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### **West Bend Mutual proves its dedication to customer service**

After rolling out *Awesome Claims Customer Service Part 1* to all its claims employees, West Bend Mutual has scheduled the follow up *Awesome Claims Customer Service Part 2* class

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throughout the claims organization. Tim Wiedmeyer, VP — Claims, said, "I'm impressed with the staff of III's knowledge of the claims discipline, and I've always believed claims people deserve a customer service workshop tailored to the demands of the claims profession. III's team met my expectations with their on-site training program, and our claims associates felt the time spent in these sessions was very worthwhile. We noticed a jump in our customer service scores immediately following the first class. I'm looking forward to the second round of sessions later in 2006."

### **Cincinnati Insurance brings together elite group**

To add to their already exemplary reputation for claim service excellence, Cincinnati Insurance used III to deliver training at its annual claims conference. Teaching and Coaching for Claims Supervisors and Managers; *The 8 Characteristics of*

*Teaching and Coaching for Claims Supervisors and Managers; The 8 Characteristics of Awesome Adjusters; and Awesome Claims Customer Service Part 1 were all delivered.*

*Awesome Adjusters*; and *Awesome Claims Customer Service Part 1* were all delivered. Following Carl Van's presentation on awesome adjusters, Frank Abignale, Jr. (portrayed by Leonardo DiCaprio in the movie *Catch Me if You Can*) gave a presentation on check fraud, and Glen Frey came to perform many of his solo hits along with hits by *The Eagles*.

### **Assurant Solutions uses conference to enlighten and team build**

The Claims Education Conference in Sonoma, CA, was attended by a group of claims managers and executives, as not only an information gathering quest, but also an opportunity to create some team building. Claims VP Jim Littleton said, "We knew the conference itself would be invaluable as far as the delivery and program content, which it was. We also thought the wine country of Sonoma

*"We knew the conference itself would be invaluable as far as the delivery and program content, which it was. We also thought the wine country of Sonoma Valley would be a perfect backdrop for us to get together as a team and have some team-building experiences."*

Valley would be a perfect backdrop for us to get together as a team and have some team-building experiences. Everyone enjoyed it."

### **New Member Companies**

The newest member companies to join the International Insurance Institute member list have distinguished themselves by seeking out new and innovative training beyond their internal programs. Many attended the Claims Education Conference in Sonoma, CA, which was their first exposure to III, and then organized training programs to

be delivered at their companies.

### **United States**

Mark Gustafson, Section Manager at State Farm Insurance

Dave Johnson, Division Claims Manager at Infinity Insurance

Jay O'Hara, Associate Manager at Cincinnati Insurance

Tom Behrend, Division Claims Manager of Acuity Insurance

Jack Orr, District Claims Manager of Florida Farm Bureau

John Meier, President, Employers Resource Northwest

Thomas Coultres, Vice President, PECO Energy

Richard Morton, Senior Regional Manager, Universal Underwriters

Brian Boechler, Claims Manager, Nationwide/Allied Insurance

Jamie Frederickson, Claims Manager, Farmers Mutual of Nebraska

John Foster, Vice President of Claims, Farmers Alliance Companies

Becky Fordon, Service Center Manager, Farmers Insurance

### **Canada**

Steve Tonnes, Vice President of Canada Insurance Services

### **France**

Phil Bradley, Global Head of P&C Claims, GIE AXA Service Compatible

### **Guam**

Zenie R. Roque, Claims Manager, Guam Insurance Adjusters, Inc.

### **Singapore**

Koo Yew Weng, Manager, Singapore College of Insurance