

Professional Development Solutions



Fill Knowledge Gaps in New Ways

1



1 training
tool

=

1,000+
hours gained

+

Thousands of dollars in
training budget saved

Introducing

The Institutes' Knowledge Assessments and Solutions™

We deliver the industry's only targeted training tool to identify and fill employee knowledge gaps while saving you thousands of training hours and training budget dollars.* Spend less time training and more time knowing.

Sign up for a complimentary Knowledge Assessments and Solutions consultation today—www.TheInstitutes.org/KAS

*Results from a 2013 Knowledge Assessments and Solutions pilot

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Getting Started

The Institutes provide a comprehensive range of educational offerings designed to help insurance professionals and their organizations succeed.

Insurance Professionals:

How to Get Started

1. Choose a course.

The Institutes offer free educational counseling to help you decide which course is right for you. Visit www.TheInstitutes.org to see whether you qualify for waivers based on courses completed for other designations or advanced degrees.

2. Talk with your employer.

Find out whether they:

- Reimburse educational expenses
- Order study materials
- Submit your exam registrations
- Offer on-site testing

3. Order your study materials.

You can order online at www.TheInstitutes.org or by calling Customer Service at (800) 644-2101.

4. Register for your exam (if applicable).

You can register for your exam at www.TheInstitutes.org or by calling Customer Service at (800) 644-2101.

5. Schedule your exam appointment (if applicable).

Find an on-site testing center by visiting www.TheInstitutes.org/ExamLocations or find a Prometric testing center by visiting www.prometric.com/TheInstitutes.

Corporate Customers:

The Institutes can help you strategically target your educational needs by collaborating with your organization to:

- Align professional development with goals and objectives
- Assess employees' competencies in their positions
- Deliver targeted education to fill critical gaps in technical knowledge
- Provide licensed professionals with continuing education (CE) credits quickly and conveniently via CEU

Convenient and Cost-Effective

Order Study Materials: Use your corporate account to place study material orders for all your employees at one time. To set up a corporate account, call Customer Service at (800) 644-2101.

Corporate Pricing: For information on volume discounts, please call Customer Service at (800) 644-2101 or email CustomerService@TheInstitutes.org.

Exam Registrations: Register your employees for exams quickly and conveniently by billing all registrations to your corporate account. You can also view all employees who are currently registered.

On-Site Testing: Save your employees time and your organization money by setting up an approved testing area at your location. Contact our Assessments Department at (877) 463-0400 or email Assessments@TheInstitutes.org to learn more.

Online Courses: The Institutes offer a wide variety of online courses to bridge specific knowledge gaps. You can

purchase prepaid agreements, and we can also link our courses to your corporate Learning Management System (LMS). Contact Customer Service at (800) 644-2101 or email CustomerService@TheInstitutes.org for information.

Monitor and Manage Employee Performance

Return on your professional development investment is important. That's why The Institutes enable our corporate customers to quickly:

- View online course enrollments and grades
- View exam grades
- Manage CE
- Look up current Institutes designation- or certificate-holders

Custom Solutions

In addition to full course content, individual topics from Institutes courses can be used to develop custom courses that meet your organization's specific educational needs.

Visit www.TheInstitutes.org/CustomSolutions for details. To request a custom solution consultation, please contact Customer Service at (800) 644-2101 or email CustomSolutions@TheInstitutes.org.

Personalized Service

Learn how The Institutes can match solutions to your specific corporate needs by scheduling a call with our sales team. Email Sales@TheInstitutes.org or call (610) 644-2100, ext. 7698.

Look for these helpful icons!



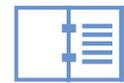
New
Indicates a course or program is new



Practice Exams
Indicates online practice exams are available for courses within this program



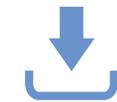
Revised
Indicates a course or program was recently revised



SMART® Study Aids
Indicates Review Notes and Flash Cards are available for courses within this program



Approved for CE
Indicates continuing education credits are available in approved states by passing the course exams within this program
Please verify credits online.



SMART App
Indicates a SMART QuizMe app is available for courses within this program through iTunes and Google Play



Self-Study Print
Indicates printed study materials are available for this program



Instructor-Led Classroom
Indicates third-party, instructor-led classroom options are available for this program



Self-Study Online
Indicates online study materials are available for this program



Available in French
Indicates courses within this program are available in French
Contact Customer Service to order.

▶ Your Progress Tracker

Wondering where you stand in your professional development with The Institutes? Use the Progress Tracker to find information on completed coursework, required courses, cross-credits, and waivers.

Visit www.TheInstitutes.org and log in to your account to learn more.

Get college credit for your Institutes studies:

Did you know that many of The Institutes' courses are approved by the American Council on Education (ACE) for college credit recommendations? Approved courses and designation programs include:

- Introduction to Property-Casualty Insurance
- Introduction to Claims
- Associate in General Insurance (AINS)
- Chartered Property Casualty Underwriter (CPCU)
- Associate in Risk Management (ARM)

And more!

To learn more, visit
www.TheInstitutes.org/CollegePrograms.



Insurance Essentials



Gain a basic understanding of insurance concepts and operations.

Course Level: Beginner

Completion Time Frame: 4 hours

Topics Covered Include:

- Introduction to and history of insurance
- Risk management
- Role of insurance
- The premium dollar
- Profitability
- Insurance companies
- Others in the insurance industry
- Means of delivering the insurance product
- Typical insurance company structure
- Typical personal insurance transaction
- Typical commercial insurance transaction

Recommended for: Employees new to the industry

Captive Insurance Fundamentals



Learn the fundamental characteristics and benefits of captive insurance from a global perspective.

Course Level: Intermediate

Completion Time Frame: 3–4 hours

Topics Covered Include:

- Captive insurance characteristics
- Forming a captive insurer
- Captive insurance as a risk financing tool
- Operating a captive insurer

Recommended for:

- Agents
- Brokers
- Claims professionals
- Commercial underwriters
- Reinsurance professionals
- New employees who work with captives

Catastrophe Claim Fundamentals



Understand how to scope losses for catastrophic claims.

Course Level: Beginner/Intermediate

Completion Time Frame: 3–4 hours

Topics Covered Include:

- Steps in the loss adjustment process
- Investigating and documenting claim activities
- Fraud detection and investigation
- Catastrophes: physical environment and loss adjustment environment
- Gross area estimating and net area estimating

Recommended for:

- Insurance and claims professionals
- Construction industry professionals assisting insurers following a major loss

International Insurance Fundamentals



Build confidence with a foundation in constructing an international insurance program for a company based in the United States.

Course Level: Beginner/Intermediate

Completion Time Frame: 3–4 hours

Topics Covered Include:

- Overview of international insurance
- Identifying international loss exposures
- Regulatory compliance
- Insurer and broker networks
- Reverse flow business
- International insurance solutions
- Selecting international insurance solutions

Recommended for:

- Insurance professionals new to the international market
- Agents, brokers, and underwriters working with international exposures

Introduction to Claims



Build confidence with a foundation in claims process principles.

Course Level: Beginner

Completion Time Frame: 4–6 weeks

Topics Covered Include:

- Insurance principles
- Claim function
- Claim environment
- Claim process
- First-party auto claims
- First-party property claims
- Liability claims
- Workers compensation claims

Exam Duration: 2 hours

Exam Length: 50 multiple-choice questions

Recommended for: Employees new to the industry



New



Revised



Approved for CE



Self-Study Print



Self-Study Online



Practice Exams



SMART Study Aids



SMART App



Instructor-Led Classroom



Available in French

Introduction to Property-Casualty Insurance



Build confidence with a foundation in basic property-casualty insurance principles.

Course Level: Beginner

Completion Time Frame: 4–6 weeks

Topics Covered Include:

- Insurance overview
- Marketing
- Underwriting
- Claims
- Insurance regulation
- Insurance policies
- Personal insurance
- Commercial property insurance
- Commercial liability insurance

Exam Duration: 2 hours

Exam Length: 50 multiple-choice questions

Recommended for: Employees new to the industry

Introduction to Risk Management



Build confidence with a foundation in risk management principles.

Course Level: Beginner

Completion Time Frame: 3–5 weeks

Topics Covered Include:

- Risk management basics
- Risk management on the road and at the office
- The risk manager's role
- Risk management in action
- Risk management at work

Exam Duration: 1.5 hours

Exam Length: 40 multiple-choice questions

Recommended for: Employees new to the industry

Introduction to Underwriting



Build confidence with a foundation in underwriting principles.

Course Level: Beginner

Completion Time Frame: 4–6 weeks

Topics Covered Include:

- What is underwriting?
- Underwriting as decision making
- Personal lines underwriting: auto
- Personal lines underwriting: homeowners
- Commercial lines underwriting
- Commercial property underwriting
- General liability underwriting
- Underwriting results

Exam Duration: 2 hours

Exam Length: 50 multiple-choice questions

Recommended for: Employees new to the industry

Introduction to Workers Compensation Claims



Build confidence with a foundation in workers compensation claims principles.

Course Level: Beginner

Completion Time Frame: 4–6 weeks

Topics Covered Include:

- The history and current status of workers compensation
- Workers compensation policy
- The basic benefits supplied
- Legal and practical definitions of employee and employer
- Workers compensation law, statutory law, and statutes of limitations
- How AOE/COE works
- Vocational rehabilitation and return to work
- Alternatives for satisfying workers compensation requirements

Exam Duration: This exam is not timed.

Exam Length: 100 multiple-choice questions

Recommended for: Employees new to the industry

Surplus Lines Fundamentals



Learn the basics of the surplus lines market.

Course Level: Beginner/Intermediate

Completion Time Frame: 3–4 hours

Topics Covered Include:

- Overview of the surplus lines market
- The surplus lines distribution system
- Surplus lines insurers
- Surplus lines insurance products

Exam Duration: This exam is not timed.*

Exam Length: 30 questions (60 questions in Ohio)*

Recommended for:

- New hires at surplus lines organizations
- Retail producers who want to access the surplus lines market

**Only the CE-approved version of this course requires a final exam.*



New



Revised



Approved for CE



Self-Study Print



Self-Study Online



Practice Exams



SMART Study Aids



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Certificates

California Workers' Compensation Claims Administration (WCCA)



Develop the skills to confidently handle California workers compensation claims.

Course Level: Intermediate

Completion Time Frame: 12 months or less

Program Requirements:

WCCA 10—Foundations of California Workers' Compensation Claims

WCCA 11—Establishing Injury and Affirmative Defenses in California Workers' Compensation Claims

WCCA 12—Medical Benefits in California Workers' Compensation Claims

WCCA 14—Disability and Death Benefits in California Workers' Compensation Claims

WCCA 15—Discovery and Litigation in California Workers' Compensation Claims

Exam: Visit www.TheInstitutes.org/WCCA for details.

