



The Choice in New Hampshire for Award Winning Education

New Hampshire Association of Insurance Agents

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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
ACSR 1: Homeowners: Homeowners policies—provisions, endorsements and pricing; other residential policies	7 Producer		\$ 90. Member \$160. Non-member	
ACSR 2: Personal Auto: The Personal Auto Policy (PAP)—provisions, endorsements and pricing	7 Producer		\$ 90. Member \$160. Non-member	
ACSR 3: Personal Lines Related Coverages: Dwelling; personal lines floaters, personal umbrella, watercraft, flood insurance and more	7 Producer		\$ 90. Member \$160. Non-member	
ACSR 4: Errors & Omissions/Loss Control: Agent liability; client responsibilities; reducing exposures; common errors; specialty markets; claims	6 Producer		\$ 90. Member \$160. Non-member	
ACSR 5: Professional Development: Principles of risk management, account rounding and cross selling; time management, setting personal goals and ethics	7 Producer		\$ 90. Member \$160. Non-member	
ACSR 6: Commercial Property: Property loss exposures; building and personal property; business income; cause of loss forms; endorsements	7 Producer		\$ 90. Member \$160. Non-member	
ACSR 7: Commercial Liability: Liability loss exposures; CGL occurrence and claims made forms; endorsements; commercial umbrella; underwriting	7 Producer		\$ 90. Member \$160. Non-member	
ACSR 8: Commercial Automobile: Business auto coverage (BAC) and endorsements; garage and truckers forms	7 Producer 7 M.L.Adjuster		\$ 90. Member \$160. Non-member	
ACSR 9: Commercial Lines Related Coverages: Crime, inland & ocean marine; businessowners policies (BOP); workers' compensation; bonds	7 Producer 7 M.L.Adjuster		\$ 90. Member \$160. Non-member	

SHIPPING CHARGES

\$0 - \$100	\$7.00	\$351 - \$500	\$15.00
\$101 - \$200	\$9.00	\$501 - \$750	\$18.00
\$201 - \$350	\$12.00	\$751 +	Contact NHAIA

Sub Total	
NH CEH Filing Fee \$1 per hour	
Shipping (see chart at left)	
Handling Fee (n/a for members)	\$15.00
Grand Total	

RESIDENTIAL DELIVERY: ADD \$2 TO ABOVE CHARGES

Name: _____	Phone: _____
Agency/Company: _____	Fax: _____
Street Address: _____	E-Mail: _____
City: _____ State: _____	Zip: _____
Proctor Name: _____	
<input type="checkbox"/> My Check Is Enclosed <input type="checkbox"/> Please Charge My: VISA MASTERCARD DISCOVER	
<input type="checkbox"/> Bill My Agency (NHAIA members only)	
Card Number: _____	Exp. Date: _____ V Code: _____
Name on the Credit Card is: _____	Signature: _____