.snow@optisure.com</p> <p>April Weismann, CPCU - Chairperson HPM Insurance, Amherst april@hpminsurance.com</p> <p>Wendy Bagley, AAI, CPIW Melcher & Prescott Agency wbagley@melcher-prescott.com</p> <p>Sarah Dickinson Plymouth Rock sdickinson@plymouthrock.com</p>
<p>FEMA Flood and BW-12 Changes Course # 476737</p> <p>June 27, 2017</p> <p>3 Prod CEs – add \$3 to cost below Cost: \$55 members \$80 non-members</p>	<p>This new FEMA approved flood class includes a recap of the National Flood Insurance Program as well as a review of the Biggert-Waters Flood Reform Bill of 2012, the 2014 Homeowners Flood Insurance Affordability Act of 2014 and the changes effective through 2016. This course will also include some information about elevation certificates, how to access maps as well as mapping changes</p> <p><u>PM Session only. Registration at 12:30 pm with class following from 1:00 pm until 4:00 pm.</u></p>	<p>Christopher French Liberty Mutual Insurance christopher.french@libertymutual.com</p> <p>Cheryl Hoak, CIC, CPIW Hanover Ins. Co., Bedford choak@hanover.com</p> <p>Barbara Lizotte, CIC Tobey & Merrill Insurance barbara@tobeymerrill.com</p>
<p>WEBINAR!</p> <p>MCS 90 Endorsement – What's it all about?</p> <p>June 28, 2017</p> <p>1 Producer CE applied for in NH</p> <p>Cost: \$18 members \$30 non-members</p>	<p>What is an MCS90 endorsement and when is it used? Is it true that it provides pollution coverage? Should you add it to all your Commercial Auto policies? The truth and nothing but the truth about this mysterious endorsement.</p> <p><u>Webinar will run from 9:30 am until 10:30 am</u></p>	<p>Caitlin Earle Chalmers Insurance Group cearle@chalmersinsurancegroup.com</p> <p>Lars Olson Slawsby Insurance/Minuteman Group lolson@minutemangroup.com</p> <p>Kendra Cote CGI Business Insurance kcote@cgibusinessinsurance.com</p> <p>Lynn Marcou San Group</p>

<p>ACSR 5 – Professional Development Course # 468458 (7 NH CE including 1 Ethics CE); Course # ME17304 (6 ME CE) Course # 26506 (7 VT CE)</p> <p>June 29, 2017</p> <p>7 Prod CEs - add \$7 to cost below for NH & \$10.50 for VT Cost: \$95 members before 6/9/17 \$110 members after 6/9/17 \$165 non-members</p>	<p>Students will discuss topics including customer service and its impact; professional image and office; professional communication; and account management and company relations.</p> <p>This is one of the core classes to attain your ACSR designation. There will be an exam administered at the end of the class. You will not be required to take the exam if you are only taking the class for CE credits and not the designation.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	<p>lynnm@sangroup.com</p> <p>A few things to keep in mind....</p> <ul style="list-style-type: none"> • Lunch is on your own. • Several ways to register: <ol style="list-style-type: none"> 1. Print the universal registration form found on our website, complete it and either fax or email to Judy Durst at (603) 224-0550 or judy@nhaia.com 2. Call our office to register 3. Register on-line through our website. • Please dress comfortably and bring a sweater (sometimes the classroom is chilly) • A \$25 fee will be charged for cancellations received prior to the Friday immediately before the class. <u>NO REFUNDS AFTER THE FRIDAY IMMEDIATELY BEFORE THE WEEK OF THE CLASS – NO EXCEPTIONS.</u> • We invite all registrants to advise us of any disability and any requests for accommodation to that disability. Your request should be submitted to us at least two weeks prior to the program • Got an idea or topic for a class, don't keep it to yourself. Share it with Judy or with any of the members of our education committee! <p>If you have any questions, please contact Judy Durst</p>
<p>WEBINAR!</p> <p>Ethics Approved</p> <p>Ethics & E&O Related? The one hour version</p> <p>July 12, 2017</p> <p>1 Producer Ethics CE credit applied for in NH</p> <p>Cost: \$18 members \$30 non-members</p>	<p>This ethics approved class is a one hour version of our three hour ethics class. It will review some of the areas where unethical behavior can give rise to an E & O exposure.</p> <p><u>Webinar will run from 9:30 am until 10:30 am</u></p>	
<p>ACSR 3 – Personal Lines Related Coverages Course # 10606 (7 NH CE); Course # 17329 (6 ME CE); Course # 26317 (7 VT CE)</p> <p>July 18, 2017</p> <p>add \$7 to cost below for NH CE or \$10.50 for VT CE</p> <p>Cost: \$95 members before 6/30/17 \$110 members after 6/30/17 \$165 non-members</p>	<p>ACSR #3 provides an analysis of personal risk management and the various insurance products related to the personal automobile and homeowner account. Students will review coverages of Personal Lines Floaters, Personal Umbrellas and Yachts and Boats. The Dwelling fire program will also be briefly reviewed.</p> <p>This is part of the ACSR designation program. There will be an exam administered at the end of the class. You will not be required to take the exam if you are only taking the class for CE credits and not the designation.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	

New Hampshire Association of Insurance Agents
603-224-3965
judy@nhaia.com

Other Education options...


- Self Study courses
- One hour webinars on diverse Subjects
- On-site classes

<p>WEBINAR!</p> <p>Surplus Lines</p> <p>July 19, 2017</p> <p>1 Producer CE credit in NH, ME & VT</p> <p>Cost: \$18 members \$30 non-members</p>	<p>This is an updated version of a webinar we recorded years ago. It will review what Surplus Lines is, how it works and the laws applicable to it.</p> <p><u>Webinar will run from 9:30 am until 10:30 am</u></p>	<p>NHAIA Membership Benefits...</p> <ul style="list-style-type: none"> • Big "I" Markets Check our website (www.nhaia.com) for the Product guide • Virtual University "Ask the Expert" service, articles for coverage clarification and much more! • Virtual Risk Consultant Checklists, PF&M, and many other tools available at discounted pricing. Rough Notes product. • Anthem & Harvard Pilgrim access • Agents' Errors and Omissions Coverages available through Westport or Fireman's Fund • Hospitality Insurance Company For Bars & Restaurants. Coverages include liquor, Property and general liability with an admitted carrier. Excess liability available through non-admitted carrier. • NH Legislative tracking on our website • Free CE compliance reminder service
<p>CRIS – Design Build Risks and Insurance</p> <p>July 20, 2017</p> <p>Approved for 6 Producer CE credits in NH Course # 481480</p> <p>THIS PROGRAM IS CO-SPONSORED WITH THE MA AGENTS ASSOCIATION.</p> 	<p>Design-Build Risks </p> <p>Design Build Risk is a STAND ALONE course and is not part of the CRIS Core curriculum; however, it can be used to update the Construction Risk and Insurance Specialist (CRIS) designation.</p> <p>Class Topics include an Introduction to Design-Build Construction; Identifying Design-Build Risks; Chapter 4 Indemnity, Insurance Requirements, and Limitations of Liability; Coverage for Professional Services in Traditional Insurance Policies; Contractors Professional Liability Insurance; Architects and Engineers Professional Liability Insurance; Training the Project Team; Bonding Design-Build Projects</p> <p>All Registrations are processed through the Mass Agents Association. Please see our website at www.nhaia.com for a link to the registration materials.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	
<p><u>Ethics approved course!</u></p> <p>Ethics in Action Course # 480444 (NH); # 23884 (ME); # 27249 (VT)</p> <p>July 25, 2017</p> <p>3 Prod Ethics CEs in NH, ME & VT- add \$3 to cost below for NH CE; add \$4.50 to cost below for VT CE</p> <p>Cost: \$55 members \$80 non-members</p>	<p>This program will review how we use ethical decision making in our everyday dilemmas. Examples and case studies will be reviewed.</p> <p><u>AM Session only. Registration at 8:30 am with class following from 9:00 am until Noon.</u></p>	

