

TRAINING || TALK

In this issue we feature a story about RCIS and some innovative training we helped them design to follow up the implementation of the *Awesome Claims Customer Service* program. See *Ambassadors in the Field* on page 1.

We also feature an article by Ann Van on the 7th Annual Claims Education Conference. In it she hits some of the highlights surrounding our upcoming conference in beautiful Napa Valley, California. See *Conference Comes Full Circle* on page 3.

See our News Briefs section for announcements on the newest book offered at Claims Professional Books, *The Claims Cookbook*. We will also provide updates on subjects covered in our claims blog, and the newest free training claims at the *Carl Van You Tube Channel*.

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 to Karla. ■



A stylized, handwritten signature in black ink, appearing to read 'Carl Van'.

Carl Van
President and CEO
International
Insurance Institute