

Certified Insurance Service Representatives (CISR) Program

The CISR Program consists of nine one-day courses offered in hundreds of locations. Choose the five courses that best meet your needs to earn the CISR designation. Then take them any way you wish—in the classroom, online, or “mix and match” by combining the face-to-face interaction of a classroom with the convenience of CISR Online.

These practical **continuing education** courses will help everyone in the office stay one step ahead in today’s increasingly competitive world.

1. Commercial Casualty I – CGL, Additional Insureds

This course strengthens your ability to have productive, assured interactions with your commercial customers in the area of commercial casualty exposures and coverages. You will improve your understanding of legal liability and what creates liability exposures. The focus of this course is the Commercial General Liability Coverage Form. This course also addresses additional insured exposures and the coverage available to meet these needs.

Topics Include:

- Essentials of Legal Liability
- CGL Introduction
- Commercial General Liability Coverage Parts
- CGL Other Provisions
- Additional Insureds

2. Commercial Casualty II – BAP, WC, Excess Liability

This course, like Commercial Casualty I, strengthens your ability to have productive, assured interactions with your commercial customers in the area of commercial casualty exposures and coverages. In this course the focus is the Business Auto Policy, the Workers Compensation Policy and Excess Liability Policies. You will improve your understanding in each of these areas.

Topics Include:

- Business Auto Exposures and Coverages
- Workers Compensation & Employers Liability Insurance Policy
- Commercial Umbrella and Excess Liability Policies

3. Insuring Commercial Property

Commercial property insurance is one of your business customers' greatest concerns. You'll improve your cross-selling abilities with up-to-date knowledge of commercial property coverage, and reduce E&O exposures. This course gives you the skills to address these issues with greater ease and confidence.

Topics Include:

- Fundamentals of Commercial Property Insurance
- Building and Personal Property Coverage Form
- Causes of Loss Forms
- Basics of Time Element Insurance
- Basics of Commercial Inland Marine Insurance

4. Insuring Personal Auto Exposures

After taking this course, you will be able to assist your clients in identifying their exposures and more effectively advise them in the processes of analyzing, obtaining, and modifying their personal automobile policies.

Topics Include:

- Introduction to the Personal Auto Policy
- Liability Coverages
- Medical Payments Coverage
- Uninsured/Underinsured Motorists Coverage
- Coverage for Damage to Your Auto
- Provisions

5. Insuring Personal Residential Property

This course gives you the expertise you need to guide your customers through the often complex and confusing process of purchasing homeowners insurance - and help them make decisions that insure their most valuable assets.

Topics Include:

- Introduction to the Homeowners Policy
- Homeowners Policy Section I
- Homeowners Policy Section II
- Tenants, Unit-Owners, and the Dwelling Policy

6. Personal Lines Miscellaneous

This course addresses the exposures created by watercraft, recreational vehicles, and business activities often encountered when working with personal lines clients. Prompting your client to identify these exposures is crucial, because the ISO Homeowners and ISO Personal Auto Programs provide only very limited coverage. You will be better able to design the appropriate coverage for these exposures. The course will also provide an analysis of the important coverage offered through personal umbrella or excess liability policies.

Topics Include:

- Watercraft Exposures & Coverages
- Recreational Vehicles
- Business Activities of Personal Lines Clients
- Personal Umbrella/Excess Liability

7. Agency Operations

This course helps make you an indispensable team player in any insurance agency. As you work with colleagues and customers, you will do so with enhanced self-assurance and a greater understanding of the dynamics within insurance organizations. Also, understanding how agencies operate is essential training for both insurance agency and company personnel.

Topics Include:

- Legal & Ethical Requirements
- The Insurance Agency
- The Insurance Industry and Marketplace
- Communication
- Agency Workflow
- Account Management
- Errors & Omissions

8. Elements of Risk Management

Insurance professionals need training in the risk management process for two reasons. First, insurance is an integral part of their client's overall risk management program. Second, services provided by carriers, agencies and brokerages are often significant items in the organization's cost of risk.

In this course we will cover each of the five powerful steps in this process, which protects not only the organization's assets, but also its mission and its brand.

Topics Include:

- The Risk Management Process
- Risk Terms
- Risk Identification
- Risk Analysis
- Risk Control
- Risk Finance
- Risk Administration

9. Life and Health Essentials

This course will help build a better understanding of what your clients need to know about life and health insurance. Explaining the benefits of having the proper life and health insurance is key to the financial wellbeing of your clients' families and businesses.

Be better prepared to answer questions about analyzing the need for and placement of life insurance. Health insurance includes a diverse assortment of policies, from medical expense coverage to vision care and dental coverage, plus a variety of delivery systems and health plans designed to manage the high cost of care.

Topics Include:

- Introduction to Life Insurance
- Term Insurance
- Permanent Life Insurance
- Health Insurance Concepts
- Regulation & Consumer Driven Plans