Recommended for:

California workers comp claims professionals, including those employed by:

- Insurance companies
- Third-party administrators
- Self-insured employers

Cyber Risk Management



Understand cyber threats from a risk management perspective by examining property, liability, and business continuity cyber exposures, as well as best practices for a cyber risk management plan.

Course Level: Intermediate

Completion Time Frame: 4–6 weeks

Topics Covered Include:

- Cyber risk in an enterprise risk management context
- First-party cyber risk exposures
- Third-party cyber liability exposures
- A cyber risk management approach
- Cyber risk insurance products
- Business continuity and crisis management
- Cyber legislation and personal cyber risk management
- Cyber risk issues for insurance organizations

Exam Duration: 90 minutes

Exam Length: 50 multiple-choice questions

Recommended for:

- Claims adjusters
- Executives
- Producers
- Risk managers
- Underwriters

Program in Supervisory Management (SM)



Prepare to take on leadership roles with a strong foundation in supervisory management practices.

Course Level: Beginner

Completion Time Frame: 8–12 months

Program Requirements:

SM 18—Essentials of Supervision

SM 19—Supervisory Skills

Exam Durations: 2 hours

Exam Lengths: 60 multiple-choice questions

Recommended for: Insurance professionals in a new supervisory position or aspiring to hold a supervisory role

Property Technical Certification I—Core Property Adjusting Principles (PTC I)



Effectively apply principles and procedures for adjusting property losses.

Course Level: Beginner

Completion Time Frame: 6–12 months

Courses in This Program Include:

- Cause and Origin
- Claim Documentation
- Insurance Ethics
- Property Insurance Fraud Awareness
- Introduction to Fire Losses
- Introduction to Property Claims
- Introduction to Water Losses
- Introduction to Windstorm Losses
- Property Investigation Overview I
- Property Investigation Overview II
- Property Subrogation
- Scoping and Estimating

Exam Durations: These exams are not timed.

Exam Lengths: 25 to 50 multiple-choice questions

Recommended for:

- Claims adjusters
- Professionals involved in the investigation, scoping, and estimation of losses

Property Technical Certification II—Exterior Loss Adjusting (PTC II)



Effectively estimate residential and commercial exterior property damage.

Course Level: Beginner

Completion Time Frame: 6–12 months

Courses in This Program Include:

- Commercial Claim Handling I
- Commercial Claim Handling II
- Commercial Roofing
- Concrete and Masonry
- Drain, Sewer, and Septic
- Exterior Walls I
- Exterior Walls II
- Fences
- Framing I
- Framing II
- Residential Roofing I
- Residential Roofing II

Exam Durations: These exams are not timed.

Exam Lengths: 25 to 50 multiple-choice questions

Recommended for:

- Claims adjusters
- Professionals involved in the investigation, scoping, and estimation of losses

Property Technical Certification III—Interior Loss Adjusting (PTC III)



Effectively estimate residential and commercial interior property damage.

Course Level: Beginner

Completion Time Frame: 6–12 months

Courses in This Program Include:

- Cabinets
- Countertops
- Doors
- Windows
- Finish Trades I
- Finish Trades II
- Finish Trades III
- Flooring I
- Flooring II
- Electrical Systems
- HVAC and Plumbing

Exam Durations: These exams are not timed.

Exam Lengths: 25 to 50 multiple-choice questions

Recommended for:

- Claims adjusters
- Professionals involved in the investigation, scoping, and estimation of losses



New



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Self-Study Online



Practice Exams



SMART Study Aids



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Designations

Accredited Adviser in Insurance (AAI)



With in-depth insurance product knowledge and a strong focus on customer service skills, AAI is the premier designation for all agency professionals.

Course Level: Intermediate

Completion Time Frame: 9–15 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Courses:

AAI 81—Foundations of Insurance Production
AAI 82—Multiple-Lines Insurance Production
AAI 83—Agency Operations and Sales Management

AAI Exam Durations: 2 hours

AAI Exam Lengths: 85 multiple-choice questions

AAI Segmented Exam Durations: 1 hour

AAI Segmented Exam Lengths: 15 to 40 multiple-choice questions

Recommended for

- Agents
- Brokers
- Agency principals
- Customer service representatives

Accredited Adviser in Insurance—Management (AAI-M)



Learn new leadership skills that will help you align your agency's operations with its organizational goals with AAI-M.

Course Level: Advanced

Completion Time Frame: AAI completion time plus an additional 2–3 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Courses:

AAI 81—Foundations of Insurance Production
AAI 82—Multiple-Lines Insurance Production
AAI 83—Agency Operations and Sales Management
AAI 87—Agency Leadership and Strategic Alignment

AAI 87 Exam Duration: 1.5 hours

AAI 87 Exam Length: 50 multiple-choice questions

Recommended for

- Agents
- Brokers
- Agency principals

See AAI and AAI-M Completion Path.

AAI and AAI-M Completion Path



This course applies to multiple Institutes programs. Learn more at www.TheInstitutes.org.

Accredited Customer Service Representative (ACSR)



With multiple specialty tracks to choose from and a strong focus on customer service skills, ACSR is the premier designation for all customer service representatives.

Course Level: **Beginner**

Completion Time Frame: 6–9 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Core Courses:

ACSR 4—Agency Errors and Omissions
ACSR 5—Professional Development & Account Management

Select One Track

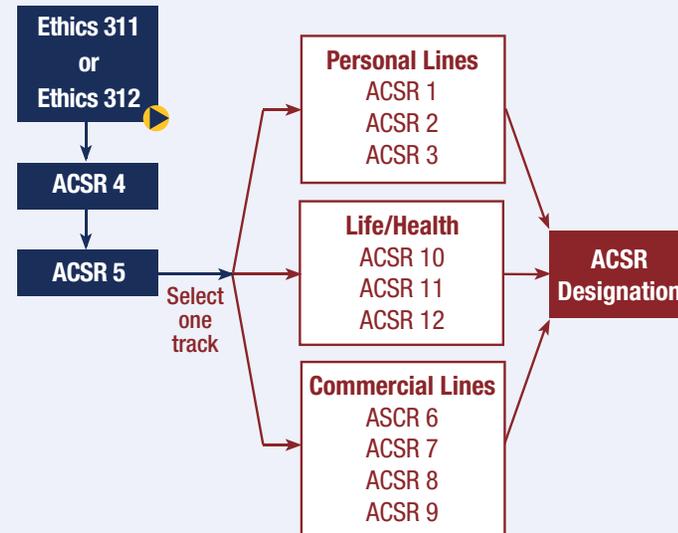
Personal Lines Track:

ACSR 1—Homeowners Insurance
ACSR 2—Personal Automobile Insurance
ACSR 3—Personal Lines Related Coverages

Commercial Lines Track:

ACSR 6—Commercial Property Insurance
ACSR 7—Commercial Liability Insurance
ACSR 8—Commercial Automobile Insurance
ACSR 9—Commercial Lines Related Coverages

ACSR Completion Path



This course applies to multiple Institutes programs. Learn more at www.TheInstitutes.org.

Life/Health Track:

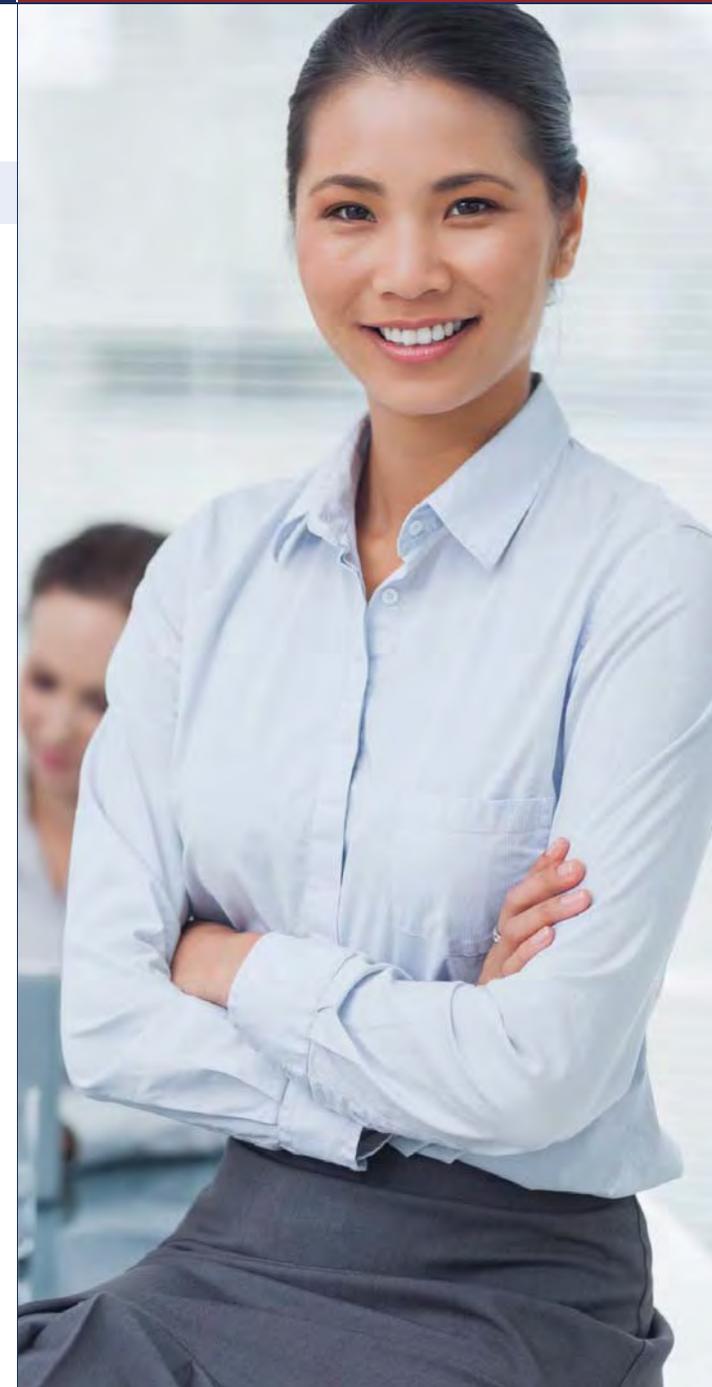
ACSR 10—Life Insurance
ACSR 11—Retirement Planning
ACSR 12—Disability and Health Insurance

ACSR Exam Durations: 45 minutes to 1 hour

ACSR Exam Lengths: 25 to 30 multiple-choice questions

Recommended for

- Agents
- Brokers
- Customer service representatives



Designations

Associate in Claims (AIC)



With several specialty tracks to choose from, AIC is the premier designation for all claims professionals.