<p>WEBINAR!</p> <p>Business in the Home – Updated!</p> <p>July 26, 2017</p> <p>1 Producer CE credit in NH</p> <p>Cost: \$18 members \$30 non-members</p>	<p>This class is an update to a very popular webinar that was recorded a couple of years ago. We'll review the businesses that are allowed on the HO policy and how you can get them covered. We'll be looking at the ISO version of the endorsements currently available to cover a business located in your insured's home.</p> <p><u>Webinar will run from 9:30 am until 10:30 am</u></p>	<p><i>All classes are held at NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH. Classes are taught by Judy Durst, Director of Education, unless otherwise indicated.</i></p>
<p>ACSR 7 – Commercial General Liability Coverage Course # 10608 (7 NH CE); Course # 17316 (6 ME CE); Course # 26509 (7 VT CE)</p> <p>July 27, 2017</p> <p>Add \$7 to cost below for NH CE or \$10.50 for VT CE. Cost: \$95 members before 7/7/17 \$110 members after 7/7/17 \$165 non-members</p>	<p>ACSR #7 will provide an analysis of the ISO Occurrence form as well as identify specific exclusions, endorsements and alternate coverages. This course is designed for insurance agency producers and CSR's who want comprehensive training on the ISO Simplified General Liability (CGL) Program. Students will cover: the major features of the CGL, differences in occurrence and claims-made forms, important liability endorsements and the commercial umbrella policy.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	<p>NHAIA EDUCATION COMMITTEE</p> <p>Christopher Snow – Chairman of the Board Optisure Risk Partners, Manchester, NH chris.snow@optisure.com</p> <p>April Weismann, CPCU - Chairperson HPM Insurance, Amherst april@hpminsurance.com</p> <p>Wendy Bagley, AAI, CPIW Melcher & Prescott Agency wbagley@melcher-prescott.com</p> <p>Sarah Dickinson Plymouth Rock sdickinson@plymouthrock.com</p> <p>Christopher French Liberty Mutual Insurance christopher.french@libertymutual.com</p> <p>Cheryl Hoak, CIC, CPIW Hanover Ins. Co., Bedford choak@hanover.com</p> <p>Barbara Lizotte, CIC Tobey & Merrill Insurance barbara@tobeymerrill.com</p> <p>Caitlin Earle Chalmers Insurance Group cearle@chalmersinsurancegroup.com</p>
<p>ACSR 1 – Homeowners 2011 Course # 10604 (7 NH CE) Course # 17300 (6 ME CE) Course # 26504 (7 VT CE)</p> <p>August 1, 2017</p> <p>7 NH Prod CEs - add \$7 to cost below or \$10.50 for VT CE credits Cost: \$95 members before 7/7/17 \$110 members after 7/7/17 \$165 non-members</p>	<p>ACSR #1 provides a thorough analysis of the ISO HO 2011 policies, major homeowner endorsements and addresses how to handle difficult homeowner coverage problems you encounter in your agency. This seminar is designed for insurance agency CSRs who want comprehensive training on the ISO Homeowners Program. Topics include: Eligibility requirements, Specific Section I and II coverage features, Exclusions and Limitations, HO forms for tenants and condo owners and endorsements.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	<p>Lars Olson Slawsby Insurance/Minuteman Group lolson@minutemangroup.com</p> <p>Kendra Cote CGI Business Insurance kcote@cgibusinessinsurance.com</p> <p>Lynn Marcou San Group lynnm@sangroup.com</p> <p>If you have any questions, please contact Judy Durst</p> <p>New Hampshire Association of Insurance Agents 603-224-3965 judy@nhaia.com</p>

<p>ACSR 4 – E & O Loss Control Course # 10630</p> <p>August 3, 2017</p> <p>7 NH Prod CE. Add \$7 to cost below 6 ME CE (#ME17307) 7 VT CE (#26505)</p> <p>\$95 members before 7/7/17 \$110 members after 7/7/17 \$165 non-members</p>	<p>Newly developed ACSR 4 course that includes the following topics of study: Defining agency E&O basics; Handling new business to minimize agency E&O; Handling existing business to control agency E&O & Servicing business to avoid E&O losses.</p> <p>This is one of the core classes to attain your ACSR designation. There will be an exam administered at the end of the class if that is the case. You will not be required to take the exam if you are only taking the class for CE credits and not the designation.</p> <p><u>This class still provides credits towards a credit on your E & O coverage*.</u></p> <p><u>*E&O Credit:</u> NHAIA members who are covered by either Westport’s E&O policy or Fireman’s Fund’s E & O policy can earn a credit on their policy by attending the entire day. Certain conditions apply so please contact Joan Pageau at the NHAIA office for details.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	<p>A few things to keep in mind....</p> <ul style="list-style-type: none"> • Lunch is on your own. • Several ways to register: <ol style="list-style-type: none"> 1. Print the universal registration form found on our website, complete it and either fax or email to Judy Durst at (603) 224-0550 or judy@nhaia.com 2. Call our office to register 3. Register on-line through our website. • Please dress comfortably and bring a sweater (sometimes the classroom is chilly) • A \$25 fee will be charged for cancellations received prior to the Friday immediately before the class. <u>NO REFUNDS AFTER THE FRIDAY IMMEDIATELY BEFORE THE WEEK OF THE CLASS – NO EXCEPTIONS.</u> • We invite all registrants to advise us of any disability and any requests for accommodation to that disability. Your request should be submitted to us at least two weeks prior to the program • Got an idea or topic for a class, don’t keep it to yourself. Share it with Judy or with any of the members of our education committee!
<p>ACSR 8 – Commercial Auto & Garage Course # 10609 & 19512 (7 NH Prod & 7 MLA CE) Course # 17319 (6 ME CE) Course # 26507 (7 VT CE)</p> <p>August 22, 2017</p> <p>7 Prod & MLA CEs - add \$7 to cost below in NH; add \$10.50 to cost below in VT Cost: \$95 members before 8/4/17 \$110 members after 8/4/17 \$165 non-members</p>	<p>ACSR #8 will help you understand Commercial Automobile and Garage insurance coverage. Recognize major features and the need for various Business Auto Policy (BAP) endorsements; interpret major features of BAP forms, Garage form and endorsements; Trucker form and endorsements; Identify factors affecting the calculations of the BAP premium; recommend coverage forms, limits and endorsements to meet client needs.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	<p>If you have any questions, please contact Judy Durst</p> <p>New Hampshire Association of Insurance Agents 603-224-3965 judy@nhaia.com</p> <p>Other Education options...</p> <ul style="list-style-type: none"> • Self Study courses • One hour webinars on diverse Subjects • On-site classes

