

PROGRAM SCHEDULE

Module 2
June-October 2021

MONTH 5

June 2021

Broker & Carrier Financials

An overview of financials of carriers and brokers and how each drives revenue

Carrier Operations, Distribution, Underwriting Process

Participants will gain an understanding of carrier operations, distribution channels and the underwriting process to better understand the what information is needed from a client/prospect and why

- ▶ Functional View of Insurance
- ▶ Revenue and Expenses
- ▶ Profitability
- ▶ Excess and Surplus Lines Intermediaries
- ▶ Insurance Markets and Competition
- ▶ Underwriting Activities
- ▶ Capacity Considerations
- ▶ The Underwriting Process
- ▶ State Regulation of Underwriting

Insurance Cycles & Reinsurance

- + Cycles and Business Strategies
- + Factors Influencing Underwriting Cycles
- + Reinsurance Fundamentals
 - ▶ Functions of Reinsurance
 - ▶ Treaty and Facultative
 - ▶ Sources of Reinsurance

Business Relationships

Participants will learn the importance of business relationships with clients, carrier partners and SMEs—and be able to identify and develop those relationships

- ▶ Carrier/Brokerage Relationships
- ▶ Relationship Economics



MONTH 6

July 2021

Markets

Participants will be guided in learning about firm's primary markets and will attend carrier partner presentations based on agency markets to learn commercial package features, benefits, differentiators, appetite, etc

- ▶ Learn Your Agency Markets
- ▶ Carrier Partner Presentations

Personal Brand

Participants will learn what a personal brand is and how to build their own unique brand, both in-person and virtually

Specialization/Niches

Participants will learn the importance of understanding their niche industry, talking the language, differentiators, etc. Industry experts will share examples of how they built their specializations

- ▶ Practitioner Insights
- ▶ Discovering/Developing Your Niche

Cyber

- ▶ Electronic data protection
- ▶ Cyber extortion
- ▶ Cyber crime
- ▶ Notification or remediation
- ▶ Business interruption
- ▶ Network security liability
- ▶ Privacy liability
- ▶ Electronic media liability
- ▶ Technology errors and omissions liability
- ▶ Intellectual property liability

MONTH 7

August 2021

Networking

Participants will learn and practice in-person and virtual networking skills

Loss Control

Participants will understand the role of Loss Control in identifying exposures and reducing the possibility that a loss will occur and/or reducing the severity of those that do occur.

Claims Fundamentals & Advocating for the Client

- ▶ Parties to the Insurance Policy
- ▶ Claim Handling Activities
- ▶ Roles of Claims Personnel
- ▶ Interpersonal Skills of Claims Representatives
- ▶ Legal Factors that Affect the Claim Environment
- ▶ Laws that Influence Claims Handling Practices
- ▶ Regulatory Requirements that Affect Claim Handling
- ▶ Measures Used to Ensure Regulatory Compliance
- ▶ Being an advocate for your client



visit: ciab.com/school



email: InsuranceProfessionalSchool@ciab.com

Wholesalers, MGAs, Excess & Surplus Lines, Lloyds

- ▶ Overview of the Surplus Lines Market
- ▶ The Surplus Lines Distribution System
- ▶ Surplus Lines Insurers
- ▶ Surplus Lines Insurance Products
- ▶ Determining Whether the BACF Covers a Claim

Financial Business Acumen

Using a computer simulation, participants will learn the financial drivers of a business to better understand and build credibility with their clients and prospects. Key content:

- ▶ Financial Concepts and Metrics
- ▶ Financial Statements
- ▶ Financial Ratios

MONTH 8

September 2021

Cross General Competency

Personal Lines: Cross-Silo Competency

Personal Lines fundamentals that the Commercial Lines professional must know to ensure account continuity.

- ▶ Personal Auto Insurance Policy
- ▶ Homeowners Insurance Policy
- ▶ Dwelling, Mobile Home, Flood, and Windstorm
- ▶ Personal Inland Marine, Watercraft and Umbrella

Coverage Fundamentals: Umbrella

Deep dive into Umbrella Insurance

- ▶ Commercial Excess Liability Insurance
- ▶ Commercial Umbrella Liability Insurance

International Insurance

Deep dive into International Property & Casualty and Employee Benefit Management

+ International Programs:

- ▶ Exporters Package Program
- ▶ Different Ways International P/C Insurance Programs Can Be Written
- ▶ Different ways International Employee Benefit Insurance Programs Can Be Written

+ International Project Management:

- ▶ Process for incoming and outgoing insurance business - workflow and responsibilities defined
- ▶ Broker service expectations - expected standards and services provided
- ▶ Define all parties involved and their positions, as well as how each relationship will be managed
- ▶ Conditions in which broker can be controlling broker when client or prospect is not headquartered in your country
- ▶ Effective Communications
- ▶ How to Manage Your Insured's International Program
- ▶ Who Has Authority to Issue and Sign Local Country Binders, Certificates and Insurance Policies
- ▶ Compliance - Advantages, Disadvantages, Legal and Tax Consequences
- ▶ Case Studies
- ▶ How to Avoid Errors & Omission Claims



visit: ciab.com/school



email: InsuranceProfessionalSchool@ciab.com

MONTH 9

October 2021

Surety

- ▶ Contract bonds
- ▶ License and permit bonds
- ▶ Public official bonds
- ▶ Court bonds
- ▶ Miscellaneous bonds

Emerging Technologies & Risk

- ▶ The Digitization of Risk Management and Insurance: Disruption
- ▶ Data-Driven Decision Making in Risk Management and Insurance
- ▶ How the Internet of Things Expands the Data Pipeline
- ▶ How the Blockchain Will Help Transform Risk Management and Insurance
- ▶ How Data Analytics Animates the Digital Revolution
- ▶ The Digital Revolution in Risk Management and Insurance: Where We're Going

Emerging Industry Issues & Trends

Capstone Case Study

Legislative Landscape & Advocacy

Participants will focus on how the insurance industry is regulated and current industry advocacy issues.

Presentation Skills

Capstone Presentation



visit: ciab.com/school



email: InsuranceProfessionalSchool@ciab.com