

AIS

Associate in Insurance Services

Sharpen Your Customer Focus.

Your clients and colleagues expect quality, and service quality has never been more important than it is right now. Enhanced customer focus can help you attract and keep clients. No matter what your area of specialty is, you and your organization can benefit from a basic understanding of continuous improvement principles. More than 15,000 insurance professionals have already benefited from the AIS program—you can benefit, too.

What the AIS Program Can Mean to Your Career.

AIS is a nationally recognized continuous improvement educational program designed specifically for insurance personnel. Earning the AIS designation demonstrates your commitment to quality and service. What you learn will give you increased confidence as you focus on the customer, analyze and improve work processes, and involve fellow employees in continuous improvement. This program can be of value to insurance professionals in technical, support, supervisory, or managerial roles.

Designation or Certificate: The Choice Is Yours.

The AIS program is flexible. You can earn a Certificate of Completion for passing the AIS 25—Delivering Insurance Services exam. Or you may choose to earn the AIS designation by completing one of the following programs (or certain CPCU courses) *in addition* to the AIS 25 exam:

- Accredited Adviser in Insurance (AAI®)
- Associate in Claims (AIC)

- Associate in Commercial Underwriting (AU)
- Associate in Fidelity and Surety Bonding (AFSB)
- Associate in Marine Insurance Management (AMIM)
- Associate in Personal Insurance (API)
- Associate in Premium Auditing (APA)
- Associate in Reinsurance (ARe)
- Associate in Risk Management (ARM)
- Associate in Surplus Lines Insurance (ASLI)
- CPCU 510, 520, 551, 552, and 553
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- Program in General Insurance (INS)

What Topics Are Covered?

AIS 25—Delivering Insurance Services (topics include): Continuous Improvement and Insurance, Customer Identification, Customers and Quality, Benefits of Customer Orientation, Process Management, Process Improvement Model and Tools, Leadership/Teamwork/Organizational Structures, and Monitoring Progress.

It Sounds Great. How Do I Get Started?

Start with our free educational advising. Log on to our Web site, 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. And 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 Support 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 Support 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 Support 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 Support Department.

Register for your exam. You will receive complete registration information with your study materials. If you have any questions, contact the Customer Support Department.

Now Study!

Registering early for your exam sets a definite goal for your study. If you are participating in a class or study group, make every effort to attend each session. Read the text and use the Course Guide to prepare. To get study tips, e-mail Educational Services at edserv@cpcuiia.org.

Exam Schedule. The AIS exam is an Exam-on-Request (EOR) and can be taken in two ways. You can take the multiple-choice exam by computer at an Institutes Approved On-Site Testing Center during our two-month-long testing windows or on paper at your workplace when you are ready. Log on to www.aicpcu.org for details.

For specific information regarding exam dates, locations, and other exam-related matters, please call the Customer Support Department at (800) 644-2101 or visit our Web site.

Questions?

For more information about AIS or about other Institute programs, speak with one of our Customer Support representatives. Remember to request your free copy of our catalog, which explains everything you need to know about studying with us.

Why Study With the Institutes?

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