<p>WEBINAR!</p> <p>What Webs We Weave – Social Media & E&O</p> <p>August 23, 2017</p> <p>1 Producer CE credit applied for in NH</p> <p>Cost: \$18 members \$30 non-members</p>	<p>We have so many ways to communicate with our clients and it's not just phone calls and letters anymore – websites, Facebook, texting, email and more. How do all of these impact your exposure to an E & O claim? This one hour webinar will investigate.</p> <p><u>Webinar will run from 9:30 am until 10:30 am</u></p>	<p>NHAIA Membership Benefits...</p> <ul style="list-style-type: none"> • Big "I" Markets Check our website (www.nhaia.com) for the Product guide • Virtual University "Ask the Expert" service, articles for coverage clarification and much more! • Virtual Risk Consultant Checklists, PF&M, and many other tools available at discounted pricing. Rough Notes product. • Anthem & Harvard Pilgrim access • Agents' Errors and Omissions Coverages available through Westport or Fireman's Fund • Hospitality Insurance Company For Bars & Restaurants. Coverages include liquor, Property and general liability with an admitted carrier. Excess liability available through non-admitted carrier. • NH Legislative tracking on our website • Free CE compliance reminder service
<p><u>Ethics approved course!</u></p> <p>Ethics – Honesty & Integrity – NH Producer Course # 481690 – ME Producer Course # 24582</p> <p>August 24, 2017</p> <p>3 Prod Ethics CEs - add \$3 to cost below for NH. Cost: \$55 members \$80 non-members</p>	<p>This class was held at our 2017 Professional Development Day in Concord. It includes a look at honesty versus dishonesty and what the laws say about it. We'll also go over integrity and how important that is to your success.</p> <p><u>AM Session only. Registration at 8:30 am with class following from 9:00 am until Noon</u></p>	
<p>FEMA Flood and BW-12 Changes Course # 476737</p> <p>August 24, 2017</p> <p>3 Prod CEs – add \$3 to cost below Cost: \$55 members \$80 non-members</p>	<p>This new FEMA approved flood class includes a recap of the National Flood Insurance Program as well as a review of the Biggert-Waters Flood Reform Bill of 2012, the 2014 Homeowners Flood Insurance Affordability Act of 2014 and the changes effective through 2016. This course will also include some information about elevation certificates, how to access maps as well as mapping changes</p> <p><u>PM Session only. Registration at 12:30 pm with class following from 1:00 pm until 4:00 pm.</u></p>	

<p>The Risk Management of Aging presented by Jill Gidge</p> <p>Course # 481482 (NH Prod)</p> <p>August 25, 2017</p> <p>3 Prod CEs – add \$3 to cost below.</p> <p>Cost: \$55 members \$80 non-members</p>	<p><u>The Risk Management of Aging</u> A discussion of the unique risk management issues that face our ever-increasingly older world population and their caregivers. Course has combination Property & Casualty (trusts, life estates, assisted living, non-resident Named Insured) and Life, Accident & Health (Medicare, Medicare Advantage and Medigap plans, Long-term Care, Medicaid) bases.</p> <p><u>Half day session. Registration at 8:30 am with class following from 9:00 am until Noon at NHAIA in Concord.</u></p> 	<p><i>All classes are held at NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH. Classes are taught by Judy Durst, Director of Education, unless otherwise indicated.</i></p>
<p>P & C Pre-Licensing Review Class</p> <p>August 28, 29, 30 & 31, 2017</p> <p>NO CEs PROVIDED. \$265 members before 8/11/17 \$290 members after 8/11/17 \$415 non-members</p>	<p>This is a 4-day intensive review based on text materials written by Judy Durst of NHAIA. Please remember, this is a review class. It is expected that all students will have read the text and be familiar with the concepts included in the study material. Please allow ample time for the books to be sent to you, and time to study them prior to the class.</p> <p>The new 4-day format will allow 1 day for General Insurance, 1 day for Personal Lines, and 2 days for Commercial Lines topics. Course includes Pre-Licensing workbook, with the N.H. insurance laws included, instruction, handouts and coffee breaks.</p> <p><u>Full day sessions. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	<p>NHAIA EDUCATION COMMITTEE</p> <p>Christopher Snow – Chairman of the Board Optisure Risk Partners, Manchester, NH chris.snow@optisure.com</p> <p>April Weismann, CPCU - Chairperson HPM Insurance, Amherst april@hpminsurance.com</p> <p>Wendy Bagley, AAI, CPIW Melcher & Prescott Agency wbagley@melcher-prescott.com</p> <p>Sarah Dickinson Plymouth Rock sdickinson@plymouthrock.com</p> <p>Christopher French Liberty Mutual Insurance christopher.french@libertymutual.com</p> <p>Cheryl Hoak, CIC, CPIW Hanover Ins. Co., Bedford choak@hanover.com</p> <p>Barbara Lizotte, CIC Tobey & Merrill Insurance barbara@tobeymerrill.com</p> <p>Caitlin Earle Chalmers Insurance Group cearle@chalmersinsurancegroup.com</p>
<p>AAI 81 A – Foundations of Insurance Production NH Course # 19496 (Prod) and # 19497 (MLA); VT Course # 27796; ME Course # 24348</p> <p>September 6, 2017</p> <p>NH 6 Prod CEs & 6 MLA CEs: add \$6 to cost below; VT 6 Prod CEs: add \$9 to cost below Cost: \$175 for members \$265 for non-members</p>	<p><u>AAI 81A–Principles of Insurance:</u> Includes the basic principles on which the insurance business & our legal system are based as well as discussions of risk management and account development.</p> <p>This is part of the AAI designation program. There will be an exam administered at the end of the class. You will not be required to take the exam if you are only taking the class for CE credits and not the designation.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	<p>Lars Olson Slawsby Insurance/Minuteman Group lolson@minutemangroup.com</p> <p>Kendra Cote CGI Business Insurance kcote@cgibusinessinsurance.com</p> <p>Lynn Marcou San Group lynnm@sangroup.com</p> <p>If you have any questions, please contact Judy Durst</p> <p>New Hampshire Association of Insurance Agents 603-224-3965 judy@nhaia.com</p>

CPCU 553 – Survey of Personal Insurance and Financial Planning presented by Judy Durst, CPCU

Co-sponsored by NHAIA and the NH Chapter of CPCU.

Begins September 6, 2017

Classes will be held on line on September 6, 13, 20, 27, October 4, 11, 18, 25 and November 1.

21 Prod CEs; 20 MLA CEs have been requested. - add \$21 and/or \$20 to cost below
Cost:
\$250 members (NHAIA and/or NH CPCU)
\$325 non-members



**ON LINE, INSTRUCTOR LED COURSE!
CPCU 553 – Survey of Personal Insurance and Financial Planning**

This intermediate course is a required when you are working towards the Commercial Lines track for the Chartered Property Casualty Underwriter Designation. This course will provide an overview of Personal Insurance and will include topics such as Personal Auto, Homeowners, Other Residential, Other Personal Property & Liability Insurance as well as information regarding Life Insurance, Retirement, Disability & Health Insurance Planning.

Classes will be held every Wednesday afternoon from 7:00 pm until 9:00 pm for 9 weeks. Classes will be held on line via GoToMeeting. Once you register, information will be sent to you to access the class.