Course Level: Intermediate

Completion Time Frame: 18–24 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Required Courses:

AIC 30—Claim Handling Principles and Practices
AINS 21—Property and Liability Insurance Principles

Select One Track

Multiline Adjuster Track:

AIC 31—Property Claim Practices
AIC 32—Liability Claim Practices
AIC 43—Property and Liability Coverages

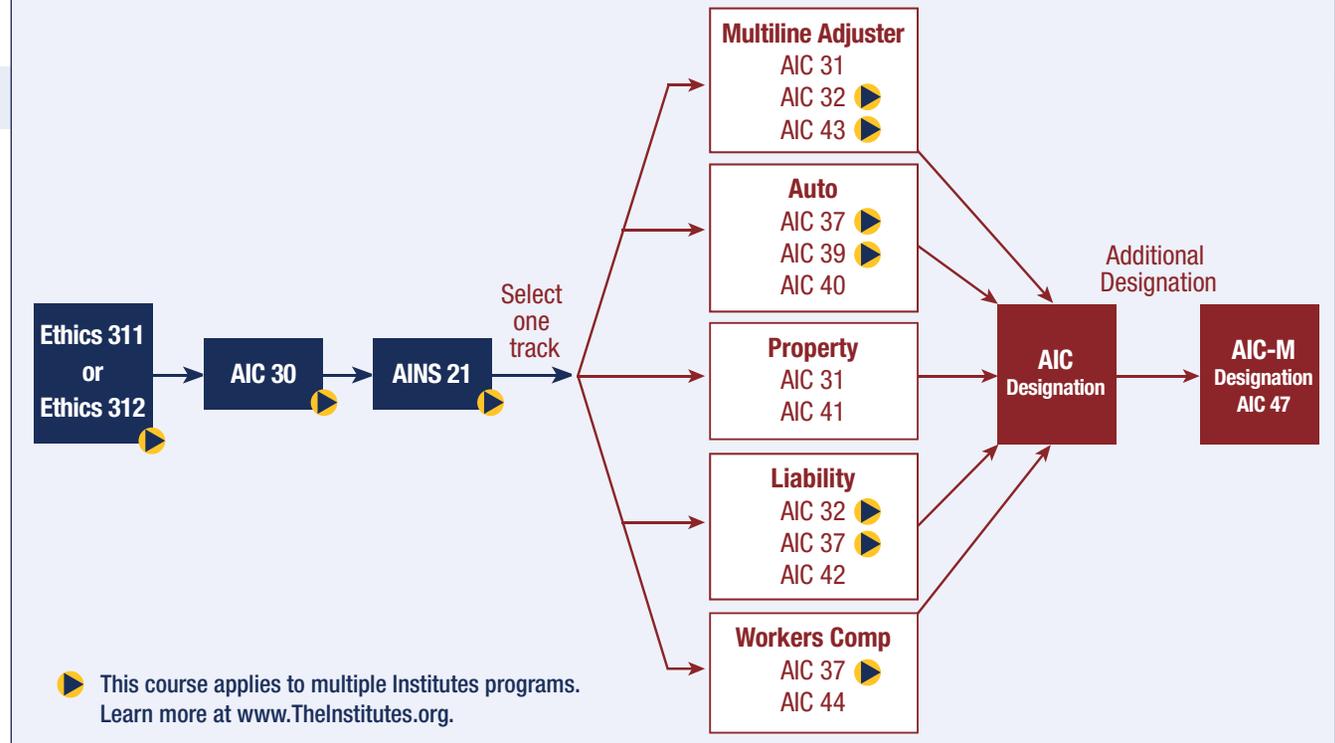
Auto Track:

AIC 37—Managing Bodily Injury Claims
AIC 39—Auto Claim Practices
AIC 40—Personal and Commercial Auto Coverages

Property Track:

AIC 31—Property Claim Practices
AIC 41—Property Coverages

AIC and AIC-M Completion Path



Liability Track:

AIC 32—Liability Claim Practices
AIC 37—Managing Bodily Injury Claims
AIC 42—Liability Coverages

Workers Compensation Track:

AIC 37—Managing Bodily Injury Claims
AIC 44—Workers Compensation Claim Practices

AIC Exam Durations: 1 to 2 hours

AIC Exam Lengths: 40 to 85 multiple-choice questions

AIC Segmented Exam Durations: 1 hour

AIC Segmented Exam Lengths: 15 to 40 multiple-choice questions

Recommended for

Claims professionals working for:

- Agents
- Brokers
- Insurers
- Independent adjusters
- Third-party administrators

Associate in Claims—Management (AIC-M)



Gain valuable leadership skills specifically for claims professionals with AIC-M.

Course Level: **Advanced**

Completion Time Frame: AIC completion time plus an additional 2–3 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Required Courses:

AIC 30—Claim Handling Principles and Practices
AINS 21—Property and Liability Insurance Principles
AIC 47—Claims Leadership and Organizational Alignment

Select One Track

Multiline Adjuster Track:

AIC 31—Property Claim Practices
AIC 32—Liability Claim Practices
AIC 43—Property and Liability Coverages

Auto Track:

AIC 37—Managing Bodily Injury Claims
AIC 39—Auto Claim Practices
AIC 40—Personal and Commercial Auto Coverages

Property Track:

AIC 31—Property Claim Practices
AIC 41—Property Coverages

Liability Track:

AIC 32—Liability Claim Practices
AIC 37—Managing Bodily Injury Claims
AIC 42—Liability Coverages

Workers Compensation Track:

AIC 37—Managing Bodily Injury Claims
AIC 44—Workers Compensation Claim Practices

AIC 47 Exam Duration: 1.5 hours

AIC 47 Exam Length: 60 multiple-choice questions

Recommended for

All claims professionals working for:

- Agents
- Brokers
- Insurers
- Independent adjusters
- Third-party administrators

See AIC and AIC-M Completion Path on previous page.

Associate in Commercial Underwriting (AU)



Providing a broad understanding of commercial underwriting techniques, AU is the premier designation for all underwriting professionals.

Course Level: **Intermediate**

Completion Time Frame: 12–18 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Courses:

AINS 23—Commercial Insurance
AU 60—Commercial Underwriting Principles
AU 61—Underwriting Commercial Property
AU 62—Underwriting Commercial Liability

AU Exam Durations: 1.5 hours

AU Exam Lengths: 60 multiple-choice questions

Recommended for

- Agents
- Brokers
- Commercial underwriters
- Underwriting supervisors and managers
- Line of business managers
- Reinsurance professionals

See AU and AU-M Completion Path on next page.

Designations

Associate in Commercial Underwriting—Management (AU-M)



Develop the strategic tools and techniques you need to enhance your organization's profitability with AU-M.

Course Level: **Advanced**

Completion Time Frame: AU completion time plus an additional 2–3 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Courses:

AINS 23—Commercial Insurance
AU 60—Commercial Underwriting Principles

AU 61—Underwriting Commercial Property
AU 62—Underwriting Commercial Liability
AU 67—Strategic Underwriting Techniques

AU 67 Exam Duration: 1.5 hours

AU 67 Exam Length: 60 multiple-choice questions

Recommended for

- Agents
- Brokers
- Commercial underwriters
- Underwriting supervisors and managers
- Line of business managers
- Reinsurance professionals

Associate in Fidelity and Surety Bonding (AFSB)



With in-depth fidelity and surety bonding knowledge and a focus on business law, finance, and accounting, AFSB is the premier designation for all bond producers and underwriters.

Course Level: **Intermediate** and **Advanced**

Completion Time Frame: 15–21 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Courses:

AFSB 151—Principles of Suretyship
AFSB 152—Contract Surety
AFSB 153—Commercial Surety, Crime Insurance, and Financial Institution Bonds
CPCU 530—Business Law for Insurance Professionals
CPCU 540—Finance and Accounting for Insurance Professionals

AFSB 151 Exam Duration: 1.5 hours

AFSB 151 Exam Length: 60 multiple-choice questions

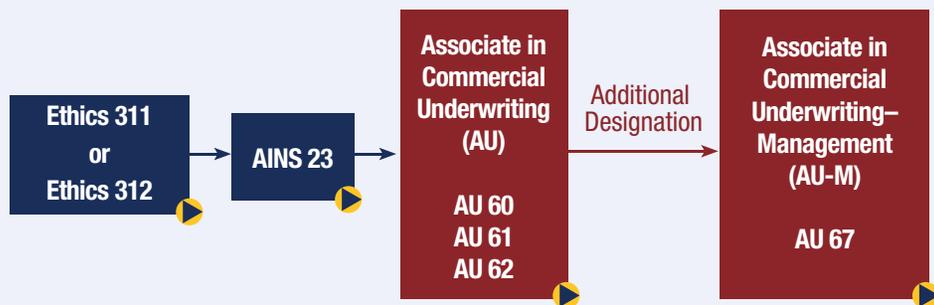
AFSB 152 and 153 Exam Durations: 2 hours

AFSB 152 and 153 Exam Lengths: 70 multiple-choice questions

Recommended for

- Bond producers
- Bond underwriters
- Claims adjusters

AU and AU-M Completion Path



This course applies to multiple Institutes programs. Learn more at www.TheInstitutes.org.

Associate in General Insurance (AINS)



With numerous elective options to choose from, AINS provides all property-casualty insurance professionals with a strong foundation in general insurance principles.

Course Level: Intermediate

Completion Time Frame: 9–15 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Select One Path

Completion Path A:

AINS 21—Property and Liability Insurance Principles
AINS 22—Personal Insurance
AINS 23—Commercial Insurance

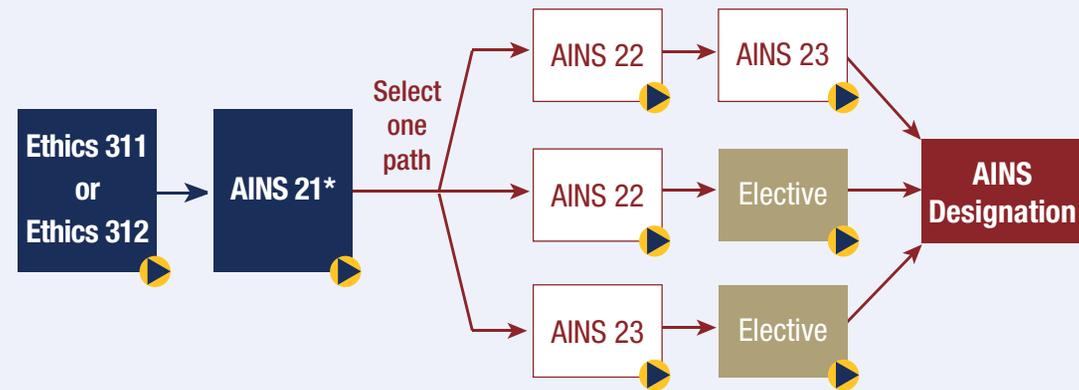
Completion Path B:

AINS 21—Property and Liability Insurance Principles
AINS 22—Personal Insurance
Elective Course

Completion Path C:

AINS 21—Property and Liability Insurance Principles
AINS 23—Commercial Insurance
Elective Course

AINS Completion Path



This course applies to multiple Institutes programs. Learn more at www.TheInstitutes.org.

