

Claims Magazine Provides Free Subscriptions

The International Insurance Institute and *Claims Magazine*, the claim industry's number one magazine since 1953, have teamed up to give new International Insurance Institute students a free one-year subscription to *Claims Magazine*. This \$72 value will be given to all students of International Insurance Institute training during 2009.

Claims Magazine covers the business of loss and helps educate its readership by providing breaking news, analysis, and educational content through its print, web site, and weekly e-Newsletter outlets. It is published by the National Underwriter, a division of Summit Business Media. ■



Royal SunAlliance Reports Training Results

Royal SunAlliance, a leader in claims customer service throughout Canada, completed its analysis of the results of the Awesome Claims Customer Service course delivered to its staff. They were very pleased to report the following key findings:

- ▶ The training met or exceeded all of the attendees' expectations.
- ▶ Attendees enjoyed the training for the following reasons: It was tailored to claims; it was delivered by someone with claim experience; it was relevant; it was interactive; the trainer was great; and that the training was engaging, informative, and fun.
- ▶ A strong majority of the attendees felt that all of the skills learned can be applied.
- ▶ Of the statements below, 95 percent of the total responses were at least a four out of five.

Responses:

Attendees were asked to rate their level of agreement with the following statements. (1=strongly disagree, 5=strongly agree)

"I believe I can apply the techniques and skills I learned today in my job."

Eighty percent responded that they strongly agreed.

"Clear and realistic examples were given in class to enhance understanding."

Eighty-nine percent responded that they strongly agreed.

"Questions were encouraged and answered appropriately."

Eighty-nine percent responded that they strongly agreed.

"The training was effective in building my ability and confi-

dence in the areas instructed."

Eighty-six percent responded that they strongly agree.

"Overall the training met expectations."

Ninety-three percent responded they strongly agree

Online Training Seeks CE Approval

The online training programs offered through International Insurance Institute are seeking continuing education credits in all states that require CE for claim professionals. Keep an eye out for more information at www.claimseducationonline.com. ■

Helping in Hard Times

Because many are experiencing difficult economic times, the board at International Insurance Institute and Claims Education Conference have responded by offering a special discount to anyone who brings a co-worker along with them to the upcoming annual conference in Coeur D'Alene, Idaho. Please visit www.claimseducationconference.com for information about this great program. ■

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