REGISTRATION DOES NOT INCLUDE COURSE MATERIALS OR NATIONAL EXAM COSTS. PLEASE CONTACT THE INSTITUTES TO PURCHASE AT www.theinstitutes.org.

This course will prepare you for the October 15 – December 15 exam window.

The National Exam administered by The Institutes is in multiple choice question format.

A few things to keep in mind....

- Lunch is on your own.
- Several ways to register:
 1. Print the universal registration form found on our website, complete it and either fax or email to Judy Durst at (603) 224-0550 or judy@nhaia.com
 2. Call our office to register
 3. Register on-line through our website.
- Please dress comfortably and bring a sweater (sometimes the classroom is chilly)
- A \$25 fee will be charged for cancellations received prior to the Friday immediately before the class. **NO REFUNDS AFTER THE FRIDAY IMMEDIATELY BEFORE THE WEEK OF THE CLASS – NO EXCEPTIONS.**
- We invite all registrants to advise us of any disability and any requests for accommodation to that disability. Your request should be submitted to us at least two weeks prior to the program
- Got an idea or topic for a class, don't keep it to yourself. Share it with Judy or with any of the members of our education committee!

If you have any questions, please contact Judy Durst

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Personal Auto Insurance Issues

NH Course # 482051 (Prod) & # 482052 (MLA); ME Course # 24675

September 7, 2017

3 Prod CEs – add \$3 to cost below for NH CE

Cost: \$55 for members
\$80 for non-members

Personal Auto Insurance Issues

This course includes a review of some of the hottest topics in Personal Auto Insurance: Car Rental Concerns, Kids and Cars, Car or Ride Sharing, as well as Personal Auto Endorsements you need to know about.

Half day session. Registration at 8:30 am with class following from 9:00 am until 12:00 pm at NHAIA in Concord.

Other Education options...

- Self Study courses
- One hour webinars on diverse Subjects
- On-site classes

<p>A Plethora of Personal Lines</p> <p>NH Course # 22061 (Prod) & # 481420 (MLA); ME Course # 24347</p> <p>September 7, 2017</p> <p>3 Prod CEs – add \$3 to cost below for NH CE</p> <p>Cost: \$55 for members \$80 for non-members</p>	<p><u>A Plethora of Personal Lines</u></p> <p>This course includes a review of various topics in Personal Lines such as:</p> <ol style="list-style-type: none"> 1) What is a Personal Articles Floater and is there a difference between the HO endorsement and the Inland Marine form? 2) Flood insurance 3) Personal Umbrellas 4) Insuring items such as recreational vehicles and golf carts 5) Condos 6) Differences between the three HO forms in use currently (HO 1991, HO 2000, HO 2011) <p><u>Half day session. Registration at 12:30 pm with class following from 1:00 pm until 4:00 pm at NHAIA in Concord.</u></p>	<p>NHAIA Membership Benefits...</p> <ul style="list-style-type: none"> • Big “I” Markets Check our website (www.nhaia.com) for the Product guide • Virtual University “Ask the Expert” service, articles for coverage clarification and much more! • Virtual Risk Consultant Checklists, PF&M, and many other tools available at discounted pricing. Rough Notes product. • Anthem & Harvard Pilgrim access • Agents’ Errors and Omissions Coverages available through Westport or Fireman’s Fund • Hospitality Insurance Company For Bars & Restaurants. Coverages include liquor, Property and general liability with an admitted carrier. Excess liability available through non-admitted carrier. • NH Legislative tracking on our website • Free CE compliance reminder service
<p>AAI 82 A – Commercial Liability Insurance</p> <p>NH Course # 20081; VT Course # 27799; ME Course # 24351</p> <p>September 12, 2017</p> <p>8 Prod CEs – add \$8 to cost below for NH CE and \$12 for VT CE</p> <p>Cost: \$175 for members \$265 for non-members</p>	<p><u>AAI 82A–Commercial Liability GL & Auto:</u></p> <p>Includes occurrence and claims-made liability policies and their popular endorsements, commercial auto, garage and truckers policies.</p> <p>This is part of the AAI designation program. There will be an exam administered at the end of the class. You will not be required to take the exam if you are only taking the class for CE credits and not the designation.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	

CRIS – Additional Insured Issues

September 13, 2017

Approved for 6 Producer CE credits in NH
Course # 481481

THIS PROGRAM IS CO-SPONSORED WITH THE MA AGENTS ASSOCIATION.



Additional Insured Issues



Additional Insured Issues is a STAND ALONE course and is not part of the CRIS Core curriculum; however, it can be used to update the Construction Risk and Insurance Specialist (CRIS) designation. This course provides an introduction to important risk management and insurance concepts for all contracting parties to a construction project. It provides an overview of the ways in which insured status under another party's insurance program can be used as a risk transfer technique and examines in detail the terms and conditions on which insured status is provided in all the major lines of construction insurance. Particular emphasis is placed on additional insured status under general liability insurance. The course describes and analyzes standard endorsement language used to make owners, contractors, subcontractors, lessors, and design professionals insured under another entity's CGL policy. It explores coverage issues such as "other insurance" concerns; recent revisions to the most widely used CGL additional insured endorsements; problematic coverage exposures; and relevant case law. The course also addresses insured status under other construction-related lines of insurance, explaining the coverage features typical of each line and the risk-transfer significance of insured status under these policies.

All Registrations are processed through the Mass Agents Association. Please see our website at www.nhaia.com for a link to the registration materials.

Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.

*All classes are held at
NHAIA Headquarters, **6 Garvins Falls Road**, Concord, NH.
Classes are taught by Judy Durst,
Director of Education, unless
otherwise indicated.*

NHAIA EDUCATION COMMITTEE

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**If you have any questions, please contact
Judy Durst**

New Hampshire Association of
Insurance Agents
603-224-3965
judy@nhaia.com

<p>ACSR 5 – Professional Development Course # 468458 (7 NH CE including 1 Ethics CE) Course # ME17304 (6 ME CE) Course # 26506 (7 VT CE)</p> <p>September 14, 2017</p> <p>7 Prod CEs - add \$7 to cost below for NH & \$10.50 for VT Cost: \$95 members before 8/25/17 \$110 members after 8/25/17 \$165 non-members</p>	<p>Students will discuss topics including customer service and its impact; professional image and office; professional communication; and account management and company relations.</p> <p>This is one of the core classes to attain your ACSR designation. There will be an exam administered at the end of the class. You will not be required to take the exam if you are only taking the class for CE credits and not the designation.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	<p>A few things to keep in mind....</p> <ul style="list-style-type: none"> • Lunch is on your own. • Several ways to register: 4. Print the universal registration form found on our website, complete it and either fax or email to Judy Durst at (603) 224-0550 or judy@nhaia.com 5. Call our office to register 6. Register on-line through our website. • Please dress comfortably and bring a sweater (sometimes the classroom is chilly) • A \$25 fee will be charged for cancellations received prior to the Friday immediately before the class. <u>NO REFUNDS AFTER THE FRIDAY IMMEDIATELY BEFORE THE WEEK OF THE CLASS – NO EXCEPTIONS.</u> • We invite all registrants to advise us of any disability and any requests for accommodation to that disability. Your request should be submitted to us at least two weeks prior to the program • Got an idea or topic for a class, don't keep it to yourself. Share it with Judy or with any of the members of our education committee! <p>If you have any questions, please contact Judy Durst</p> <p>New Hampshire Association of Insurance Agents 603-224-3965 judy@nhaia.com</p> <p>Other Education options...</p> <ul style="list-style-type: none"> • Self Study courses • One hour webinars on diverse Subjects • On-site classes
<p>ACSR 2 – Personal Auto Course # 10605 (7 NH CE); Course # ME17324 (6 ME CE); Course # 26316 (6 VT CE)</p> <p>September 19, 2017</p> <p>Add \$7 to cost below for NH CE or \$9 for VT CE. Cost: \$95 members before 9/1/17 \$110 members after 9/1/17 \$165 non-members</p>	<p>ACSR #2 provides a thorough analysis of the Personal Automobile Policy and many important endorsements. Practical personal lines account handling is emphasized throughout the course, as students learn to design coverages to meet the unique needs of each customer. This course is designed for CSR's and other agency personnel involved in the personal lines sales and service process that require comprehensive training or review of the Personal Automobile Policy.</p> <p>This is part of the ACSR designation program. There will be an exam administered at the end of the class. You will not be required to take the exam if you are only taking the class for CE credits and not the designation.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	

