

The **Associate in Claims** designation program provides claims professionals with the foundation needed to succeed in today's rapidly changing industry. With this program, you'll improve your technical claim handling skills, communication and negotiation skills, good-faith claim handling abilities, and in-depth policy knowledge. AIC is available as a self-study program via printed text books and course guides, or via online courses. Segmented exams are also available. Visit www.TheInstitutes.org/aic for more information.

Courses and Bottom-Line Benefits

AIC 33: Claim Handling Principles and Practices

- Improve claim handling by building a strong foundation in effective investigation techniques
- Help avoid costly lawsuits by learning good-faith claim handling
- Improve customer satisfaction and retention with communication and negotiation skills
- Manage defense costs through strong litigation techniques

AIC 34: Workers Compensation and Managing Bodily Injury Claims

- Improve effectiveness by learning to manage injury claims more efficiently
- Control expense and indemnity costs through a practical understanding of bodily injury claim management
- Dispose of workers compensation claims in more efficient and timely manner by learning how to determine employment status and compensability

AIC 35: Property Loss Adjusting

- Reduce time and costs associated with property loss adjusting by using practical and proven estimating techniques
- Process claims more efficiently through a process to determine coverage and assign value to a claim
- Reduce costs associated with coverage disputes by applying in-depth knowledge of common property policies

AIC 36: Liability Claim Practices

- Reduce costs associated with coverage disputes by gaining in-depth knowledge of common liability coverage issues
- Improve claim handling by learning effective, proven liability claim investigation, evaluation, valuation, and settlement techniques

NEW! AIC 38: Personal Auto Insurance and the Management of Bodily Injury Claims

- Effectively handle coverage disputes by gaining in-depth personal auto policy knowledge
- Reduce time and costs associated with personal auto claims by improving technical claim handling skills

NEW! AIC 39: Auto Liability Claims Practices

- Improve effectiveness with an understanding of the loss adjustment process
- Help mitigate costly lawsuits by learning to investigate and manage auto liability claims using claims best practices

► **Course Level:** Intermediate

Exams: Four

Completer Info: Passing the required exams earns the designation. Visit our Web site for more information on alternate tracks to earn AIC.

Cross-Credits: Visit our Web site for additional programs towards which AIC courses count.

We Recommend AIC For: In-house claim adjusters, field claim adjusters, insurance litigators, senior customer service representatives, agency principals, and third-party administrators

Sequence: When pursuing this designation, we recommend taking AIC 33 first.

NEW Alternate tracks to earn AIC:

- **Coming January 2012:**
Liability, Property, Multi-Line Adjuster
- **Coming later in 2012:**
Workers Compensation

Tracks available now:

- **Personal Auto:** AINS 21, AIC 33, AIC 38, and AIC 39
- **Traditional Multiline:** AIC 33, 34, 35, and 36
- **Personal Lines Homeowners:** AIC 33, 35, and 36, plus either CPCU 553 or 555 or AINS 22
- **Commercial Lines Liability:** AIC 33, 34, and 36, and CPCU 552
- **Commercial Lines Property:** AIC 33, 35, and 36, and CPCU 551

Visit www.TheInstitutes.org/AIC for details.

► New Ethics Requirement

Ethical behavior is crucial to preserving the trust on which insurance transactions are based and also the public's trust in our industry. That's why, starting in 2011, completing the free online *Ethical Guidelines for Insurance Professionals* will be required for all associate designation programs. Log on to www.TheInstitutes.org/ethics for information and sign up for free.

Study Aids

Available for AIC, AINS, and CPCU courses, our SMART Study Aids include flash cards, review notes, and online practice exams. They supplement the text and course guide to help you retain key concepts and maximize your study time. Learn more on our Web site, www.TheInstitutes.org.

Online Courses

Did you know The Institutes offer hundreds of online courses, including instructor-led and self-study courses? Try them for yourself at www.TheInstitutes.org.

Continuing Education

Most of The Institutes' courses are approved for CE credit in most states. You can also earn CE credit quickly and cost-effectively through our CEU.com business unit. Log on to our Web site to learn how to earn CE credit with The Institutes.

Questions

For more information and to take advantage of The Institutes' free educational advising service, please contact Customer Service at customerservice@TheInstitutes.org or call (800) 644-2101. You can also visit us online at www.TheInstitutes.org, where you will find everything you need to know about registering for exams, purchasing study materials, and more.

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 AIC designation has been a tremendous credential that has opened professional doors for me, while widening my perspective on the entire spectrum of the world of claims. Having this designation helps differentiate you in a competitive employment marketplace and imparts knowledge that is useful in meeting the daily challenges that confront claim professionals!"

—Kevin Quinley, CPCU, AIC, ARM, AIM, ARé
Vice President, Risk Services
Berkley Life Sciences LLC

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.

The Institutes' courses and programs are dynamic in nature. To provide industry professionals with the knowledge needed to drive powerful business results, The Institutes continuously review and revise technical content and delivery methods based on current industry needs and practices. Therefore course topics, program requirements, and pricing are subject to change at any time. Visit our Web site, www.TheInstitutes.org, or call Customer Service at (800) 644-2101, for the latest course and program information.

YOUR PROFESSIONAL DEVELOPMENT PLANNER

PHASE I

To fully understand the insurance industry and develop the ability to apply fundamentals in your daily work, you need a solid foundation in core concepts and principles.

Insurance Essentials

Online Learning Fundamentals Courses

Company-Specific Training:

Introduction to:

PHASE II

Once you have an overall understanding of the industry, you'll be able to benefit from more-technical knowledge. Choose a generalist (**G**) or specialist (**S**) approach, depending on your needs.

Associate in General Insurance (G)

Online Learning (S):

Associate in Claims (S)

CPCU (G)

Company-Specific Training (S):

PHASE III

Professional development should continue throughout your career so you can stay current on the latest industry practices and refine your technical insurance knowledge.

Online Learning

Associate in:

CPCU

Company-Specific Training:
