

ISR Training Academy Registration Form

The ISR Training Academy is designed to train those new to the insurance industry, as well as persons wishing to transfer from administrative positions to customer service positions, in the coverage and processes needed to function successfully in the insurance agency environment. This comprehensive three week program meets from 8 am to 4:30pm Monday through Friday and provides 73 hours of coverage and processing training as well as 30 hours of preparation for the Virginia licensing exam. The hands-on, real world environment provides students with the opportunity to interact with mock clients as they prepare endorsements, certificates of insurance, applications, take claims reports and check audits. This classroom experience is best suited for those with little or no insurance experience who wish to become Customer Service Representatives.

Tuition: \$1,285 Members (actual attendee must be a PIA member)
\$1,800 Non-members

Name:	_____	Designations:	_____
Name for Badge:	_____	Agent's License #:	_____
Agency/Co.:	_____		
Address:	_____		
City:	_____	State/Zip:	_____
Phone:	_____	Fax:	_____
E-Mail Address:	_____		
Credit Card #:	_____	Expiration Date:	_____
Name on Card:	_____		
Billing Address:	_____		
City:	_____	State/Zip:	_____
My check is enclosed for \$ _____			
Please make your check payable to PIA of VA/DC and Mail to: 8751 Park Central Drive, Suite 140, Richmond, VA 23227 Phone: (804) 264-2582, Fax (804) 266-1075, www.piavadc.com			

CANCELLATION/REFUND POLICIES—Please contact PIA for more information regarding cancellations and refunds for the ISR Training Academy.

DISABILITIES - In accordance with Title III of the Americans with Disabilities Act, we ask registrants to advise us of disabilities so necessary accommodations can be made.

Certified by SCHEV to operate in the Commonwealth of Virginia

Insurance Service Representative Training Academy



**August 3-21, 2009
Monday-Friday
8:00 am - 4:30 each day**

Training held at
PIA of VA/DC

8751 Park Central Drive, Suite 140
Richmond, Virginia 23227



Week One (Monday – Thursday)

8:00 am to 4:30 pm

Lunch 1:00 pm to 2:00 pm (on your own)

Licensing School

Virginia P/C Licensing Exam Preparation

Week Two (Monday – Friday)

8:00 am to 4:30 pm

Lunch 1:00 pm to 2:00 pm (on your own)

Orientation to the Industry:

The New Kid in Town

A New Way of Thinking:

Insurance Purpose, The Insurance Contract,
Contract Law, Definitions and Insurance

Regulations

Processing Activities

(Introduction to Online Services for Insurance
Agencies)

Legal Eagles:

Homeowners/Dwelling

Personal Auto

Flood

Miscellaneous Coverage

Personal Lines Processing Activities



Week Three (Monday – Thursday)

8:00 am to 4:30 pm

Lunch 1:00 pm to 2:00 pm (on your own)

Legal Eagles, The Sequel:

Commercial Property

Commercial Auto

Farmowners

Workers Compensation

Commercial Umbrella

Commercial Lines Processing Activities

(Rating, Endorsements, Audits, Claims and
Applications)

Week Three (Friday)

8:00 am to 1:00 pm

Now What?

Career Placement Preparation

Let's Celebrate!

Graduation Ceremony and Luncheon

11:00 am - 1:00 pm



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