<p>ACSR 9 – Commercial Lines Related Coverages Course # 10511 & 19519 (7 NH Prod & MLA CE) Course #ME17334 (6 ME Prod CE) Course #26508 (7 VT Prod CE)</p> <p>September 20, 2017</p> <p>7 Prod & MLA CEs - add \$7 for each to cost below in NH; add \$10.50 to cost below for VT Cost: \$95. members before 9/1/17 \$110. members after 9/1/17 \$165. non-members</p>	<p>ACSR #9 provides general coverage analysis of Bonds, Crime, Inland Marine, Workers Comp and Umbrella. Many of these coverages are frequently overlooked or misunderstood. Build on the skills necessary to use these related commercial coverages in account development. Learn to distinguish between various types of bonds, identify crime policies to fit client's needs, discuss inland marine coverage forms, review workers' compensation benefits and understand BOP and other package policies.</p> <p>This is part of the ACSR designation program. There will be an exam administered at the end of the class. You will not be required to take the exam if you are only taking the class for CE credits and not the designation.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	<p>NHAIA Membership Benefits...</p> <ul style="list-style-type: none"> • Big "T" Markets Check our website (www.nhaia.com) for the Product guide • Virtual University "Ask the Expert" service, articles for coverage clarification and much more! • Virtual Risk Consultant Checklists, PF&M, and many other tools available at discounted pricing. Rough Notes product. • Anthem & Harvard Pilgrim access • Agents' Errors and Omissions Coverages available through Westport or Fireman's Fund • Hospitality Insurance Company For Bars & Restaurants. Coverages include liquor, Property and general liability with an admitted carrier. Excess liability available through non-admitted carrier. • NH Legislative tracking on our website • Free CE compliance reminder service
<p><u>Ethics approved course!</u> Ethics – An Insurance Fraud Update – NH Producer Course # 481693 – ME Producer Course # 24577</p> <p>September 21, 2017</p> <p>3 Prod Ethics CEs - add \$3 to cost below for NH. Cost: \$55 members \$80 non-members</p>	<p>This class was held at our 2017 Professional Development Day in Portsmouth. It includes a review of what constitutes insurance fraud, the penalties and impact on society. Case studies will include some real fraud cases in our area.</p> <p><u>AM Session only. Registration at 8:30 am with class following from 9:00 am until Noon</u></p>	
<p>Life, Accident & Health Pre-Licensing Review class LIVE! With Jill Gidge</p> <p><i>September 22, 29 and October 6, 2017</i></p> <p>NO CEs PROVIDED. \$290 members \$415 non-members</p>	<p>We are presenting this LIVE three-day class to prepare you to take the Life, Accident & Health Licensing exam on three consecutive Fridays – September 22nd and 29th as well as October 6th. Jill will include some lively discussion on the topics and will include handouts to help the student understand the more difficult concepts. Please remember, this is a review class. It is expected that all students will have read the text and be familiar with the concepts included in the study material. Please allow ample time for the books to be sent to you, and time to study them prior to the class.</p> <p>The new 3-day format will allow 1 day for General insurance concepts & laws, 1 day for Life insurance, and 1 day for Health insurance topics. Course includes the Kaplan licensing text, the N.H. insurance laws supplement, instruction, handouts and coffee breaks.</p> <p><u>Full day sessions. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	

<p>Construction Risk & Insurance Specialist</p> <p>October 3, 2017</p> <p>Class held at: NHAIA Headquarters 6 Garvins Falls Road Concord, NH</p> <p>THIS PROGRAM IS CO-SPONSORED WITH THE MA AGENTS ASSOCIATION.</p> 	<p>CRIS® - Property Insurance for Contractors This course focuses on builders risk and contractor's equipment insurance, including suggestions for maximizing the effectiveness of the coverages. It also includes a review of important concepts with respect to insuring the contractor's office or other permanent property. Topics include covered and excluded property, covered and excluded perils, covered parties, and alternative methods of reporting covered values. Various policy provisions that impact the scope of coverage – such as subrogation, occupancy, and cancellation – are also examined. Suggestions for modifying coverage to address potential coverage gaps and other problematic provisions are provided where appropriate.</p> <p><u>All Registrations are processed through the Mass Agents Association. Please see our website at nhaia.com for a link to register.</u> <u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm.</u></p>	<p><i>All classes are held at NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH. Classes are taught by Judy Durst, Director of Education, unless otherwise indicated.</i></p> <p>NHAIA EDUCATION COMMITTEE</p> <p>Christopher Snow – Chairman of the Board Optisure Risk Partners, Manchester, NH chris.snow@optisure.com</p> <p>April Weismann, CPCU - Chairperson HPM Insurance, Amherst april@hpminsurance.com</p> <p>Wendy Bagley, AAI, CPIW Melcher & Prescott Agency wbagley@melcher-prescott.com</p>
<p>AAI 81B – Foundations of Insurance Production Course # 19515 (NH Prod) & 19516 (NH MLA); # 24349 (ME); # 27797 (VT)</p> <p>October 4, 2017</p> <p>6 Prod CEs & 6 MLA CEs – add \$6 to cost below for NH; Add \$9 to cost below for VT.</p> <p>Cost: \$175 for members \$265 for non-members</p>	<p><u>AAI 81B–Personal Lines:</u> Includes Homeowners, Personal Auto, Inland & Ocean Marine, Personal Umbrella, Dwelling policies & flood.</p> <p>This is part of the AAI designation program. There will be an exam administered at the end of the class. You will not be required to take the exam if you are only taking the class for CE credits and not the designation.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	<p>Sarah Dickinson Plymouth Rock sdickinson@plymouthrock.com</p> <p>Christopher French Liberty Mutual Insurance christopher.french@libertymutual.com</p> <p>Cheryl Hoak, CIC, CPIW Hanover Ins. Co., Bedford choak@hanover.com</p> <p>Barbara Lizotte, CIC Tobey & Merrill Insurance barbara@tobeymerrill.com</p> <p>Caitlin Earle Chalmers Insurance Group cearle@chalmersinsurancegroup.com</p>
<p>AAI 87 – Agency Leadership and Strategic Alignment – AAI-M Designation program</p> <p>October 5, 2017 <u>and</u> October 10, 2017</p> <p>12 Prod CEs approved in NH (#478492), VT (#27805) & ME (#24357) – add \$12 to cost below for NH CE or add \$18 for VT CE</p> <p>Cost: \$200 for members \$300 for non-members</p>	<p>AAI 87 – Agency Leadership and Strategic Alignment: Learn to effectively apply strategic decision making, marketing & communications to gain a competitive advantage; discover new techniques for developing and maintaining strong relationships with clients, insurers and other partners; improve organizational financial results through strategic risk analysis and effective portfolio management.</p> <p>There will be an exam administered at the end of the second day of classes. You will not be required to take the exam if you are only taking the class for CE credits and not the AAI-M designation.</p> <p>This is designed to complement the AAI designation.</p> <p><u>Two Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	<p>Lars Olson Slawsby Insurance/Minuteman Group lolson@minutemangroup.com</p> <p>Kendra Cote CGI Business Insurance kcote@cgibusinessinsurance.com</p> <p>Lynn Marcou San Group lynnm@sangroup.com</p> <p>If you have any questions, please contact Judy Durst</p> <p>New Hampshire Association of Insurance Agents 603-224-3965 judy@nhaia.com</p>

