

Claims Education

INTERNATIONAL INSURANCE INSTITUTE AND **Claims** MAGAZINE**e**magazine

TRAINING || TALK

Taking Care of Business

As summer comes to a close, it is time to take care of some old business: recapping the 4th Annual Claims Education Conference in Coeur d' Alene, Idaho. In this issue, you will be able to get a very good overview of the sessions provided to all of the claims professionals that attended this year.

Although the economy has certainly taken its toll on those with training budgets, it was nice to see so many faithful repeat attendees. Eleven of our guests who came this year have attended all four Claims Education Conferences!

Congratulations to Ann Van, conference director, for selecting such a beautiful site and for overseeing the selection of the activities and registration. A special thank-you goes to Lisa Ferrier, who for all four conferences has done a fantastic job of managing the entire conference. From exhibit space to room arrangements, she oversaw every aspect of the conference and has received rave reviews.

The launch of the Exceptional Claims Customer Service online program continues to go well, and we are looking forward to having our Negotiations for Claims class up very soon. A special preview has been set up on the web site: www.ClaimsEducation-Online.com.

As always, we here at International Insurance Institute welcome your contributions to CEM and encourage you to contact Karla Alcerro at karla@insuranceinstitute.com for any input. Please feel free to direct any questions, feedback, articles, claims success stories, and/ or even topics that you would like to see discussed in the magazine. ■



Carl Van
President and CEO
International Insurance Institute

FEATURE || STORY

Education and Beauty

For those looking for a lot of high-impact training and a little relaxation, the annual Claims Education Conference (CEC) is always a hit. By all accounts, the 4th Annual CEC, which took place from May 12 to 15, 2009 in Coeur d' Alene, Idaho, was another huge success. The conference delivered 12 highly praised training sessions, along with fun activities and great dining.

The sessions themselves, which are outlined later in this article, were certainly the highlight of the conference, but the activities certainly played a big part in the fun and relaxation.

Like he has for every Claims Education Conference, Dave Vanderpan, director of claims training for International Insurance Institute, organized and ran the round of golf for those brave enough to face one of the most challenging, yet beautiful courses in the United States.

"Although it was a tough course, the sheer beauty of the course and surrounding scenery kept us all focused on how lucky we were to be able to enjoy a great day," said Mr. Vanderpan. Not even the imposing "floating green" could stop these conference golfers from their quest to complete the course in time for the wine and cheese party later on.

Lisa Ferrier, conference manager, organized the fun and educational 90-minute scenic lake boat cruise. Conference goers enjoyed a lunch on the patio before boarding the cruise, which traveled across and around the perimeter of the bountiful Coeur d' Alene lake.

Ann Van, conference site director, organized and headed up the "Wine and Olive Oil Tasting Tour." The tour began with a leisurely lunch at Tito's. There were gourmet pizzas, fresh pasta, homemade soups, and desserts. After lunch, they journeyed to Coeur d'Alene Olive Oil to taste and create their own olive oil. They then moved on to the Coeur d'Alene Wine Cellars for a tour of the grounds and a sample wine tasting.

Wednesday Morning Sessions

The Exceptional Claims Customer Service for Adjusters, facilitated by Ken Sanders, and the Exceptional Claims Customer Service for Managers, facilitated by Dave Vanderpan took place on Wednesday morning. Because of their popularity, these sessions have been the cornerstone of all four Claims Education Conferences to date. These sessions appealed to claim professionals of all levels of experience and expertise.