



# PROGRAM SCHEDULE

## Module 2

### MONTH 5

#### ***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



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## MONTH 6

### **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

### **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



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## **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**

### **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



# MONTH 9

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## **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**



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