*AINS 24 waives AINS 21.

Elective Course:

Elective options include courses from the following programs. Visit www.TheInstitutes.org for details.

Accredited Adviser in Insurance (AAI)
Associate in Claims (AIC)
Associate in Commercial Underwriting (AU)
Associate in Fidelity and Surety Bonding (AFSB)
Associate in Information Technology (AIT)
Associate in Insurance Accounting and Finance (AIAF)
Associate in Management (AIM)
Associate in Marine Insurance Management (AMIM)
Associate in National Flood Insurance (ANFI)
Associate in Personal Insurance (API)
Associate in Premium Auditing (APA)
Associate in Regulation and Compliance (ARC)
Associate in Reinsurance (ARe)
Associate in Risk Management (ARM)

Associate in Risk Management—Enterprise Risk Management (ARM-E)
Associate in Surplus Lines Insurance (ASLI)
Chartered Property Casualty Underwriter (CPCU)

AINS Exam Durations: 2 hours

AINS Exam Lengths: 85 multiple-choice questions

AINS Segmented Exam Durations: 1 hour

AINS Segmented Exam Lengths: 15 to 40 multiple-choice questions

Recommended for

- Property-casualty insurance professionals
- Managers or supervisors
- Customer service representatives
- Call center staff
- Administrative and support staff



New



Revised



Approved for CE



Self-Study Print



Self-Study Online



Practice Exams



SMART Study Aids



SMART App



Instructor-Led Classroom



Available in French



Associate in Information Technology (AIT)



Providing in-depth IT knowledge as it relates to insurance industry functions and processes, AIT is the premier designation for all information technology professionals.

Course Level: Intermediate

Completion Time Frame: 9–15 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Courses:

AIT 131—Using Information Technology
AIT 134—The Strategic Management of Information
AINS 24—General Insurance for IT and Support Professionals

AIT 131 and AINS 24 Exam Durations: 2 hours

AIT 131 and AINS 24 Exam Lengths: 85 multiple-choice questions

AIT 134 Exam Duration: 2 hours

AIT 134 Exam Length: 75 multiple-choice questions

Recommended for

- Agency personnel
- Agency principals
- Automation project team members
- Claims representatives
- Line of business managers
- Support and general office staff
- Underwriters
- IT staff

Associate in Insurance Accounting and Finance (AIAF)



Gain in-depth knowledge of insurance accounting, finance, and risk management with AIAF, the premier designation for all insurance accounting and finance professionals.

Course Level: Intermediate and Advanced

Completion Time Frame: 12–18 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Courses:

AIAF 114—Insurer Accounting Management
 AIAF 115—Insurer Risk and Capital Management
 CPCU 520—Insurance Operations
 CPCU 540—Finance and Accounting for Insurance Professionals

AIAF 114 Exam Duration: 1.5 hours

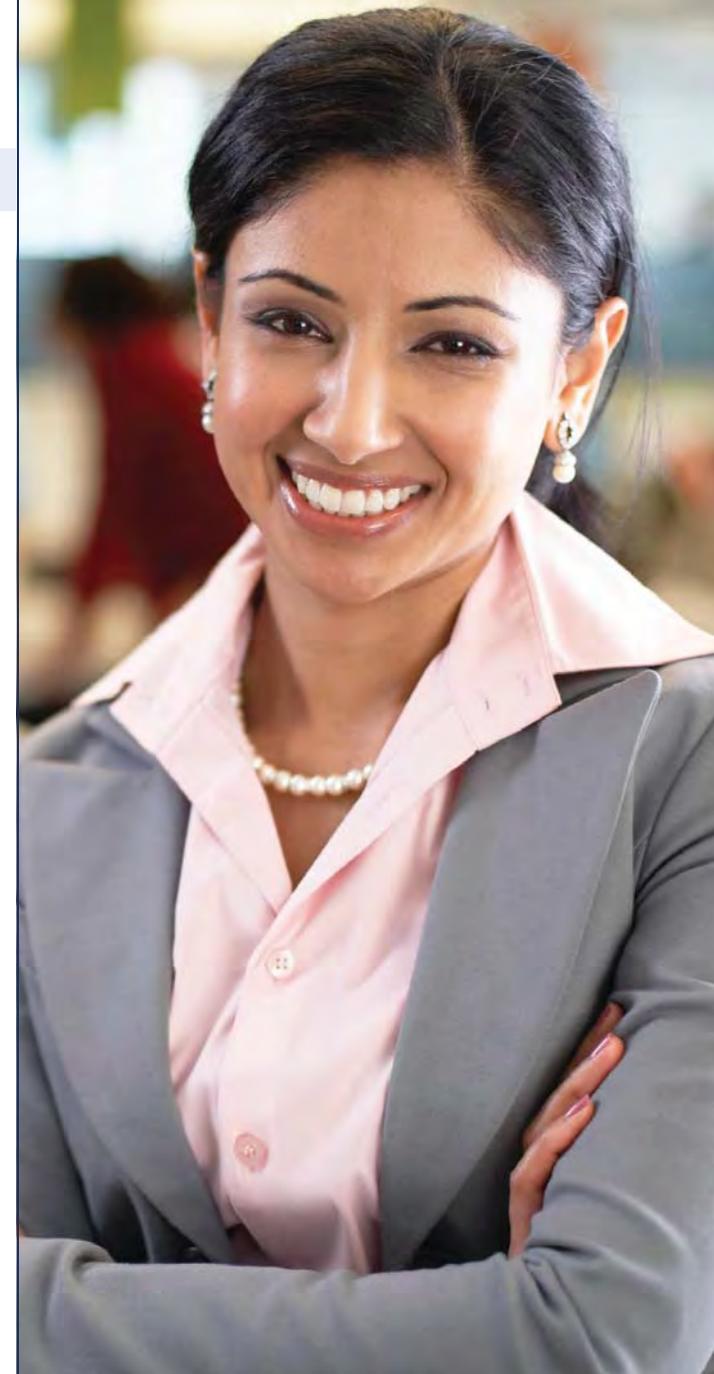
AIAF 114 Exam Length: 65 multiple-choice questions

AIAF 115 Exam Duration: 1.5 hours

AIAF 115 Exam Length: 60 multiple-choice questions

Recommended for

- Insurance accounting and finance staff
- Line of business managers
- Agents
- Brokers



Designations

Associate in Insurance Services (AIS)



With numerous elective options to choose from and a strong focus on customer service skills, AIS is the premier designation for all insurance professionals dedicated to improving their service quality.

Course Level: **Beginner** to **Intermediate**

Completion Time Frame: 10–25 months, depending on the completion path chosen

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

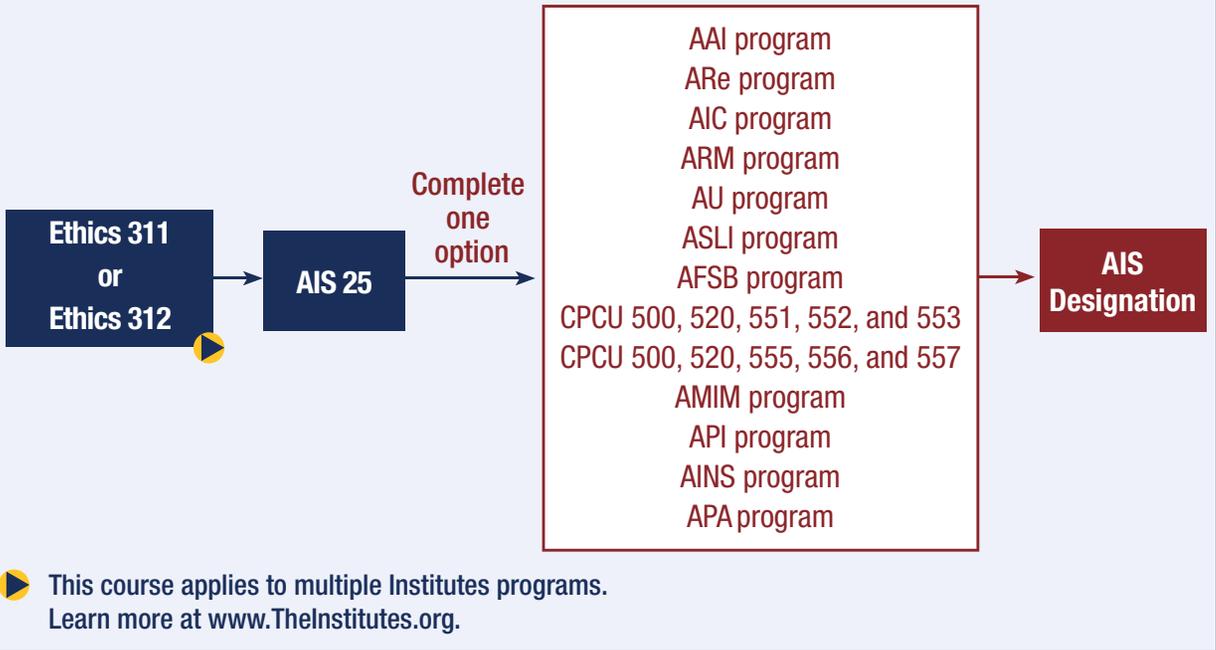
Courses:

AIS 25—Delivering Insurance Services

To earn the AIS designation, you must complete one of the following options in addition to passing the AIS 25 exam:

Accredited Adviser in Insurance (AAI) program
Associate in Reinsurance (ARe) program
Associate in Claims (AIC) program
Associate in Risk Management (ARM) program
Associate in Commercial Underwriting (AU) program
Associate in Surplus Lines Insurance (ASLI) program
Associate in Fidelity and Surety Bonding (AFSB) program

AIS Completion Path



CPCU 500, 520, 551, 552, and 553

CPCU 500, 520, 555, 556, and 557

Associate in Marine Insurance Management (AMIM) program

Associate in Personal Insurance (API) program

Associate in General Insurance (AINS) program

Associate in Premium Auditing (APA) program

AIS Exam Duration: 2 hours

AIS Exam Length: 50 multiple-choice questions

Recommended for

- Administrative and support staff
- Agents
- Brokers
- Agency principals
- Claims adjusters
- Call center personnel
- Customer service representatives
- Line of business managers
- Underwriters

Associate in Management (AIM)



With a focus on providing you with the knowledge you need to effectively manage your team and strategically plan initiatives, AIM is the premier designation for all management professionals.

Course Level: Intermediate

Completion Time Frame: 9–15 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Courses:

AIM 40—Management
AIM 44—Human Resource Management
AIM 45—Managing Business Organizations Today

AIM 40 and 44 Exam Durations: 2 hours

AIM 40 and 44 Exam Lengths: 85 multiple-choice questions

AIM 45 consists of multiple-choice questions based on posted articles. There is no end-of-course exam.

