

FOR IMMEDIATE RELEASE

Date: April 5, 2011

Contact:

Kara Davis

Phone: (610) 644-2100, ext. 7851

E-mail: davis@TheInstitutes.org

New Associate in Claims—Personal Auto Track

The Institutes announce new track for the AIC designation

MALVERN, Pa.— The Institutes have developed the new Associate in Claims (AIC)—Personal Auto Track to help insurance professionals learn how to efficiently and effectively navigate through the ever-changing landscape of auto liability claims throughout the entire loss adjustment process. This track will improve employee effectiveness, enhance the ability to handle coverage disputes, help mitigate costly lawsuits, and reduce time and costs associated with personal auto claims.

To earn AIC following the Personal Auto Track, insurance professionals must complete:

- INS 21—Property and Liability Insurance Principles
- AIC 33—Claim Handling Principles and Practices
- AIC 38—Personal Auto Insurance and the Management of Bodily Injury Claims
- AIC 39—Auto Liability Claims Practices
- Ethics 311—Ethical Guidelines for Insurance Professionals or Ethics 312—Ethics and the CPCU Code of Professional Conduct

“Completion of the AIC—Personal Auto Track will benefit the public, the insurer and the claims person,” said Donna J. Popow, JD, CPCU, AIC, senior director of knowledge resources and ethics counsel for The Institutes. “This education will help the student provide more effective and efficient claim resolution. Better claim handling improves customer satisfaction, customer retention and the insurer’s bottom line.”

The Institutes recommend the AIC—Personal Auto Track for in-house claim adjusters, field claim adjusters, insurance litigators, senior customer service representatives, agency

principals, and third-party administrators. For more information, visit The Institutes' Web site at www.TheInstitutes.org/AIC.

###

About The Institutes

The Institutes are the leader in delivering proven knowledge solutions that drive powerful business results for the risk management and property-casualty insurance industry.

The Institutes' knowledge solutions include the CPCU designation program; associate designation programs in areas such as claims, risk management, underwriting, and reinsurance; introductory and foundation programs; online courses; research; custom solutions; assessment tools; and continuing education (CE) courses for licensed insurance professionals and adjusters through its CEU.com business unit.