



In this issue we feature ERNWest in part 3 of our series *While Others Wait, Some Bold Companies Invest in their Future with Training*. A series that examines how some companies, while given the same “save money” directive as most insurance companies, are investing in training to meet that end.

Of course we are gearing up for the 5th Annual Claims Education Conference. This year we are so proud to hold the conference in our home town of New Orleans, home of the World Champion New Orleans Saints!

We are proud to add AICPCU as our main sponsor, and encourage everyone to take advantage of the terrific programs they have to offer.

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 topics that you would like to see discussed in the magazine. ■



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