Recommended for

- Insurance professionals holding a managerial or supervisory role

Associate in Marine Insurance Management (AMIM)



Enhancing your specialized ocean and inland marine insurance knowledge, AMIM is the premier designation for all professionals handling marine insurance.

Course Level: Intermediate

Completion Time Frame: 18–24 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Courses:

AMIM 121—Ocean Marine Insurance
AMIM 122—Inland Marine Insurance
CPCU 500—Foundations of Risk Management and Insurance
CPCU 530—Business Law for Insurance Professionals
2 Elective Courses

Elective Courses:

Elective options include courses from the following programs. Visit www.TheInstitutes.org for details.

Accredited Adviser in Insurance (AAI)
Associate in Claims (AIC)
Associate in Commercial Underwriting (AU)
Associate in Commercial Underwriting—Management (AU-M)

Associate in Risk Management (ARM)
Chartered Property Casualty Underwriter (CPCU)

AMIM Exam Durations: 2 hours

AMIM Exam Lengths: 85 multiple-choice questions

Recommended for

- Marine managers
- Agents and brokers
- Agency principals
- Claims adjusters
- Marine underwriters
- Risk managers
- Commercial package underwriters



Associate in National Flood Insurance (ANFI)



Confidently and accurately handle all aspects of flood insurance with ANFI, the premier flood insurance designation developed by The Institutes and the Federal Emergency Management Agency (FEMA).

Course Level: Intermediate

Completion Time Frame: 3–6 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Exam Requirements:

ANFI 205—National Flood Insurance: Fundamentals
ANFI 206—National Flood Insurance: Advanced Studies

ANFI 205 Exam Duration: 2 hours
ANFI 205 Exam Length: 75 multiple-choice questions

ANFI 206 Exam Duration: 2 hours
ANFI 206 Exam Length: 50 multiple-choice questions

Recommended for

- Insurance professionals
- Agents
- Brokers
- Adjusters
- Flood vendors
- Risk management professionals
- Write-your-own companies
- Underwriters

To prepare for the ANFI exams, you must download the National Flood Insurance Program Flood Insurance Manual. The Institutes offer an exam preparation package for this program but do not offer additional course materials.

Associate in Personal Insurance (API)



With in-depth personal property and liability insurance knowledge and a focus on the personal lines business, API is the premier designation for all personal insurance professionals.

Course Level: Intermediate

Completion Time Frame: 12–18 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

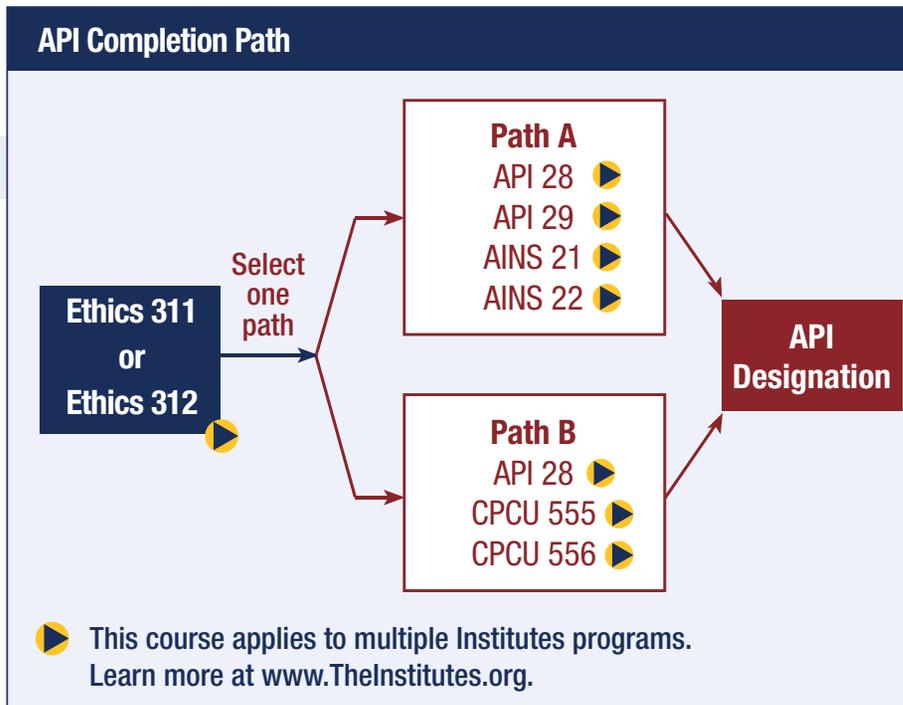
Select One Path

Completion Path A:

API 28—Personal Insurance: Underwriting and Marketing Practices
 API 29—Personal Insurance: Portfolio Management
 AINS 21—Property and Liability Insurance Principles
 AINS 22—Personal Insurance

Completion Path B:

API 28—Personal Insurance: Underwriting and Marketing Practices
 CPCU 555—Personal Risk Management and Property-Casualty Insurance
 CPCU 556—Financial Planning



API Exam Durations: 1.5 hours

API Exam Lengths: 55 multiple-choice questions

API Segmented Exam Durations: 1 hour

API Segmented Exam Lengths: 25 to 35 multiple-choice questions

Recommended for

- Agents
- Brokers
- Agency principals
- Customer service representatives
- Claims adjusters
- Line of business managers
- Personal lines underwriters



Associate in Premium Auditing (APA)



From essential auditing to business and financial analysis, APA is the premier designation for all premium auditing professionals.

Course Level: Intermediate

Completion Time Frame: 12–18 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Courses:

APA 91—Principles of Premium Auditing
APA 92—Premium Auditing Applications
CPCU 520—Insurance Operations

Plus, choose one elective course from between the following:

CPCU 540—Finance and Accounting for Insurance Professionals
CPCU 552—Commercial Liability Risk Management and Insurance

APA Exam Durations: 2 hours

APA Exam Lengths: 85 multiple-choice questions

Recommended for

- Premium auditors
- Underwriters
- Premium auditor trainees

Associate in Regulation and Compliance (ARC)



With comprehensive coverage of the insurance regulatory environment and its effects, ARC is the premier designation for professionals who need to understand insurance regulation.

Course Level: Intermediate

Completion Time Frame: 9–15 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Courses:

IR 201—Insurance Regulation
AIAF 114—Insurer Accounting Management
CPCU 520—Insurance Operations

IR 201 Exam Duration: 2 hours

IR 201 Exam Length: 85 multiple-choice questions

Recommended for

- Agents and brokers
- Agency principals
- Claims adjusters
- Finance and accounting personnel
- Line of business managers and executives
- Regulatory compliance specialists
- Risk managers
- Underwriters

Associate in Reinsurance (ARe)



With in-depth knowledge covering essential reinsurance, finance, and coverage concepts, ARe is the premier designation for all reinsurance professionals.

Course Level: Intermediate

Completion Time Frame: 12–18 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Courses:

ARe 143—Primary Insurance Coverages
 ARe 144—Reinsurance Principles and Practices
 ARe 145—Readings in Reinsurance Issues and Developments
 CPCU 520—Insurance Operations

1 Elective Course:

CPCU 540—Finance and Accounting for Insurance Professionals
 ARM 56—Risk Financing
 AIAF 114—Insurer Accounting Management

ARe 143 and 144 Exam Durations: 2 hours

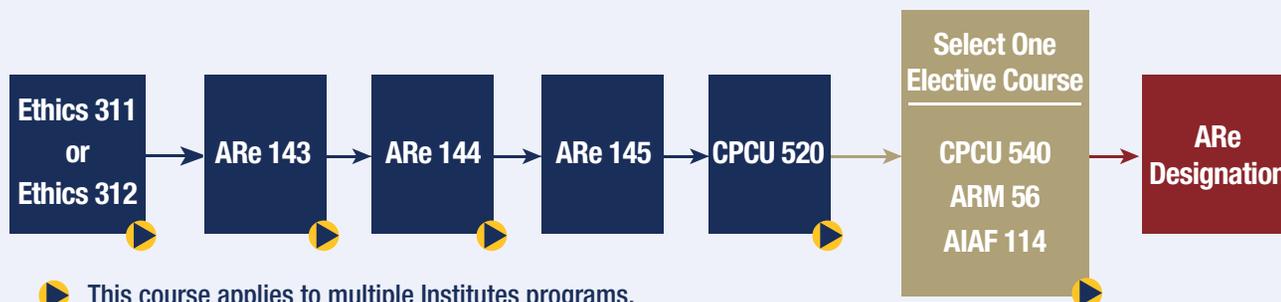
ARe 143 and 144 Exam Lengths: 85 multiple-choice questions

ARe 145 consists of multiple-choice questions based on posted articles. There is no end-of-course exam.

Recommended for

- Reinsurance professionals
- Claims adjusters
- Finance and accounting personnel
- Underwriters

ARe Completion Path



▶ This course applies to multiple Institutes programs. Learn more at www.TheInstitutes.org.

Designations

Associate in Risk Management (ARM)



With multiple specialty focuses to choose from, ARM is the premier designation for all risk management professionals.

Course Level: **Intermediate** and **Advanced**

Completion Time Frame: 9–15 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Courses:

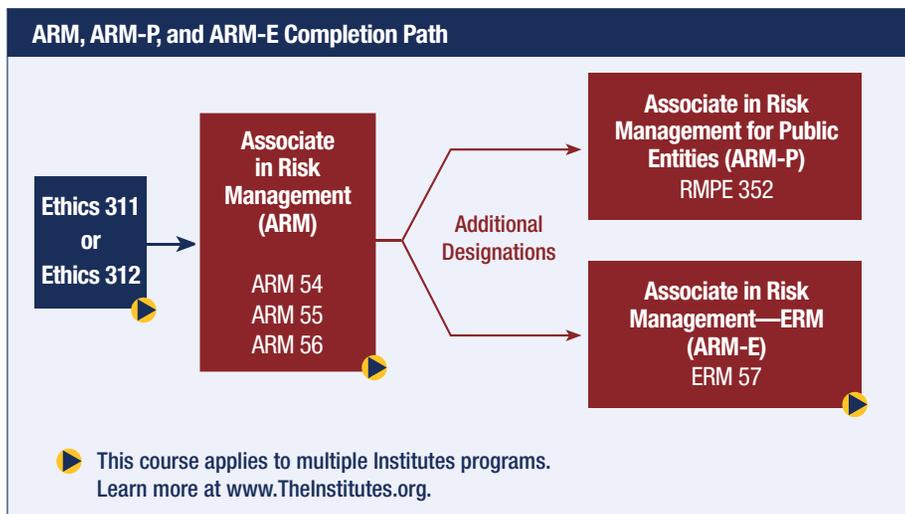
ARM 54—Risk Management Principles and Practices
ARM 55—Risk Assessment and Treatment
ARM 56—Risk Financing

ARM Exam Durations: 2 hours
ARM Exam Lengths: 75 multiple-choice questions

ARM Segmented Exam Durations: 1 hour
ARM Segmented Exam Lengths: 15 to 40 multiple-choice questions

Recommended for

- Agents
- Brokers
- Agency principals
- Line of business managers and executives
- Risk managers
- Underwriters



Associate in Risk Management for Public Entities (ARM-P)



Develop a holistic view of public entity risk management with ARM-P.

