

### Program in General Insurance

The Institutes' **Program in General Insurance (INS)** is now available through your association. This program helps insurance and risk management professionals improve their performance by teaching them how to identify loss exposures and common insurance policy provisions. After completing the program, you'll have a thorough understanding of the fundamentals of personal and commercial insurance and how to apply them—enhancing your ability to build a better book of business. To enroll, contact your association education director.

#### Bottom-Line Benefits

##### Segmented texts for easier study

- Learn needed information quickly
- Strengthen skills and improve job performance
- Balance professional development with a busy career and personal life

##### INS 21: Property and Liability Insurance Principles

- Increase job effectiveness through understanding general insurance principles and concepts
- Shorten the on-the-job learning curve by becoming familiar with insurer operations and financial measurements
- Improve performance by learning to read an insurance policy, identify loss exposures, and recognize common policy provisions

##### INS 22: Personal Insurance

- Improve effectiveness by learning the fundamentals of personal insurance
- Increase customer service skills with an enhanced knowledge of auto and homeowners contracts and endorsements
- Provide well-rounded customer support through an understanding of personal risk management

##### INS 23: Commercial Insurance

- Enhance effectiveness by learning the fundamentals of commercial insurance and understanding how to apply them
- Strengthen ability to build a better book of business through an expanded knowledge of commercial coverage forms and endorsements

#### Program Details

**Level:** Intermediate

**Courses:** Each course is divided into three segments (nine in total)

**Completer Info:** Passing the required exams earns the Certificate in General Insurance.

**CE Credits:** Available

**We Recommend INS for:** People in all functional areas of property-casualty insurance, managers or supervisors, customer service representatives, call center staff, and administrative and support staff.

**Sequence:** We recommend taking INS 21 first.

**Cross-Credits:** Visit our Web site [www.aicpcu.org](http://www.aicpcu.org) for more information.

#### A Flexible Approach

To allow more flexibility, the Insurance Institute of America (IIA) offers an INS Seminar delivery option for those pursuing the Program in General Insurance (INS) certificate.

This approach, offered for the INS 21, 22, and 23 courses, divides course content into smaller, more manageable segments. Successfully completing the INS 21, 22, and 23 exams earns the student a Certificate in General Insurance from the Insurance Institute of America.

## Study

Each seminar is presented by professional instructors in a classroom format.

## Exams

Convenient segmented exams are administered at the end of each seminar. Students who pass all nine segment exams earn the Certificate in General Insurance.

To enroll for your INS seminar, contact your state association education director.

## INS Course Planner

### INS 21 - Property and Liability Insurance Principles

#### Segment A Assignments:

1. Insurance: What Is It?
2. Who Provides Insurance and How Is It Regulated?
3. Measuring the Financial Performance of Insurers

#### Segment B Assignments:

4. Marketing
5. Underwriting
6. Claims

#### Segment C Assignments:

7. Insurance Contracts
8. Property Loss Exposures and Policy Provisions
9. Liability Loss Exposures and Policy Provisions
10. Managing Loss Exposures: Risk Management

### INS 22 - Personal Insurance

#### Segment A Assignments:

1. Personal Insurance Overview
2. Automobile Insurance and Society
3. Personal Auto Policy, Part I
4. Personal Auto Policy, Part II

#### Segment B Assignments:

5. Homeowners Property Coverage
6. Homeowners Liability Coverage
7. Homeowners Coverage and Forms and Endorsements
8. Other Residential Insurance
9. Other Personal Property and Liability Insurance

#### Segment C Assignments:

10. Personal Loss Exposures and Financial Planning
11. Life Insurance
12. Health and Disability Insurance

### INS 23 - Commercial Insurance

#### Segment A Assignments:

1. Overview of Commercial Insurance
2. Commercial Property Insurance, Part I
3. Commercial Property Insurance, Part II
4. Business Income Insurance

#### Segment B Assignments:

5. Commercial Crime and Equipment Breakdown Insurance
6. Inland and Ocean Marine Insurance
7. Commercial General Liability Insurance, Part I
8. Commercial General Liability Insurance, Part II

#### Segment C Assignments:

9. Commercial Automobile Insurance
10. Businessowners Policies and Farm Insurance
11. Workers Compensation and Employers Liability Insurance
12. Miscellaneous Coverages

**2010 INS Retest Information for FAIA Students**

Congratulations on completing your INS exam! We are confident that you will be successful in passing, but just in case this is the information you'll need to retake the test.

1. If you need further instruction, you are welcome to re-attend any of our INS classes, prior to retaking your test. FAIA will not charge additional tuition to repeat a class, just **\$40 INS retest fee**. This is charged to FAIA by the Institute, plus shipping and handling. You must follow the registration instructions below for a retest and pay for the test in advance.
2. Where you feel you need help with specific areas, you may always call or email your FAIA instructors.
3. To schedule your retake exam, please provide the retake fee when ordering the test. You may either send this retake form with a check or money order made out to FAIA or fax this form with your credit card (VISA or MasterCard) information. Our **FAX number is (850) 668-2852** and the **address is FAIA, P.O. Box 12129, Tallahassee, FL 32317**. Your payment and retake form should be received by FAIA **2-3 weeks in advance** of scheduling so we may order the new exam.

**Please PRINT ALL information on this page**

<b>Full Name</b>		<b>FAIA #</b>	
<b>CC Billing Address</b>			
<b>Email Address</b>			
<b>Which test?</b>		<b>Phone number</b>	
<b>Insurance License #</b>		<b>* Social Security #</b>	

\* The Social Security Number is required by the Institute for each retake request.

**Retake Date Options/City (Check Appropriate Box)**

<b>Ft. Lauderdale</b>	<input type="checkbox"/> 4/20/2010 @ 4 pm	<input type="checkbox"/> 6/3/10 @ 4 pm	<input type="checkbox"/> 10/12/10 @ 4 pm
<b>Miami</b>	<input type="checkbox"/> 6/1/10 @ 4 pm	<input type="checkbox"/> 8/17/10 @ 4 pm	<input type="checkbox"/> 12/2/10 @ 4 pm
<b>Orlando</b>	<input type="checkbox"/> 5/26/10 @ 4 pm	<input type="checkbox"/> 8/3/10 @ 4 pm	<input type="checkbox"/> 11/23/10 @ 4 pm
<b>Tallahassee</b>	<input type="checkbox"/> 6/8/10 @ 11 am	<input type="checkbox"/> 9/29/10 @ 4 pm	<input type="checkbox"/> 12/6/10 @ 4 pm

**Or to re-attend class & retake test:**

<b>City</b>	<b>Test</b>	<b>Date</b>

Credit Card #: \_\_\_\_\_ Exp. Date \_\_\_\_\_

Name on Credit Card: \_\_\_\_\_ V-Code: \_\_\_\_\_

If you don't pass by the third attempt, we will require that you repeat the class before you try again. There will be no tuition charged for the classroom instruction; the only fee will be the retake fee from The Institutes. **If the procedures above are not followed, there will not be a retake test available for you.** Unfortunately, due to the strict rules about testing for this national designation, there are **no exceptions** to this policy.