<p>AAI 81B – Foundations of Insurance Production Course # 19515 (NH Prod) & 19516 (NH MLA); # 24349 (ME); # 27797 (VT)</p> <p>October 11, 2017</p> <p>6 Prod CEs & 6 MLA CEs – add \$6 to cost below for NH; Add \$9 to cost below for VT.</p> <p>Cost: \$175 for members \$265 for non-members</p>	<p><u>AAI 81B–Personal Lines:</u> Includes Homeowners, Personal Auto, Inland & Ocean Marine, Personal Umbrella, Dwelling policies & flood.</p> <p>This is part of the AAI designation program. There will be an exam administered at the end of the class. You will not be required to take the exam if you are only taking the class for CE credits and not the designation.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	<p>A few things to keep in mind....</p> <ul style="list-style-type: none"> • Lunch is on your own. • Several ways to register: 7. Print the universal registration form found on our website, complete it and either fax or email to Judy Durst at (603) 224-0550 or judy@nhaia.com 8. Call our office to register 9. Register on-line through our website. • Please dress comfortably and bring a sweater (sometimes the classroom is chilly) • A \$25 fee will be charged for cancellations received prior to the Friday immediately before the class. <u>NO REFUNDS AFTER THE FRIDAY IMMEDIATELY BEFORE THE WEEK OF THE CLASS – NO EXCEPTIONS.</u> • We invite all registrants to advise us of any disability and any requests for accommodation to that disability. Your request should be submitted to us at least two weeks prior to the program • Got an idea or topic for a class, don't keep it to yourself. Share it with Judy or with any of the members of our education committee! <p>If you have any questions, please contact Judy Durst</p> <p>New Hampshire Association of Insurance Agents 603-224-3965 judy@nhaia.com</p> <p>Other Education options...</p> <ul style="list-style-type: none"> • Self Study courses • One hour webinars on diverse Subjects • On-site classes
<p>ACSR 3 – Personal Lines Related Coverages Course # 10606 (7 NH CE); Course # 17329 (6 ME CE); Course # 26317 (7 VT CE)</p> <p>October 12, 2017</p> <p>add \$7 to cost below for NH CE or \$10.50 for VT CE</p> <p>Cost: \$95 members before 9/22/17 \$110 members after 9/22/17 \$165 non-members</p>	<p>ACSR #3 provides an analysis of personal risk management and the various insurance products related to the personal automobile and homeowner account. Students will review coverages of Personal Lines Floaters, Personal Umbrellas and Yachts and Boats. The Dwelling fire program will also be briefly reviewed.</p> <p>This is part of the ACSR designation program. There will be an exam administered at the end of the class. You will not be required to take the exam if you are only taking the class for CE credits and not the designation.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	
<p>P & C Pre-Licensing Review class</p> <p>October 16, 17, 18, & 19, 2017</p> <p>NO CEs PROVIDED. \$265 members before 9/29/17 \$290 members after 9/29/17 \$415 non-members</p>	<p>This is a 4-day intensive review based on text materials written by Judy Durst of NHAIA. Please remember, this is a review class. It is expected that all students will have read the text and be familiar with the concepts included in the study material. Please allow ample time for the books to be sent to you, and time to study them prior to the class.</p> <p>The new 4-day format will allow 2 days for Personal Lines, and 2 days for Commercial Lines topics. Course includes Pre-Licensing workbook, with the N.H. insurance laws included, instruction, handouts and coffee breaks.</p> <p><u>Full day sessions. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	

ANFI 206 National Flood Insurance: Advanced Studies

Applied for 6 CE in NH

*October 23, 30,
November 6, 13, 20, 27,
and December 4.*

6 Prod CEs - add \$6 to
cost below for NH CE

Cost:
\$110 members
\$165 non-members

**In order to complete
the designation, you
must pass both ANFI
205 & 206.**



**ON LINE, INSTRUCTOR LED COURSE!
Associate in National Flood Insurance (ANFI) 206**

This advanced flood class will include 1) understanding the NFIP Elevation Certificate; 2) Condos & Timeshares; 3) Commercial Buildings; 4) NFIP Policy rating considerations; 5) A-Zone rating; 6) V-Zone rating; 7) Newly mapped; and 8) Coastal barrier resource systems & otherwise protected areas.

Classes will be held every Monday from 2:00 pm until 4:00 pm for 7 sessions. Classes will be held on line via GoToMeeting. Once you register, information will be sent to you to access the class.

REGISTRATION DOES NOT INCLUDE COURSE MATERIALS OR NATIONAL EXAM COSTS. PLEASE CONTACT THE INSTITUTES TO PURCHASE AT www.theinstitutes.org.

The National Exam administered by The Institutes is in multiple choice question format and is open book.

(ANFI 205 – NFIP Fundamentals was offered in early 2017 and will be offered again in 2018)

NHAIA Membership Benefits...

- Big “I” Markets
Check our website (www.nhaia.com) for the Product guide
- Virtual University
“Ask the Expert” service, articles for coverage clarification and much more!
- Virtual Risk Consultant
Checklists, PF&M, and many other tools available at discounted pricing. Rough Notes product.
- Anthem & Harvard Pilgrim access
- Agents’ Errors and Omissions
Coverages available through Westport or Fireman’s Fund
- Hospitality Insurance Company
For Bars & Restaurants.
Coverages include liquor, Property and general liability with an admitted carrier. Excess liability available through non-admitted carrier.
- NH Legislative tracking on our website
- Free CE compliance reminder service

ACSR 6 – Commercial Property Insurance Course # 10607 (7 NH CE); Course # ME17310 (6 ME CE); Course # 26346 (7 VT CE)

October 24, 2017


7 Prod CEs - add \$7 to
cost below for NH or
\$10.50 for VT.

Cost:
\$95 members before
10/6/17
\$110 members after
10/6/17
\$165 non-members

ACSR #6 will provide an analysis of ISO Property forms identifying specific exclusions and endorsements. This course is designed for insurance agency producers and CSR’s who want comprehensive training on the ISO Simplified Commercial Property Program. Students will cover: the major features of various property forms, basics of business income forms and options, cause of loss forms and important property conditions.

Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.