Course Level: **Advanced**

Completion Time Frame: ARM completion time plus an additional 2–3 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Courses:

ARM 54—Risk Management Principles and Practices
ARM 55—Risk Assessment and Treatment
ARM 56—Risk Financing
RMPE 352—Risk Management for Public Entities

RMPE 352 Exam Duration: 2 hours

RMPE 352 Exam Length: 75 multiple-choice questions

Recommended for

- Agents
- Brokers
- Agency principals
- Municipal managers and executives
- Public entity risk managers
- School board executives

Associate in Risk Management—ERM (ARM-E)



Gain knowledge of risk management and enterprise risk management principles and practices with ARM-E.

Course Level: *Advanced*

Completion Time Frame: ARM completion time plus an additional 2–3 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Courses:

ARM 54—Risk Management Principles and Practices
 ARM 55—Risk Assessment and Treatment
 ARM 56—Risk Financing
 ERM 57—Enterprise Risk Management

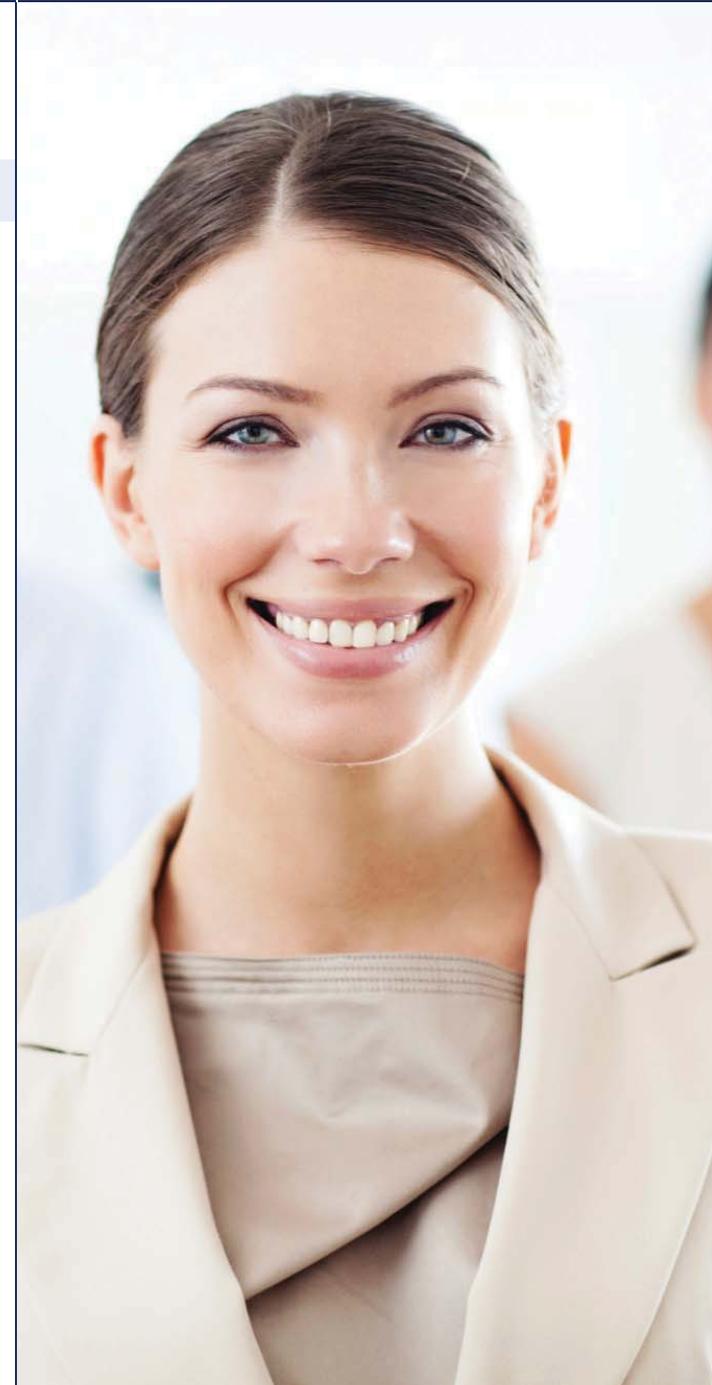
ERM 57 Exam Duration: 2 hours
ERM 57 Exam Length: 65 multiple-choice questions

ERM 57 Segmented Exam Durations: 1 hour
ERM 57 Segmented Exam Lengths: 15 to 30 multiple-choice questions

Recommended for

- Chief risk officers
- Executives concerned with risk
- Risk managers
- Risk management consultants
- Commercial lines underwriting professionals
- Chief executives in brokerage firms
- Agency principals
- Agents
- Brokers

See ARM, ARM-P, and ARM-E Completion Path on previous page.





Associate in Surplus Lines Insurance (ASLI)



With in-depth surplus lines insurance knowledge and a strong focus on the full range of surplus lines products, ASLI is the premier designation for all surplus lines insurance professionals.

Course Level: Intermediate

Completion Time Frame: 9–15 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Courses:

ASLI 163—Surplus Lines Insurance Operations
ASLI 164—Surplus Lines Insurance Products
2 Elective Courses

Elective Courses:

Elective options include courses from the following programs. Visit www.TheInstitutes.org for details.

Accredited Adviser in Insurance (AAI)
Associate in Insurance Accounting and Finance (AIAF)
Associate in Claims (AIC)
Associate in Insurance Services (AIS)

Associate in Information Technology (AIT)
Associate in Commercial Underwriting (AU)
Associate in Commercial Underwriting—Management (AU-M)
Associate in Premium Auditing (APA)
Associate in Reinsurance (ARe)
Associate in Risk Management (ARM)
Chartered Property Casualty Underwriter (CPCU)

Please note that the Registered Professional Liability Underwriter (RPLU) designation satisfies the requirement for two electives.

ASLI Exam Durations: 2 hours

ASLI Exam Lengths: 85 multiple-choice questions

Recommended for

- Managing general agents
- Program managers
- Wholesale brokers
- Retail agents and brokers
- Risk managers
- Surplus lines underwriters
- Claims adjusters
- Insurance regulators

California Workers' Compensation Claims Professional (WCCP)



With in-depth workers compensation claims knowledge, WCCP is the premier designation for all California workers compensation claims professionals.

Course Level: *Advanced*

Completion Time Frame: 12–15 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Courses:

- WCCP 16—Permanent Disability Rating in California Workers' Compensation Claims
- WCCP 17—Statutes of Limitations, Jurisdiction, and Civil Remedies in California Workers' Compensation Claims
- WCCP 18—Advanced Issues in Discovery and Litigation in California Workers' Compensation Claims
- WCCP 20—Advanced Topics in California Workers' Compensation Claims

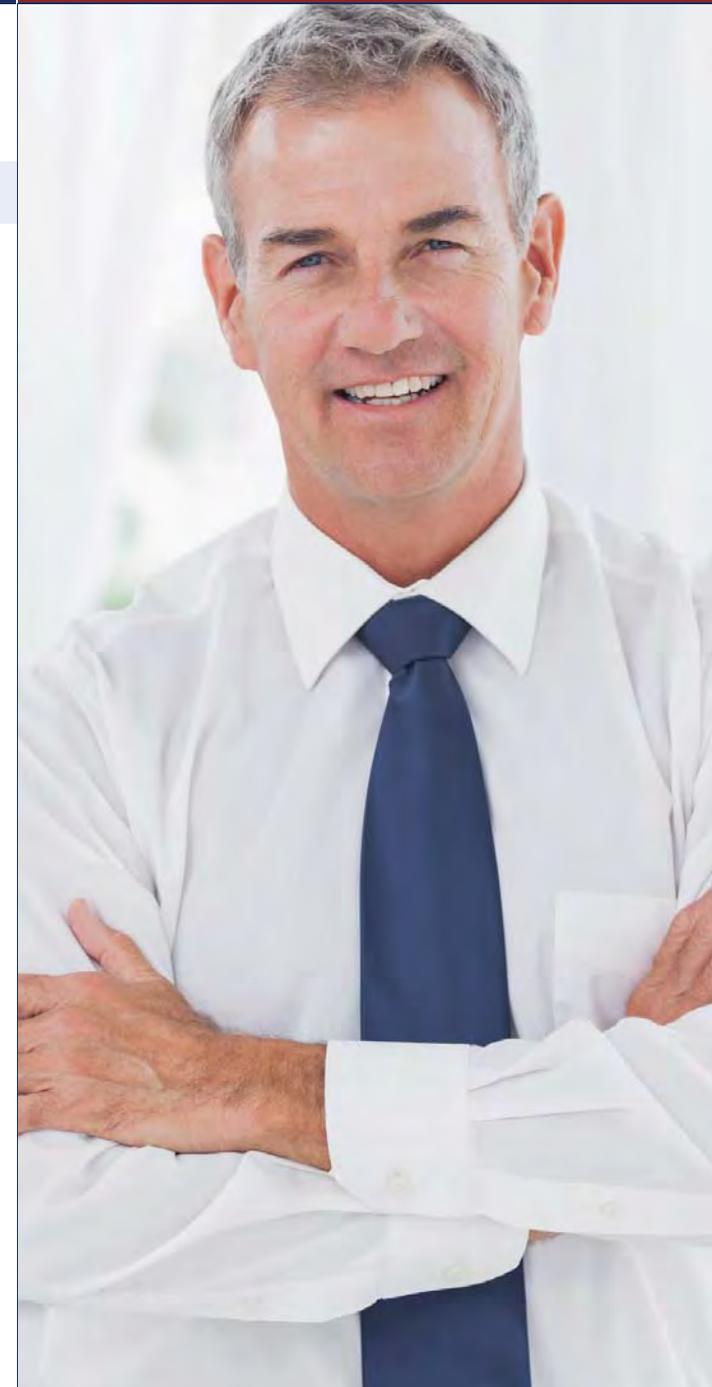
WCCP Exam Durations: 2 hours

WCCP Exam Lengths: 85 multiple-choice questions

Recommended for

California workers comp claims professionals, including those employed by:

- Insurance companies
- Third-party administrators
- Self-insured employers



New



Revised



Approved for CE



Self-Study Print



Self-Study Online



Practice Exams



SMART Study Aids



SMART App



Instructor-Led Classroom



Available in French

Chartered Property Casualty Underwriter (CPCU)



From risk management principles to complex policy and coverage analysis, CPCU is the premier designation to ensure your professional success.

