

AIC 30 class starts January 17th

Register today at
www.prepademy.com

Online Weekly Class

The Associate in Claims designation program teaches you how to reduce time and costs, improve customer satisfaction and retention, and avoid costly lawsuits.

With this program, you'll improve your technical claim handling skills, communication and negotiation skills, good-faith claim handling abilities, and in-depth policy knowledge.

AIC 30— is one of multiple courses required to complete the AIC designation. Visit The Institutes website (www.theinstitutes.org) for details on the new completion tracks.

In AIC 30 you will learn to:

- Improve claim handling by



building a strong foundation in effective investigation techniques

- Help avoid costly lawsuits by learning good-faith claim handling
- Improve customer satisfaction and retention with communication and negotiation skills

- Manage defense costs through strong litigation techniques

The Institutes produces the materials and exams for the AIC program.

PrepAdemy™ is your source for quality live and online instruction to help you prepare for the national exam. You don't have to take this journey alone!

Meet Your Instructor—Nancy Germond, AIC

Nancy Germond is a second-generation insurance professional. Nancy has authored scores of risk-management related articles and is a frequent presenter at insurance conferences. She founded Insurance Writer in 1997, a risk management con-

sulting and training firm.

Nancy was the first risk manager of the City of Prescott, Arizona, the claims manager for The Alliance of Schools for Cooperative Insurance Programs and the risk and claims manager for the

Missouri Auto Dealers' Association Workers' Compensation Trust.

Nancy holds a BA in Communication and a Masters in Sociology. She earned the Associate in Risk Management designation,

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To join the AIC 30 class you need to do the following:

- Register with **PrepAdemy™** for Live and Online Weekly Instruction
Live Class fee: \$249
- Call The Institutes to order the required text and course guide
800-644-2101
Materials fee: \$160
- Be prepared to register for the national exam by April 15th
Exam fee: \$185

Let our subject matter expert guide you through the course

the Associate in Claims designation, the Insurance Training Professional certification, and holds a Senior Human Resource Professional designation.

Nancy is a humorous and insightful presenter who not only provides insight into the day-to-day claims operations, but addresses societal impacts on today's insurance industry.



Nancy Germond, MA, SPHR, ARM, AIC, ITP

*“Extremely easy
to set up and join
classes. Very
professional!
Made going to
class a whole lot
easier.”*

Experience the Difference! PrepAdemy™ Virtual Classroom Community

Why choose PrepAdemy™ for your live and online virtual classroom experience?

PrepAdemy™ is one of the few providers that actually provide a live and online instructor-led experience using the Citrix GoToWebinar virtual classroom. Live classes are scheduled weekly so that you can meet your instructor and fellow students online. Every class is recorded, so you don't have to worry if you missed the live program.

Participating in the virtual classroom can be a great resource for many struggling with staying on track with their insurance course study. You have a forum to ask questions of the instructor, the support of your peers who are going through the same experience pursuing a designation, and the guidance from an experienced host who will serve as your course counselor . . . because ***sometimes you just need a guide on the side!***

What makes PrepAdemy™ live and online weekly classes unique?

- ◆ Expert instruction that balances test preparation with real world education.
- ◆ Highly interactive and engaging weekly sessions keep you on track for SUCCESS!
- ◆ “In class” opportunity to ask questions, share stories, and compete for the “Most Interested Student” award!
- ◆ Join online classes from anywhere in the world, using your PC/Mac, Tablet or Smart Phone.
- ◆ Each live weekly class is recorded so you don't have to worry about missing instruction due to travel and unexpected schedule conflicts.
- ◆ 65% of PrepAdemy students have never taken a virtual class or The Institutes exams. Your “Guide on the Side” provides students with all the details about important deadlines and study tips, and provides motivation and support before, during and after the live class experience.
- ◆ Opportunity to join a social community with your peers from across the globe.

Class Topics / Schedule

AIC 30 – Claim Handling Principles and Practices

Exam Format: 60-85 multiple choice questions – 2 hours to complete exam

Weekly classes on Thursdays start at 4pm PT / 7pm ET and last for 90 minutes.

Dates/Topics:

Jan 17	Orientation / How to Pass Institute Exams
Jan 24	Chapter 1—The Claim Function and Professional Ethics
Jan 31	Chapter 2—The Claim Handling Process
Feb 7	Chapter 3—Setting Case Reserves and Investigating Claims
Feb 14	No class this week
Feb 21	No class this week
Feb 28	Chapter 4—Documenting Claims
Mar 7	Chapter 5—Communicating Effectively
Mar 14	Chapter 6—Dealing with Fraud
Mar 21	Chapter 7—Negotiating Claims
Mar 28	Chapter 8—Litigating Claims
April 4	Chapter 9—Good-Faith Claim Handling
April 11	Final Review Class



Class dates subject to change. No refunds after first class.