<p><u>Ethics approved course!</u></p> <p>What Does NH Law Say? Course # 469194</p> <p>October 26, 2017</p> <p>3 Prod Ethics CEs - add \$3 to cost below Cost: \$55 members \$80 non-members</p>	<p>I can't tell you how many times I've heard people say, "I didn't know that was a law in New Hampshire?" This course will review some of the most commonly misunderstood NH insurance laws. The class will give you information about the cancellation, claim, auto, home, and workers compensation insurance laws as well as so much more. Come join us for this very informative class that will also take care of your 3 hour Ethics continuing education requirement.</p> <p>Compliance with state & federal laws and regulations is an approved topic to meet your Ethics continuing education requirement.</p> <p><u>AM Session only. Registration at 8:30 am with class following from 9:00 am until noon at NHAIA in Concord.</u></p>	<p><i>All classes are held at NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH. Classes are taught by Judy Durst, Director of Education, unless otherwise indicated.</i></p>
<p>FEMA Flood and BW-12 Changes Course # 476737</p> <p>October 26, 2017</p> <p>3 Prod CEs – add \$3 to cost below Cost: \$55 members \$80 non-members</p>	<p>This new FEMA approved flood class includes a recap of the National Flood Insurance Program as well as a review of the Biggert-Waters Flood Reform Bill of 2012, the 2014 Homeowners Flood Insurance Affordability Act of 2014 and the changes effective through 2016. This course will also include some information about elevation certificates, how to access maps as well as mapping changes</p> <p><u>PM Session only. Registration at 12:30 pm with class following from 1:00 pm until 4:00 pm.</u></p>	<p>NHAIA EDUCATION COMMITTEE</p> <p>Christopher Snow – Chairman of the Board Optisure Risk Partners, Manchester, NH chris.snow@optisure.com</p> <p>April Weismann, CPCU - Chairperson HPM Insurance, Amherst april@hpminsurance.com</p> <p>Wendy Bagley, AAI, CPIW Melcher & Prescott Agency wbagley@melcher-prescott.com</p> <p>Sarah Dickinson Plymouth Rock sdickinson@plymouthrock.com</p> <p>Christopher French Liberty Mutual Insurance christopher.french@libertymutual.com</p> <p>Cheryl Hoak, CIC, CPIW Hanover Ins. Co., Bedford choak@hanover.com</p> <p>Barbara Lizotte, CIC Tobey & Merrill Insurance barbara@tobeymerrill.com</p>
<p>SUPER CE SATURDAY</p> <p>October 28, 2017</p> <p>Insurance Packages for Small Businesses has been approved for 15 Producer CE. Ethics at Work has been approved for 10 Ethics Producer CE and 5 MLA CE. Add \$25 to cost below for Producer Add \$5 to cost below for Multi-Line Adjuster</p> <p>\$280. members before 10/6/17 \$305. members after 10/6/17 \$405. non-members</p> <p>Includes Ethics!!!</p>	<p><u>Insurance Packages for Small Businesses – Producer #10633 15 CEs;</u> This course provides an overview of package policies for small- to medium-sized businesses and ISO's business-owners policy (BOP) and eligibility rules. Students learn typical ways in which company-specific businessowners policies differ from the ISO form.</p> <p><u>Ethics at Work – Producer #16408 10 Ethics CEs and Multi-Line Adjuster # 16455 5 CEs;</u> This training emphasizes the importance of ethical conduct and professionalism for all personnel in the property and casualty industry. Students learn how consumer protection and ethical issues relate to insurance regulation, with an emphasis on claims, underwriting, and sales practices. Case studies and exercises help students apply what they've learned.</p> <p><u>How Super C.E. Saturday Works:</u> Each student will register and attend the classroom sessions reviewing the material. At the conclusion of each section of the class, the class will take the final exam. Upon passing (70% or better) NHAIA will add the credits to your transcript.</p>	<p>Caitlin Earle Chalmers Insurance Group cearle@chalmersinsurancegroup.com</p> <p>Lars Olson Slawsby Insurance/Minuteman Group lolson@minutemangroup.com</p> <p>Kendra Cote CGI Business Insurance kcote@cgibusinessinsurance.com</p> <p>Lynn Marcou San Group lynnm@sangroup.com</p> <p>If you have any questions, please contact Judy Durst</p> <p>New Hampshire Association of Insurance Agents 603-224-3965 judy@nhaia.com</p>

<p>AIS 25 Course # 481032</p> <p>October 31, 2017</p> <p>7* Prod CE's – add \$7 to cost below.</p> <p>\$275 members \$375 non-members</p> <p>* If you take and pass the exam, 21 CE credits can be awarded in lieu of 7 for attendance at class only.</p> 	<p>Do you have the AAI designation or the INS General Insurance Certificate? If so, you only have to take one 7 hour class AND pass an exam to earn the AIS (Associate in Insurance Services) designation. AIS 25 – Delivering Insurance Services includes the following topics: Continuous Improvement & Insurance, Customer Identification, Customers & Quality, Benefits of Customer Orientation, Process Management, Process Improvement Model & Tools, Leadership, Teamwork, Organizational Structures and Monitoring Progress. The text will be sent to you in advance of the class so you may review the material prior to the date of the class.</p> <p><u>Full day session. Registration at 8:00 am with class following from 8:30 am until 4:30 pm at NHAIA in Concord. Exam immediately following the class.</u></p>	<p>A few things to keep in mind....</p> <ul style="list-style-type: none"> • Lunch is on your own. • Several ways to register: <ol style="list-style-type: none"> 10. Print the universal registration form found on our website, complete it and either fax or email to Judy Durst at (603) 224-0550 or judy@nhaia.com 11. Call our office to register 12. Register on-line through our website. <ul style="list-style-type: none"> • Please dress comfortably and bring a sweater (sometimes the classroom is chilly) • A \$25 fee will be charged for cancellations received prior to the Friday immediately before the class. <u>NO REFUNDS AFTER THE FRIDAY IMMEDIATELY BEFORE THE WEEK OF THE CLASS – NO EXCEPTIONS.</u> • We invite all registrants to advise us of any disability and any requests for accommodation to that disability. Your request should be submitted to us at least two weeks prior to the program • Got an idea or topic for a class, don't keep it to yourself. Share it with Judy or with any of the members of our education committee! <p>If you have any questions, please contact Judy Durst</p> <p>New Hampshire Association of Insurance Agents 603-224-3965 judy@nhaia.com</p> <p>Other Education options...</p> <ul style="list-style-type: none"> • Self Study courses • One hour webinars on diverse Subjects • On-site classes
<p>WEBINAR!</p> <p>WC – The ERM-14 Form While Staying Sane!</p> <p>November 1, 2017</p> <p>1 Producer CE credit applied for in NH</p> <p>Cost: \$18 members \$30 non-members</p>	<p>The ERM 14 form can be a nightmare. Your insured doesn't know how to complete it and doesn't understand why they need to. This webinar will go over when this form is needed and how to explain it to your insured.</p> <p><u>Webinar will run from 9:30 am until 10:30 am</u></p>	
<p>E&O Risk Management Program Course # 475681 6 NH Prod CE; Course # 24346 6 ME CE; Course # 27775 6 VT CE</p> <p>Add \$6 to cost below For NH CE or \$9 to cost below for VT CE</p> <p>November 2, 2017</p> <p>\$95 members before 10/13/17 \$110 members after 10/13/17 \$165 non-members</p>	<p>This full day program was updated in 2012 to include more hands-on material to assist agents in controlling this exposure. The program now includes new modules such as social media and data breaches as well as expanded modules on documentation, agency operations and relationships with carriers.</p> <p><u>E&O Credit:</u> NHAIA members who are covered by either Westport's E&O policy or Fireman's Fund's E & O policy can earn a credit on their policy by attending this class. Certain conditions apply so please contact Joan Pageau at the NHAIA office for details.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	