Course Level: **Intermediate** and **Advanced**

Completion Time Frame: 2–3 years

Education Requirement

4 Foundation Courses:

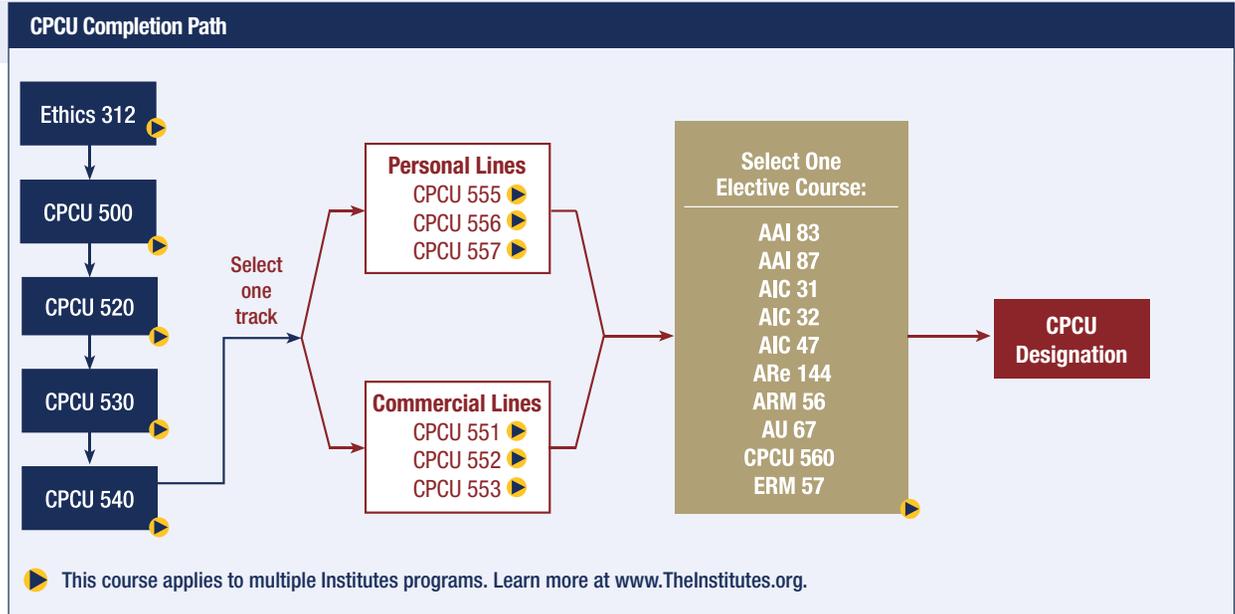
- CPCU 500—Foundations of Risk Management and Insurance
- CPCU 520—Insurance Operations
- CPCU 530—Business Law for Insurance Professionals
- CPCU 540—Finance and Accounting for Insurance Professionals

Select One Track

3 Commercial Lines Courses:*

- CPCU 551—Commercial Property Risk Management and Insurance
- CPCU 552—Commercial Liability Risk Management and Insurance
- CPCU 553—Survey of Personal Insurance and Financial Planning

*3 Commercial Lines Courses or 3 Personal Lines Courses



3 Personal Lines Courses:*

- CPCU 555—Personal Risk Management and Property-Casualty Insurance
- CPCU 556—Financial Planning
- CPCU 557—Survey of Commercial Insurance

1 Elective Course:

- AAI 83—Agency Operations and Sales Management
- AAI 87—Agency Leadership and Strategic Alignment
- AIC 31—Property Claim Practices
- AIC 32—Liability Claim Practices
- AIC 47—Claims Leadership and Organizational Alignment
- ARe 144—Reinsurance Principles and Practices
- ARM 56—Risk Financing
- AU 67—Strategic Underwriting Techniques
- CPCU 560—Financial Services Institutions
- ERM 57—Enterprise Risk Management

Senior Professional Public Adjuster (SPPA)



CPCU Exam Durations: 1.5 to 2 hours
CPCU Exam Lengths: 60 to 85 multiple-choice questions

CPCU 560 Exam Duration: 3 hours
CPCU 560 Exam Length: 30 to 35 essay questions

Ethics Requirement

Ethics 312—Ethics and the CPCU Code of Professional Conduct

Experience Requirement

- A minimum of 2 years of experience working within the insurance industry by the time of designation completion
- Complete the online matriculation form

Recommended for

- Agents and brokers
- Agency principals
- Claims representatives
- Line of business managers/executives
- Insurance litigators
- Risk managers
- Underwriters

Continuing Education

The CPCU Code of Professional Conduct identifies continuing education as a core value of the CPCU designation. The Institutes are currently formalizing the process for reporting continuing education activities and establishing a standard among CPCUs of 24 completed credit hours every 2 years. Learn more at www.TheInstitutes.org/CEforCPCUs.

With the technical knowledge needed to effectively handle claims, SPPA is the premier designation for all public adjusters.

Course Level: Intermediate

Completion Time Frame: 12–18 months

Program Requirements

Ethics:

Ethics 311—Ethical Guidelines for Insurance Professionals *or* Ethics 312—Ethics and the CPCU Code of Professional Conduct

Courses:

AINS 21—Property and Liability Insurance Principles
SPPA 30—Claim Principles and Practices for Public Adjusters
AIC 31—Property Claim Practices
AIC 41—Property Coverages

SPPA Exam Duration: 1.5 hours
SPPA Exam Length: 60 multiple-choice questions

SPPA Segmented Exam Durations: 1 hour
SPPA Segmented Exam Lengths: 20 to 40 multiple-choice questions

Recommended for

- Claims adjusters (public and other)
- Agents and brokers
- Risk managers
- Underwriters

Exams

Please note: Complete information on exam registration; exam policies and procedures; and exam rescheduling, transferring, and cancellation can be found in The Institutes' exam registration booklet. Visit www.TheInstitutes.org/ExamReg to download a booklet.

General Exam Information

Testing Window Dates

January 15–March 15
April 15–June 15
July 15–September 15
October 15–December 15

Testing Centers

On-Site Testing Centers

Locate an on-site testing center at www.TheInstitutes.org/ExamLocations.

Prometric Test Centers

Our exams are also given at Prometric test centers in more than 420 cities worldwide. Visit www.Prometric.com/TheInstitutes to locate a center.

Special Arrangements

The Institutes make every effort to assist individuals who need special exam arrangements. We do not charge for this service, but disability documentation is required. Submit requests in writing no later than the first day of the testing window for which you wish to register. For information, please email Assessments@TheInstitutes.org or call (610) 644-2100, ext. 7313.

Exam Registration Information

Examinees must register for an exam with The Institutes and then schedule an appointment to take the exam.

How to Register

Online: www.TheInstitutes.org/ExamReg

Phone: (800) 644-2101 (Monday–Friday, 8 a.m. to 6 p.m. eastern time)

Fax: (610) 640-9576

Reduced Exam Fees

The Institutes offer a reduced exam fee to those engaged full time as:

- An employee of a state or federal insurance regulatory agency
- A teacher or student in an accredited college or university
- Active-duty members of the United States Air Force, Army, Coast Guard, Marines, or Navy

To determine eligibility or to view the restrictions, visit our website or email CustomerService@TheInstitutes.org.

Confirmation Email

You will receive an email confirming your exam registration. Verify all information in the email, and read the exam policies and procedures thoroughly.

Taking the Exam

By scheduling an appointment for an Institutes examination, you acknowledge reading, understanding, and agreeing to abide by The Institutes' Code of Academic and Professional Integrity and the CPCU Code of Professional Conduct, if a CPCU candidate. Please visit our website for details.

Exam Rescheduling, Transferring, and Cancellation Policies

Complete exam policy information can be found in The Institutes' exam registration booklet. Depending on the timing of any rescheduling, transferring of a registration, or cancellation, an individual may be subject to additional fees or may forfeit any fees already paid.

Important Prometric Rescheduling Information

Before rescheduling an appointment within the same testing window, please note Prometric will charge a \$50 fee to examinees who reschedule their appointments within three to twelve business days* of the original test date. This is a fee charged and collected by Prometric and agreed to by The Institutes. If you are within the three to twelve business-day window and you have a legitimate hardship that requires that you reschedule an appointment, please contact Prometric Customer Care directly at (800) 775-3926.

*Business days are defined as Monday–Friday, excluding holidays observed by Prometric.

Exam Retake

The same exam may be taken a maximum of two times during a given testing window and no more than four times per calendar year. All exam retakes are subject to the full applicable exam registration fee.

Study Materials

Before retesting, canceling, or transferring an exam into a future testing window, examinees should verify that their study material will remain current. Visit our website or call Customer Service for more information on study material changes.

Grading Delays

Grades may be delayed after a course undergoes a change in content or exam format until an adequate number of administrations allows for statistical analysis of the exam forms. Before registering for an exam, visit www.TheInstitutes.org/official_communications/current_grading_delays.htm.

International Exam Information

Exams administered outside the U.S., its territories, and its possessions are subject to The Institutes' domestic exam policies, unless otherwise specified. All payments must be made in U.S. currency.

If an on-site testing center or a Prometric test center is not available, international examinees may take exams in paper-and-pen format for an additional \$200 administration fee. Contact Assessments@TheInstitutes.org.

If you are located outside the U.S. and Canada, please call (610) 644-2100 or email CustomerService@TheInstitutes.org.

