

ate each and every hypothesis. What we do offer is practical experience and examples to better illustrate how to deliver superior customer service in claims.

Written by Carl Van and Jon Coscia (Paperback \$24.95 available at www.ClaimsProfessionalBooks.com, www.Amazon.com, and other online book sellers

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DISTINGUISHED SENIOR CLAIM LAW ASSOCIATE AWARD! APPLY TODAY.

Each year at the Claims Education Conference a Designation Conferment Ceremony is held to celebrate the achievements of all the registrants who have earned a claims law designation with American Educational Institute (AEI) over the past year. AEI is the premier provider of self-study insurance claims law programs with courses leading to industry-recognized designations including the highest designation, Senior Claim Law Associate (SCLA). The highlight of the event is the award presentation and keynote address from the Dis-

tinguished SCLA Award Winner. This award is presented to a new SCLA designee for their demonstrated commitment to professionalism and outstanding service to the insurance industry. "There is simply no easy way to earn an SCLA Designation. Any designee must therefore possess qualities such as responsibility, perseverance, organization, and a commitment to excellence. The award recipient's demonstration of these qualities and their devotion to professionalism through claims law education is a perfect example of AEI's mission," said Amy Koernig, President of AEI.

Applications are currently being accepted and anyone who has or will have achieved their SCLA designation between January 1, 2020 and February 5, 2021 is eligible. The next Distinguished SCLA Award Winner will address their fellow designees at the 2021 Claims Education Conference (May 11-14, 2021) in New Orleans during the Conferment Ceremony on Wednesday, May 12th. The next recipient will join the impressive group of award winners including the past three: Lacey Payne, SCLA from Auto-Owners Insurance, Claire Muselman, SCLA Gold from Continental Western Group and this year's recipient TJ Roland, SCLA Gold from Sentry Insurance. For more information on the application process, please visit www.sclasociety.org/annual-conference. ■



(L to R) Claire Muselman of Continental Western Group accepts her award from the President of SCLA, Melissa Studeny of Liberty Mutual Insurance.