



# The Choice in New Hampshire for Award Winning Education

## New Hampshire Association of Insurance Agents

6 Garvins Falls Rd, Concord, NH 03301 603-224-3965 1-800-559-3373 Fax: 603-224-0550

E-mail: [judy@nhaia.com](mailto:judy@nhaia.com) Web: [www.NHAIA.com](http://www.NHAIA.com)

Independent Insurance Agent

## ACSR – Accredited Customer Service Representative

ACSR is more than a program... it's an investment in the success of your agency—an investment that yields a wealth of dividends. ACSR's are better prepared with increased product knowledge; improved selling and account rounding skills; enhanced productivity and confidence; higher levels of professionalism and customer service.

Course Description	Cont. Ed Hours (CEHs)	Qty	Cost	Total
<b>ACSR 1: Homeowners:</b> Homeowners policies—provisions, endorsements and pricing; other residential policies	7 Producer		\$150. Member \$200. Non-member	
<b>ACSR 2: Personal Auto:</b> The Personal Auto Policy (PAP)—provisions, endorsements and pricing	7 Producer		\$150. Member \$200. Non-member	
<b>ACSR 3: Personal Lines Related Coverages:</b> Dwelling; personal lines floaters, personal umbrella, watercraft, flood insurance and more	7 Producer		\$150. Member \$200. Non-member	
<b>ACSR 4: Errors &amp; Omissions/Loss Control:</b> Agent liability; client responsibilities; reducing exposures; common errors; specialty markets; claims	7 Producer		\$150. Member \$200. Non-member	
<b>ACSR 5: Professional Development:</b> Principles of risk management, account rounding and cross selling; time management, setting personal goals and ethics	7 Producer		\$150. Member \$200. Non-member	
<b>ACSR 6: Commercial Property:</b> Property loss exposures; building and personal property; business income; cause of loss forms; endorsements	7 Producer		\$150. Member \$200. Non-member	
<b>ACSR 7: Commercial Liability:</b> Liability loss exposures; CGL occurrence and claims made forms; endorsements; commercial umbrella; underwriting	7 Producer		\$150. Member \$200. Non-member	
<b>ACSR 8: Commercial Automobile:</b> Business auto coverage (BAC) and endorsements; garage and truckers forms	7 Producer 7 M.L.Adjuster		\$150. Member \$200. Non-member	
<b>ACSR 9: Commercial Lines Related Coverages:</b> Crime, inland & ocean marine; businessowners policies (BOP); workers' compensation; bonds	7 Producer 7 M.L.Adjuster		\$150. Member \$200. Non-member	

SHIPPING & HANDLING CHARGES			
\$ 0 - \$100	\$7.00	\$351 - \$500	\$15.00
\$101 - \$200	\$9.00	\$501 - \$750	\$18.00
\$201 - \$350	\$12.00	\$751 +	Contact NHAIA
<b>Residential delivery: Add \$2 to the charges above.</b>			

Sub Total	
NH CEH Filing Fee \$1 per hour	
Shipping & Handling (see chart at left)	
Grand Total	

Name: _____	Phone: _____
Agency/Company: _____	Fax: _____
Street Address (No PO Boxes): _____	E-Mail: _____
City: _____ State: _____	Zip: _____
Proctor Name: _____	
<input type="checkbox"/> My Check Is Enclosed	
<input type="checkbox"/> Bill My Agency (NHAIA members only)	
<input type="checkbox"/> Please Charge My: Visa/MC/Discover Card Number: _____	
Exp. Date: _____	
Security Code: _____	