<p>ACSR 7 – Commercial General Liability Coverage Course # 10608 (7 NH CE) Course # ME17316 (6 ME CE) Course # 26509 (7 VT CE)</p> <p>November 7, 2017</p> <p>7 Prod CEs - add \$7 to cost below for NH or \$10.50 to cost below for VT.</p> <p>Cost: \$95 members before 10/20/17 \$110 members after 10/20/17 \$165 non-members</p>	<p>ACSR #7 will provide an analysis of the ISO Occurrence form as well as identify specific exclusions, endorsements and alternate coverages. This course is designed for insurance agency producers and CSR's who want comprehensive training on the ISO Simplified General Liability (CGL) Program. Students will cover: the major features of the CGL, differences in occurrence and claims-made forms, important liability endorsements and the commercial umbrella policy.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	<p>NHAIA Membership Benefits...</p> <ul style="list-style-type: none"> • Big "I" Markets Check our website (www.nhaia.com) for the Product guide • Virtual University "Ask the Expert" service, articles for coverage clarification and much more! • Virtual Risk Consultant Checklists, PF&M, and many other tools available at discounted pricing. Rough Notes product. • Anthem & Harvard Pilgrim access • Agents' Errors and Omissions Coverages available through Westport or Fireman's Fund • Hospitality Insurance Company For Bars & Restaurants. Coverages include liquor, Property and general liability with an admitted carrier. Excess liability available through non-admitted carrier. • NH Legislative tracking on our website • Free CE compliance reminder service
<p>AAI 81C – Foundations of Insurance Production Course # 19517 for NH Prod & # 19518 for NH MLA; Course # 24350 for ME Prod CE; Course # 27798 for VT Prod CE.</p> <p>November 8, 2017</p> <p>6 Prod CEs in NH, ME & VT & 6 MLA CEs in NH – add \$6 to cost below for NH CE or \$9 for VT CE</p> <p>Cost: \$175 members \$265 non-members</p>	<p><u>AAI 81C–Commercial Property Insurance:</u> Includes direct & indirect commercial property exposures, and commercial inland marine.</p> <p>This is part of the AAI designation program. There will be an exam administered at the end of the class. You will not be required to take the exam if you are only taking the class for CE credits and not the designation.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	

Construction Risk & Insurance Specialist

November 9, 2017

NHAIA Headquarters
6 Garvins Falls Road
Concord, NH

7 Prod CEs and 7 MLA
CEs

**THIS PROGRAM IS
CO-SPONSORED
WITH THE MA
AGENTS
ASSOCIATION.**



CRIS® 3 - Contractual Risk Transfer in Construction

This course reviews the ways in which risk is allocated in construction contracts. In addition to a technical review of the types of techniques available, this course examines strategies for maximizing the effectiveness of risk transfers in construction contracts. Topics include indemnification provisions, waivers of subrogation, limitations of liability, insurance requirements, and some of the key areas of risk allocation in standard construction contracts. Tips for writing and negotiating fair and effective insurance requirements are provided where appropriate, as well as for verifying compliance with these requirements.

Please see our website at www.nhaia.com for a link to the registration materials at the MA Agents Association.

Full day sessions. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.

*All classes are held at
NHAIA Headquarters, **6 Garvins
Falls Road**, Concord, NH.
Classes are taught by Judy Durst,
Director of Education, unless
otherwise indicated.*

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**If you have any questions, please contact
Judy Durst**

New Hampshire Association of
Insurance Agents
603-224-3965
judy@nhaia.com

AAI 82 C

November 14, 2017

8 Prod CEs in NH
Course # 20079; 8 Prod
CEs in ME Course #
24353; 8 Prod CEs in VT
Course # 27801

add \$8 to cost below for
NH CE and \$12 to cost
below for VT CE

Cost:
\$175 members
\$265 non-members

AAI 82 C–Specialized Commercial Lines: Includes specialized property coverages, commercial umbrella, ocean marine, and commercial aviation coverages. Additionally, the various types of surety bonds will be examined for proper use and coverages provided.

Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.

<p>WEBINAR!</p> <p>The RIGHT Way to Read an Insurance Policy.</p> <p>November 15, 2017</p> <p>1 Producer CE credit applied for in NH</p> <p>Cost: \$18 members \$30 non-members</p>	<p>How do you read a policy? What comes first – the coverage form or the endorsements or the state exceptions? Does a comma in the sentence make a difference? What about a semi-colon? Where do you start? This webinar to give you the right way to go about it! Valuable information for anyone in the insurance industry!</p> <p><u>Webinar will run from 9:30 am until 10:30 am</u></p>	<p>A few things to keep in mind....</p> <ul style="list-style-type: none"> • Lunch is on your own. • Several ways to register: <p>13. Print the universal registration form found on our website, complete it and either fax or email to Judy Durst at (603) 224-0550 or judy@nhaia.com</p> <p>14. Call our office to register</p> <p>15. Register on-line through our website.</p> <ul style="list-style-type: none"> • Please dress comfortably and bring a sweater (sometimes the classroom is chilly) • A \$25 fee will be charged for cancellations received prior to the Friday immediately before the class. <u>NO REFUNDS AFTER THE FRIDAY IMMEDIATELY BEFORE THE WEEK OF THE CLASS – NO EXCEPTIONS.</u> • We invite all registrants to advise us of any disability and any requests for accommodation to that disability. Your request should be submitted to us at least two weeks prior to the program • Got an idea or topic for a class, don't keep it to yourself. Share it with Judy or with any of the members of our education committee! <p>If you have any questions, please contact Judy Durst</p> <p>New Hampshire Association of Insurance Agents 603-224-3965 judy@nhaia.com</p> <p>Other Education options...</p> <ul style="list-style-type: none"> • Self Study courses • One hour webinars on diverse Subjects • On-site classes
<p>ACSR 1 – Homeowners 2011</p> <p>Course # 10604 (7 NH CE)</p> <p>Course # 17300 (6 ME CE)</p> <p>Course # 26504 (7 VT CE)</p> <p>November 16, 2017</p> <p>7 NH Prod CE's - add \$7 to cost below or \$10.50 for VT CE credits</p> <p>Cost:</p> <p>\$95 members before 10/27/17</p> <p>\$110 members after 10/27/17</p> <p>\$165 non-members</p>	<p>ACSR #1 provides a thorough analysis of the ISO HO 2011 policies, major homeowner endorsements and addresses how to handle difficult homeowner coverage problems you encounter in your agency. This seminar is designed for insurance agency CSRs who want comprehensive training on the ISO Homeowners Program. Topics include: Eligibility requirements, Specific Section I and II coverage features, Exclusions and Limitations, HO forms for tenants and condo owners and endorsements.</p> <p><u>Full day session. Registration at 8:30 am with class following from 9:00 am until 4:00 pm at NHAIA in Concord.</u></p>	

We invite all registrants to advise us of any disability and any requests for accommodation to that disability. Your request should be submitted to us at least two weeks prior to the program.