

# AIC

## Associate in Claims

### In-Depth Claim Knowledge. Real-World Application.

As property-casualty claims increase in complexity and frequency, claim professionals need practical skills to thoroughly investigate claims and process them efficiently. The AIC program gives you those skills. The AIC program is:

**In-Depth.** You will gain a solid foundation in claim handling processes. You will know the “why” of claim practices, not just the “how.”

**Practical.** You will have the practical, real-world skills you need to investigate, evaluate, reserve, negotiate, and settle assigned claims in accordance with established company guidelines.

**Relevant.** You will possess the practical tools necessary to apply your knowledge to a wide variety of situations.

**Cost-Effective.** No costly annual review sessions are required to maintain the AIC designation. And AIC is a foundation for acquiring the Registered Professional Adjusters (RPA) designation.

### AIC Helps You Succeed.

#### Bottom-Line Benefits:

- Reduce time and costs by improving technical claim-handling skills
- Improve customer satisfaction and retention with soft skills like communication and negotiation
- Help avoid costly lawsuits by learning good faith claim handling
- Reduce costs associated with coverage disputes by gaining in-depth policy knowledge

### What You Will Learn.

**AIC 33—Claim Handling Principles and Practices.** Learn about activities in the claim process, investigation of cause of loss, fraud detection, good faith claim handling, ethics, negotiation skills, and litigation management.

**AIC 34—Workers’ Compensation and Managing Bodily Injury Claims.** Learn about the structure of the workers’ compensation system through the entire claim cycle from onset of injury to rehabilitation and return to work as well as management of bodily injury claims.

**AIC 35—Property Loss Adjusting.** Learn about the disposition of property claims, the loss adjusting process, and all aspects of damages development and evaluation.

**AIC 36—Liability Claim Practices.** Learn about the investigation and resolution of claims and litigation management in accordance with best claims practices.

**Alternative Paths to Earn AIC.** Tailor the AIC program according to your personal career goals by choosing alternative paths that focus on personal or commercial insurance.

For a complete list of course topics, visit our Web site or consult our current catalog.

### Get Started Today!

**Start with our free educational advising.** Log on to our Web site, [www.aicpcu.org](http://www.aicpcu.org), and click the “Free educational advising” link under “Get Started” on the home page. The online advising program helps you evaluate

potential areas of interest and select the appropriate courses. My Progress Tracker, formerly the Web Student Advisor, shows you how your CPCU and IIA exam credits apply to Institutes’ programs.

**Choose a study method.** Most students choose self-study, but instructor-led *Institutes Online* classes are available for CPCU, AIC, and INS programs. In addition, course sponsors hold public classes for certain Institute programs at various locations. Use the Public Class List on our Web site, or call the Customer Service Department.

**Read our booklet *How To Pass Institute Exams!*** It provides tips to help you study and prepare for Institute exams. Click “Get Started” on our home page and download a free copy, or call the Customer Service Department.

**Talk with your employer.** Most employers offer financial support to help you reach your professional and personal goals. Ask your supervisor about your company’s education policies and procedures.

**Order study materials.** Order study materials at our Web site or call the Customer Service Department, which is open Monday through Friday from 8 AM to 6 PM eastern time. We accept American Express, Diners Club, Discover, MasterCard, or Visa. To pay by check, download an order form from our Web site. For additional information, call the Customer Service Department.

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**Register for your exam.** You will receive registration information with your study materials. Be sure to register early. If you have questions, contact the Customer Service Department.

**Exam Schedule.** You may take computer-based AIC exams in one of four testing windows: January 15–March 15, April 15–June 15, July 15–September 15, and October 15–December 15. Log on to [www.aicpcu.org](http://www.aicpcu.org) for details.

**SMART Study Aids.** SMART Study Aids are designed to help you learn and retain key information and concepts by supplementing your study of the textbook(s) and course guide. Each set comes with Review Notes and Flash Cards to help you maximize your study time.

**NEW! SMART Online Practice Exams.** The new online practice exams are as close as you can get to a real exam without actually taking one. You also receive complete scoring, so you know what material you understand and where you need to invest more study time.

**Questions?** For more information about the AIC program, exam fees and procedures, or other Institute matters, log on to our Web site or call Customer Service. Remember to request your free copy of our catalog, which explains everything you need to know about studying with us.

**You want to succeed. We will help you.** The Institutes' programs provide you with the in-depth, practical knowledge you need to succeed.