

## TRAINING || TALK

In this issue we feature part four of our seven part series, *While Others Wait, Some Bold Companies Invest in Their Future with Training*. Veronica Dunbar takes a look at a Plymouth Rock Assurance and how they decided to use training to help back up their promise to be more than just insurance.

See our News Briefs section for announcements on the new books offered at Claims Professional Books, the location of our upcoming 7th Annual Claims Education Conference, the new claims blog, and the new Carl Van You Tube Channel.

We are also pleased to include an article written for the general public that has had such a fantastic response, we thought we would include it for our readers. See *Oh Her, She's New* on page 3.

As always, we here at International Insurance Institute welcome your contributions to CEM and encourage you to contact Karla Alcerro at [karla@insuranceinstitute.com](mailto: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. ■



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