2016 Exam Fee Schedule

Full Exams	On-Site Exam Fee	Prometric Early Exam Fee	Prometric Standard Exam Fee	U.S. Pen/Paper Exam Fee (Nontransferable)	International Pen/Paper Exam Fee (Nontransferable)	Transfer Fee (Subject to exam transfer rules and time/date restrictions)	Cancellation Forfeiture (Subject to exam cancellation rules and time/date restrictions)		
CPCU	\$242	\$268	\$340	n/a	\$468	On-site—\$85 Prometric—\$110 On-Site Testing Note - If the exam fee paid was less than the transfer fee, the entire exam fee is charged to transfer. Prometric Testing Notes - Changes made to Prometric appointments are subject to a rescheduling fee. Also, when transferring an exam, if the exam fee paid was less than the transfer fee, the entire exam fee is charged to transfer.	On-site—\$135 Prometric—\$175		
AINS	\$124	\$149	\$216	n/a	\$349				
API, AIC, ARM, AU, AIT, ARe, CYB, SPPA, WCCA, WCCP	\$175	\$201	\$268	n/a	\$401				
AIM, AAI, APA, AMIM, AIAF, AFSB, ASLI, IR, ANFI	\$232	\$258	\$324	n/a	\$458				
ERM	\$242	\$299	\$366	n/a	\$499				
Introduction to: Property & Casualty; Claims; Underwriting; Risk Management	\$46	\$149	\$216	\$174	\$349				
SM, RMPE	\$72	\$149	\$216	\$174	\$349				
AIS 25	\$93	\$149	\$216	\$174	\$349				
CAS	n/a	\$330	\$330	n/a	n/a				
ACSR	\$57	n/a	n/a	n/a	n/a				
Segmented Exams	On-Site Exam Fee	Prometric Early Exam Fee	Prometric Standard Exam Fee	U.S. Pen/Paper Exam Fee (Nontransferable)	International Pen/Paper Exam Fee (Nontransferable)			Transfer Fee	Cancellation Forfeiture
AINS 21, 22, 23, 24 (A, B, C)	\$62	\$98	\$149	n/a	n/a			Not transferable. Full exam fee charged to transfer/re-register for segmented exams.	The entire exam fee is forfeited if the exam is canceled.
AIC 37, 41, 43 (A, B)	\$108	\$139	\$191	n/a	n/a				
SPPA 30 (A, B)	\$108	\$139	\$191	n/a	n/a				
API 28, 29 (A, B)	\$108	\$139	\$191	n/a	n/a				
AIC 30, 31, 32, 39, 44 (A, B, C)	\$77	\$118	\$170	n/a	n/a				
ARM 54, 55, 56 (A, B, C)	\$77	\$124	\$175	n/a	n/a				
AAI 81, 82, 83 (A, B, C)	\$98	\$139	\$191	n/a	n/a				
ERM 57 (A, B, C)	\$118	\$160	\$211	n/a	n/a				

Exam pricing is subject to change without notice. For current exam pricing, please visit our website or call Customer Service at (800) 644-2101.

Individual Online Courses

In addition to our designation courses that are available online, you can select from more than 300 concise, targeted online courses.

With online learning from The Institutes, you benefit from:

- Cost- and time-effective knowledge development
- Technical content that can be applied to your day-to-day responsibilities
- Online accessibility at the time of your choosing

Plus, our online courses can be seamlessly integrated into your organization's learning management system (LMS).

Courses can be completed in a matter of hours and as your schedule allows. Select from courses covering these functional areas and more:

- Claims
- Commercial coverages
- Customer service
- Insurer financials
- International insurance
- Marketing/sales production
- Personal coverage
- Property-casualty insurance
- Risk management
- Underwriting

Visit www.TheInstitutes.org to find the online course right for you.

▶ Popular courses include:

- Insurance Essentials
- Catastrophe Claim Fundamentals
- Surplus Lines Fundamentals
- International Insurance Fundamentals
- Captive Insurance Fundamentals

Continuing Education

CEU

For licensed insurance professionals, CEU, powered by The Institutes, provides relevant, convenient, practical continuing education (CE) courses based on your license state(s), your state requirements, and your interests.

Take advantage of:

- Courses for all fifty states and the District of Columbia
- Relevant, mobile-friendly online courses
- Flexible delivery, including an MP3 audio option
- CE reporting within two business days
- New lower pricing and no hidden fees
- Accurate and effective corporate CE tracking

Corporate CE Programs

Managers can use CEU to establish a tailored corporate program to ensure that all their licensed employees receive their required CE quickly and efficiently. Establish a corporate program to take advantage of:

- Accurate and effective tracking of CE progress
- Relevant content developed by industry experts
- Intuitive, easy-to-use systems that can integrate with your learning management system (LMS)
- Quick, on-demand employee usage reports
- Helpful reminders of upcoming CE deadlines
- Savings over retail pricing for corporate packages for fifty or more employees

Visit www.CEU.com to learn more.



Knowledge Assessments and Solutions

The Institutes' Knowledge Assessments and Solutions is the only training tool for the risk management and insurance industry designed to reveal, fill, and reassess specific employee knowledge gaps.

Through targeted training, your organization can:

- Save time and increase productivity by focusing on the most-needed training areas
- Improve performance and drive business results with customizable educational solutions
- Increase your return on investment (ROI) while taking a resource burden off your internal training department

How It Works:



To learn more or schedule a complimentary consultation, visit www.TheInstitutes.org/KAS or contact us at sales@TheInstitutes.org or (610) 644-2100, ext. 7698.

Custom Solutions

Meet your organization's specific professional development needs with The Institutes' Custom Solutions. With more than 8,000 technical insurance topics to choose from, The Institutes can create a wide variety of custom educational products designed just for you and your company.

Custom Solutions is designed to help you:

- Fill critical knowledge gaps with relevant technical content
- Quickly get materials that meet your specific organizational needs
- Save time and increase productivity through convenient delivery options

You can also choose from a variety of different formats, including:

- Textbooks
- Online courses
- Curriculum design
- Study materials
- Assessments

To learn more or schedule a complimentary consultation, visit www.TheInstitutes.org/CustomSolutions or email our Custom Solutions team at CustomSolutions@TheInstitutes.org.

Leadership Education

Management Education

Business Strategy for Emerging Risk and Insurance Leaders

Emerge as a leader within your organization and gain valuable organizational leadership training tailored to the risk management and property-casualty insurance industry through The Institutes' Management Education, brought to you in partnership with the Wisconsin School of Business, University of Wisconsin-Madison.

Designed for experienced and high-potential managers and supervisors who are looking to advance their leadership roles or are in a position to implement organizational strategy, this three-and-a-half-day, interactive program will enable you to:

- Gain new knowledge that will help you advance up the management ranks
- Deepen your understanding of how to successfully execute business strategy
- Develop the leadership skills you need to positively influence your organization

Learn more at www.TheInstitutes.org/ManagementEd.



CENTER FOR
PROFESSIONAL
& EXECUTIVE
DEVELOPMENT

Executive Education

Lead With an Enterprise Perspective in Risk and Insurance

Develop the advanced strategic decision-making skills you need to gain a competitive advantage in the risk management and property-casualty insurance industry through The Institutes' Executive Education, brought to you in partnership with Darden Executive Education.

Designed for senior-level managers with twelve or more years of industry experience who plan and formulate major strategic objectives, this five-day, interactive program will enable you to:

- Envision and design strategic frameworks and organizational strategies
- Understand insurance industry issues and how they influence decision making
- Learn how to lead organizational change in a high-performance environment

Learn more at www.TheInstitutes.org/ExecEd.



Industry Research and Analysis

Insurance Research Council

The Insurance Research Council (IRC) provides valuable research and analysis on current legislative and regulatory challenges facing the insurance industry.

Supported by leading property-casualty insurance organizations, IRC provides research to all parties involved in public policy issues affecting risk and insurance. Policymakers and opinion leaders view IRC reports as objective guides to understanding complex issues, and IRC research is often presented in mainstream media.

Recent IRC reports include:

- *Auto Insurance Telematics: Consumer Attitudes and Opinions*
- *Trends in Auto Injury Claims, 2015 Edition*
- *Trends in Auto Insurance Affordability*
- *Shopping for Auto Insurance and the Use of Internet-Based Technology*
- *Trends in Homeowners Insurance Claims, 2015 Edition*

Visit www.Insurance-Research.org for the latest reliable research on public policy issues affecting risk and insurance.



Networking and Knowledge Sharing

The Institutes Community

Put more than 150,000 insurance professionals at your fingertips when you join The Institutes Community.

The Community is an online social platform where members of the insurance and risk management industry interact with one another.

Recently redesigned with a fresh look and new features for an easier user experience, The Community offers its members:

- Industry knowledge, tips, and advice to help you advance in your career
- Networking opportunities with fellow professionals
- Inspiration from the stories of people like you
- Motivation to complete your courses as an Institutes student
- Answers to your questions, including how to get started, the course materials best for you, exams, and more

Visit www.TheInstitutesCommunity.org to exchange ideas, information, and career advice. All are welcome to join!



CPCU Society

The CPCU Society is a professional community that promotes the lifelong learning and development of those in the risk management and insurance industry. Its network of credentialed CPCUs has access to continuing education, mentorship, skill development, and cutting-edge thought leadership.

The CPCU Society is an organization built by the industry, for the industry. With 130 local chapters and 14 specialty interest groups, the CPCU Society delivers resources that support risk management and insurance professionals throughout every stage of their career. Through its member practitioners, the CPCU Society remains at the forefront of emerging issues and developments that are shaping the risk management and property-casualty insurance industry.

Visit www.CPCUSociety.org to learn how CPCU Society membership can enhance your career.



CPCU Society Annual Meeting

The CPCU Society Annual Meeting is a valuable technical-education event for the risk management and property-casualty insurance industry that will allow you to:

- Gain technical knowledge that you can immediately apply to your job responsibilities
- Empower yourself to confidently meet the challenges facing your business
- Engage with leading industry experts and build valuable professional relationships

Don't miss these upcoming Annual Meetings:

- September 2016—Honolulu, Hawaii
- September 2017—Orlando, Florida

Learn more at www.CPCUSociety.org.

Promoting Insurance Education and Careers

CPCU-Loman Education Foundation

To help grow future leaders, the CPCU-Loman Education Foundation provides financial assistance to students pursuing internships in the insurance industry.

Internships are a proven tool employers use to attract, develop, and retain potential new employees. However, sometimes finances can prevent students from pursuing an internship in our industry. That's where the CPCU-Loman Education Foundation can make a positive difference by offering financial aid to help students offset the costs of travel, housing, and other expenses related to internships.

Visit www.CPCUSociety.org/Loman for details on the CPCU-Loman Education Foundation's financial aid efforts.

The Griffith Insurance Education Foundation

The Griffith Insurance Education Foundation, an affiliate of The Institutes, is a not-for-profit [501(c)(3)] organization dedicated to providing nonadvocacy educational offerings that promote the study and teaching of risk management and all lines of insurance to high school and college students, as well as government officials and policymakers.

The Griffith Foundation fills the essential need of preparing future professionals for our industry, providing them with an educational head start to successful careers in risk management and insurance through:

- Scholarships
- Funding to further the development of post-secondary risk management and insurance education

The Griffith Foundation also provides nonpartisan, nonadvocacy educational programs and resources to help public policymakers make more-informed decisions on issues related to risk management and insurance, including in-person programming, live and on-demand webcasts, and self-paced online learning.

Visit www.GriffithFoundation.org to learn more.



MyPath: Insurance. It's Limitless.

The insurance industry is competing for top talent with other industries that are better known to millennials.

MyPath, powered by The Institutes, is the solution that provides our industry with a unified voice to educate and excite students and young professionals about the prospects of an insurance career.

The MyPath platform currently includes:

- Internships
- Student financial assistance for internships
- Career videos
- Career assessments
- Scholarships
- Blog posts
- Millennial and industry newsletters

Be part of a unified voice to inform students' perception of our industry. Go to www.InsureMyPath.org to get involved.



1000+
PARTNERS

Thank you!

To the first 100 organizations to join the MyPath initiative, helping to educate and excite the next generation about opportunities in the risk management and insurance industry.

To learn how your organization can join this collaborative effort,
go to www.InsureMyPath.org/GetInvolved

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