



Frequently Asked Questions

What is ACSR?

The Accredited Customer Service Representative (ACSR) program is the Independent Insurance Agents & Brokers of America's (IIABA) national CSR designation program. With more than 14,000 designees, ACSR is the nation's largest and most prestigious program of its kind.

Who should earn the ACSR designation?

ACSR classes are not only for customer service representatives but also for producers and other agency personnel who wish to expand their technical knowledge to gain an advantage in their careers.

What designations can I earn through the ACSR program?

The ACSR program offers designations in Commercial Lines, Personal Lines and Life/Health. Students can earn one, two or all three designations. In addition, the ACSR program has been approved as a contributing education course toward the CPIW designation.

Do I have to be licensed to get this designation?

No, everyone is welcome to attend any of the ACSR classes and pursue the ACSR designation.

How are ACSR courses offered?

ACSR courses are offered throughout the education calendar year, generally one per month beginning with ACSR #1 – Homeowners and continuing monthly, ending with ACSR #9 – Commercial Lines Related Coverages. ACSR can also be completed through self-study and through on-line courses.

If I attend an ACSR course for CE, do I need to sit for the exam?

No. While we encourage all students to pursue the ACSR designation, you do not need to sit for the exam if you are only taking the course for continuing education credits.

What happens if I don't pass the exam?

Simply call Judy Durst at 1-800-559-3373 to schedule a retake exam. You may elect to attend the exam portion of the same class or take the exam in your office proctored by your supervisor. Unlike many designation programs, you do not need to pay for and sit through the course again to be eligible to retake the exam, however, a re-take exam fee of \$40.00 is required.

Where can I get more details on the ACSR designation program?

Call Judy Durst at 1-800-559-3373 or see our website, www.nhaia.com for information on the program and the education calendar for upcoming classes.