

Awesome Claims Customer Service makes its way to the U.K.

Royal and Sun Alliance Group, an international insurance carrier based in the United Kingdom, has contracted with International Insurance Institute to provide a session on Claims Customer Service at its technical academy in London, England.

On November 18, 2008, Dave Vanderpan, Director of Claims Training for III, will present the basics of the *Awesome Claims Customer Service* class to over 100 executives from England, Newfoundland, India, Ireland, Italy, Canada and around the world.

Re-titled "Brilliant Claims Customer Service" to better suit the terminology of the U.K., Mr. Vanderpan will outline:

- ▶ The five standards of great customer service companies
- ▶ Listening and empathy training in claims
- ▶ How improving customer service increases efficiency and profitability

International Contingency Grows

Ten years ago, when III was founded as a small training company in Folsom, California, many questioned why a company with just a few potential in-state customers would be so bold to call itself "International" Insurance Institute. For those involved in the concept and design of a company dedicated to claims specific training, there was little doubt.

Having conducted on-site training to top Canadian companies such as Royal Bank of Canada Insurance, Aviva Canada, Royal and SunAlliance Insurance, and soon to be Alberta Motor Association, in cities such as Toronto, Dartmouth, Edmonton, Calgary, and Mississauga, III had already established itself as the leading training force in both the U.S. and Canada.

Newfoundland is the latest to be added to the list that will host III trainers. Johnson Insurance, located in St. Johns, Newfoundland, will be the beneficiary of workshops facilitated at their locations by III.

360Training.com Announces New Partnership

360Training.com, a premier provider of accredited online insurance and financial services training, announces plans to incorporate *The 8 Characteristics of the Awesome Adjuster* book as part of an adjuster program for Continuing Education and Licensing through various Department of Insurance offices around the country.

Jason Clark of 360Training.com announced the project recently and will be listing it on their proprietary website with a launch date scheduled for October 2008. "Through this collaborative effort with the International Insurance Institute we are striving to provide the adjuster additional best practices training beyond our current state approved licensing exam. A major concern for adjusters is acquiring education that speaks directly to their needs. We feel that 8 Characteristics is that addition to our product line and we look forward to the launch in our online bookstore."

We are delighted to welcome our newest members who have joined International Insurance Institute's member list, either through on-site training programs or training materials.

▶ NEW MEMBERS

United States

- Excel Energy, Kathy Doughty, Claims Manager
- American Modern Insurance, Tara Osborne, Claims Examiner
- Professionals in Workers' Comp, Diann Cohen, President
- State Farm Insurance, Dean Zendarski, Claims Manager
- State Farm Insurance, James Paladino, Claims Manager
- State Farm Insurance, Melany Chepow, Claims Manager
- Westfield Insurance, Laurel Hershman, Learning Specialist
- Shelter Insurance, Renee Ryan
- Georgia Farm Bureau, Cedric Battle, Claims Manager
- Belk, Inc, Mashea Miller, Risk Coordinator

International

- Alberta Motor Association, Taryn Pue, Claims Trainer - Edmonton, Canada
- Royal and SunAlliance, Julie Hands, Technical Academy - London, England
- Aviva Canada, André Bourgie, H/R Business Learning Partner - Scarborough, Canada
- Aviva Canada, Wendy Hillier, Claims VP - Toronto, Canada
- Johnson Insurance, Gord Pike, Corporate Manager - St. Johns, Newfoundland