Important Information for Virtual Class Participation

Participating in the virtual classroom can be a great resource for many struggling with staying on track with ARM study. You have a forum to ask questions of the instructor, and you have the support of your peers who are going through the same experience pursuing the ARM designation. Here is a list of tips to help you get the most from your virtual classroom experience:

1. Make a commitment to attend the class. The “live” instruction will help you to connect with the material and focus on the educational objectives. 100 percent of the exam questions come from the educational objectives highlighted in the course material. The virtual class focuses the review on the educational objectives for the course.
2. Complete the reading and write out your course guide answers for each assignment before the virtual class. This will help you understand the educational objective highlights of the weekly virtual review sessions.
3. When joining the GoToWebinar class, always enter your pin#, this will allow the producer to un-mute your line for questions. You can join the audio portion of the class using either VOIP (Voice over internet protocol) on your computer (using a headset works best) or dial-in by phone using the number listed on your weekly confirmation.
4. Log out of all other running applications (Outlook, Lotus Notes, etc.). I know it is tempting to multi-task (cont. pg.4)

PO Box 12648
Chandler, AZ 85248

QUESTIONS ABOUT THE CLASS?

Call: 480-895-0060

E-mail: sandra@prepademy.com

(cont. from pg. 3) during class (switching from the Go-ToWebinar viewer window to email), but to avoid poor VOIP audio it is important to close all other running applications.

5. You can arrive up to 15 minutes early to ask questions and participate in a fun interactive exercise. This extra time helps you to connect with fellow students and the instructor. We will always open up the lines at the end of class recording to answer additional questions.
6. For some of you, this is your first experience studying for The Institutes exams. Please review this great resource with best practices and study tips on preparing for an exam. http://www.aicpcu.org/doc/how_to_prepare_for_institute_exams_handbook.pdf

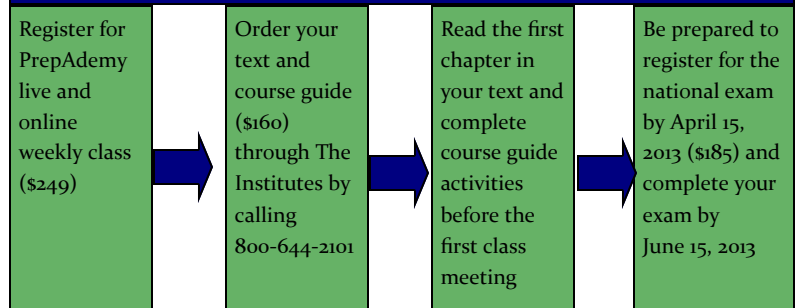
If you have any questions as we continue through the virtual class please do not hesitate to contact Sandy Masters.

PrepAdemy™ is a single online destination where you participate in live virtual classes to learn the basics of risk and insurance and get expert feedback from professionals in specialized fields. Plus all your experiences at **PrepAdemy™** are focused on helping you to pass the national exam.

Preparation - any proceeding, experience, or the like considered as a mode of preparing for the future.

Academy - a school or college for special instruction or training in a subject.

Your Action Plan for Success:



Register for Online Class
at www.PreAdemy.com

Success as a student in the virtual classroom is as easy as:

Log-in to the virtual classroom weekly (internet connection required)

Participate in the virtual class by completing poll questions and activities

Engage with your instructor by asking questions

Connect with fellow students through the LinkedIn Group

Complete the weekly virtual class interactivities

Earn prize points for weekly live participation

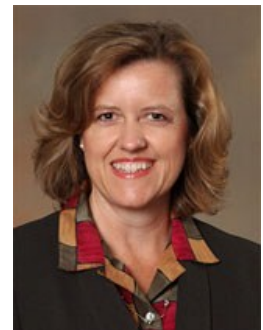
And best of all—if your schedule gets crazy and you miss a class—don't worry, you can listen to the class recording and access the weekly notes to stay on track

Your Host/Producer

Sandra L. Masters, CPCU, ITP has more than 20 years experience in sales, marketing, and training and development in the insurance industry. She is a member and currently serves as Webinar Producer for the Society of Insurance Trainers & Educators (SITE). She is also an active member in the Arizona CPCU Chapter serving on the I-Day committee.

Sandy manages a consulting practice that helps small businesses and subject-matter experts harness the power of web technologies to better serve their clients. She is the founder of **PrepAdemy™**, a Virtual Classroom Community for Students Preparing to PASS Institute Exams.

Sandy completed her undergraduate degree in Finance from Chico State University, received an MBA from Sacramento State University, and earned the Advanced Certificate in Internet Marketing from University of San



Sandra L. Masters, CPCU, ITP

Francisco Online. Previously, she was a sales executive for the American Institute for CPCU and Insurance Institute of America, currently known as The Institutes.