

Eligibility and Identification Requirements

Any employee of an agency, insurance company, or insurance-related business is eligible to attend the CISR program. The program is designed for individuals who wish to become more professional and commit to a course of continuing improvement. The program is first and foremost a practical program, stressing the understanding and analysis of risks and exposures. All participants must present a photo ID for verification of your identity at registration.

The CISR program is comprised of five one-day courses covering all phases of the customer service representative's daily work. Each course is followed by a comprehensive one-hour examination. Topics have been selected and developed around national standards applicable to all states.

To achieve the CISR designation, individuals must successfully complete the entire series of CISR examinations within three calendar years following the year in which the individual successfully completed the first examination. To retain the designation, at least one CISR session must be attended annually. However, no further examinations are required.

You must hold a CISR or CIC designation and be a member of the CISR or CIC Societies to attend the William T. Hold Seminars.

In accordance with Title III of the Americans with Disabilities Act, registrants are asked to advise AIDA of any disability so that we may arrange to accommodate you. Please call (205) 326-4129.

You must present a valid photo ID to be admitted to the CISR class.

Registration

CISR Seminar Fee: \$175 each

Registration fee includes instruction, study materials continental breakfast, breaks, and lunch. Overnight accommodations and all other meals are the attendee's responsibility. Fee must be paid in advance to guarantee attendance.

Cancellation policy

Cancellations received within 10 days of the institute date will receive a refund of 50% of the registration fee. Cancellations the day of the program and no-shows will not receive a refund or be allowed to transfer any of the registration fee to another date. You may transfer 75% of your registration fee to another class up to the day before the class is held. Substitutions are honored at any time without penalty.

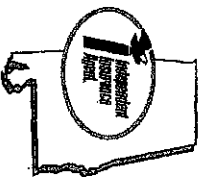
Course Locations:

Sheffield-Holiday Inn (256) 381-4710
Huntsville-Airport Four Points (256) 772-9661
Birmingham-AIDA Office (205) 326-4129
Tuscaloosa-Bryant Center (205) 348-3001
Montgomery-AUM (334) 244-3641
Dothan-Courtyard by Marriott (334) 671-3000
Mobile-Univ. of South Alabama (251) 460-6077
Gulf Shores-Craft Farms Golf Resort (251) 968-7500



2010
Certified

Insurance Service
Representative
Annual Schedule



Sponsored By
Alabama
Independent
Insurance
Agents, Inc.

2010 CISR Course Schedule

Agency Operations

January 12	Montgomery
January 13	Birmingham
January 14	Gulf Shores
January 26	Tuscaloosa
January 28	Huntsville

Topics include professionalism, agency functions, automation, agency systems, ethics, and legal obligations.

Insuring Commercial Casualty Exposures

February 9	Montgomery
February 10	Mobile
February 11	Birmingham
February 16	Tuscaloosa
February 17	Sheffield
February 18	Dothan

Topics include Commercial General Liability, Workers' Compensation, and Commercial Auto.

Marathon Week-Birmingham

March 1	Insuring Personal Auto
March 2	Insuring Personal Residential
March 3	Insuring Comm Casualty
March 4	Insuring Comm Property
March 5	William T. Hold Seminar

Insuring Personal Auto Exposures

April 27	Tuscaloosa
April 28	Montgomery
April 29	Mobile
May 5	Birmingham
May 6	Huntsville

Topics include the 2005 Personal Auto Policy and Personal Umbrella policies.

William T. Hold Seminars

March 5	Birmingham
April 6	Huntsville
June 10	Montgomery
July 13	Mobile
August 24	Birmingham
November 16	Tuscaloosa

This is an advanced customer service representative course designed to further the CISR's knowledge in a variety of insurance subjects. You must have a CISR or CIC designation and be a member of the CISR or CIC Societies to take this course.

Insuring Commercial Property Exposures

September 8	Birmingham
September 9	Gulf Shores
September 14	Montgomery
September 28	Tuscaloosa
September 29	Sheffield
September 30	Dothan

Topics include Commercial Property and Cause of Loss forms and endorsements.

Insuring Personal Residential Property

October 6	Birmingham
October 7	Dothan
October 19	Montgomery
October 21	Tuscaloosa
October 27	Huntsville
October 28	Mobile

Topics include Homeowners and Dwelling Property coverages and endorsements.

Continuing Education

All CISR courses are approved by the Alabama Department of Insurance for 8 hours of continuing education credit. Registration begins at 7:30 a.m. Class is in session from 8:00 a.m. until 5:00 p.m. with a 45 minute group lunch. The course fee includes lunch.

CISR Registration Form

One person per form - duplicate if necessary.
Course Time: 8:00 a.m. - 5:00 p.m.

Class Attending _____ City _____ Date _____

Name (Type or Print) _____

Agency/Company Name _____

Business Mailing Address _____

Your Email Address _____

City/State/Zip _____

Phone Number _____ Fax Number _____

Is this your first CISR Course? _____ Yes _____ No

Is this your last CISR Course to obtain your designation? _____ Yes _____ No

Do you have your CISR designation? _____ Yes _____ No

CISR Registration Fee: \$175.00 \$ _____

Pay by Check, Visa MasterCard or AMEX

Credit Card Number _____ Expiration Date _____

Name as it appears on card (PRINT) _____

Authorized Signature _____

Make checks payable and mail to:
Alabama Independent Insurance Agents

141 London Parkway

Birmingham, Alabama 35211

(205) 326-4129 • Fax (205) 326-3086

www.aiaa.org