NHAIA
Education Calendar

2020
Through March

NHAIA EDUCATION COMMITTEE
Jamie Santo—Chairman of the Board
Santo Insurance, Salem, NH
Jamie@santoinsurance.com

Heather Clement, Chairperson
Chalmers Insurance Group
hclement@chalmersinsurancegroup.com

Wendy Bagley, AAI, CPIW
Melcher & Prescott Agency
wbagley@melcher-prescott.com

Sarah Dickinson
Plymouth Rock
sdickinson@plymouthrock.com

Christopher French
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Kendra Cote
CGI Business Insurance
kcote@cgibusinessinsurance.com

Lynn Marcou
SAN Group
lynnm@sangroup.com

David Collins
SAN Group
davidc@sangroup.com

All classes are held at
NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH.
Classes are taught by Judy Durst, Director of Education, unless otherwise indicated.

A few things to keep in mind....

- Lunch is on your own.
- Several ways to register:
  - Print the universal registration form found on the next page, complete it and either fax or email to Judy Durst at (603) 224-0550 or judy@nhaia.com
  - Call our office to register
  - Register on-line through our website (www.nhaia.com)

- Please dress comfortably and bring a sweater (sometimes the classroom is chilly)
- A $25 fee will be charged for cancellations received prior to the Friday immediately before the class. NO REFUNDS AFTER THE FRIDAY IMMEDIATELY BEFORE THE WEEK OF THE CLASS – NO EXCEPTIONS.

We invite all registrants to advise us of any disability and any requests for accommodation to that disability. Your request should be submitted to us at least two weeks prior to the program.

Got an idea or topic for a class, don’t keep it to yourself. Share it with Judy or with any of the members of our education committee!

Other Education options include Self Study courses; One hour webinars on diverse subjects—live and recorded;
On-site classes
New E & O webinars—3 hours each—live and recorded
New full day E & O classes on various topics!!

NEW! COMMERCIAL INSURANCE ADVANCED STUDIES DESIGNATION!

If you have any questions, please contact
Judy Durst, Director of Education
603-224-3965 or judy@nhaia.com

NHAIA, 6 Garvins Falls Road, Concord, NH 03301—Phone 603-224-3965; Fax 603-224-0550; Email: judy@nhaia.com
STUDENT INFORMATION

Name: ___________________________________________ NPN or License #: ____________________________

Agency/Company: ____________________________________________________________

Address: ___________________________________________ Street Address (No PO Boxes) _____________
City: ___________________ ST: _______ Zip Code: _____________

Work Phone: ___________ Fax: ___________ Email: _________________________________

COURSE INFORMATION

Course Name: ___________________________________________ Class Fee: ___________

Course Date: _______________ CE credits wanted? Yes __ No __

Course Name: ___________________________________________ Class Fee: ___________

Course Date: _______________ CE credits wanted? Yes __ No __

Course Name: ___________________________________________ Class Fee: ___________

Course Date: _______________ CE credits wanted? Yes __ No __

Send Book Now? __ Yes ___ No ___

Total Amount Due: ___________

PAYMENT METHOD

Check Enclosed: _____ Bill Agency (NHAIA members only): _____

Credit Cards Accepted: VISA _____ MasterCard _____ Discover _____

Credit Card Number: ______ ______ ______ ______

Card Expiration Date: _______ V Code (security code): __________
(Found on the back of your credit card - last 3 digits on the signature line.)

Name of Cardholder: ___________________________ Billing Zip Code: _____________

Signature: __________________________________________

Please Return Registration To: New Hampshire Association of Insurance Agents
6 Garvins Falls Road, Concord, NH 03301

Questions?: 603-224-3965 Fax: 603-224-0550 www.NHAIA.com

Cancellation Policy: Cancellation fee of $25 per day will be assessed for all cancellations. No Refunds after the Friday immediately before the class.
### ACSR Program – 2020 Class Listing

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Date</th>
<th>Date</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACSR 1 – Homeowners 2011</td>
<td>1/7/20</td>
<td>4/9/20</td>
<td>8/13/20</td>
</tr>
<tr>
<td>ACSR 2 – Personal Automobile</td>
<td>2/4/20</td>
<td>5/21/20</td>
<td>9/1/20</td>
</tr>
<tr>
<td>ACSR 3 – Personal Lines Related Coverages</td>
<td>3/10/20</td>
<td>6/21/20</td>
<td>10/3/20</td>
</tr>
<tr>
<td>ACSR 5 – Professional Development</td>
<td>2/11/20</td>
<td>8/4/20</td>
<td>12/1/20</td>
</tr>
<tr>
<td>ACSR 6 – Commercial Property</td>
<td>4/28/20</td>
<td>8/27/20</td>
<td>12/10/20</td>
</tr>
<tr>
<td>ACSR 7 – Commercial General Liability</td>
<td>3/26/20</td>
<td>7/23/20</td>
<td>11/12/20</td>
</tr>
<tr>
<td>ACSR 8 – Commercial Auto and Garage</td>
<td>2/19/20</td>
<td>7/1/20</td>
<td>10/20/20</td>
</tr>
<tr>
<td>ACSR 9 – Commercial Lines Related Coverages</td>
<td>1/30/20</td>
<td>5/26/20</td>
<td>9/15/20</td>
</tr>
</tbody>
</table>

### AAI Program – 2020 Class Listing

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Date</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAI 81A – Principles of Insurance</td>
<td>4/15/20</td>
<td>10/6/20</td>
</tr>
<tr>
<td>AAI 81B – Personal Insurance</td>
<td>5/19/20</td>
<td>11/4/20</td>
</tr>
<tr>
<td>AAI 81C – Commercial Property Insurance</td>
<td>6/9/20</td>
<td>12/17/20</td>
</tr>
<tr>
<td>AAI 82A – Commercial Liability Insurance</td>
<td>3/31/20</td>
<td>9/3/20</td>
</tr>
<tr>
<td>AAI 82B – Other Commercial Insurance</td>
<td>4/23/20</td>
<td>10/22/20</td>
</tr>
<tr>
<td>AAI 82C – Specialized Insurance and Bonds</td>
<td>5/27/20</td>
<td>11/19/20</td>
</tr>
<tr>
<td>AAI 83A – Principles of Agency Management</td>
<td>1/9/20</td>
<td>8/6/20</td>
</tr>
<tr>
<td>AAI 83B – The Insurance Product Environment</td>
<td>2/12/20</td>
<td>9/16/20</td>
</tr>
<tr>
<td>AAI 87 – Agency Leadership &amp; Strategic Alignment</td>
<td>6/25/20&amp;</td>
<td>12/3/20 &amp;</td>
</tr>
<tr>
<td>(AAI-M)</td>
<td>6/30/20</td>
<td>12/8/20</td>
</tr>
<tr>
<td>AIS 25 – Delivering Insurance Services</td>
<td>1/22/20</td>
<td>7/29/20</td>
</tr>
</tbody>
</table>

### CRIS – Construction Risk Insurance Specialist Program – 2020 Class Listing

Please note that all 2020 classes will be held at Insurcomm, 290 Heritage Avenue, Portsmouth. Please register through the MA Agents Association

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRIS Commercial Auto, Surety, CIPs, Misc. Lines</td>
<td>4/14/20</td>
</tr>
<tr>
<td>CRIS Commercial Liability Insurance for Contractors</td>
<td>5/20/20</td>
</tr>
<tr>
<td>CRIS Re-Accreditation – Additional Insured Issues</td>
<td>6/3/20</td>
</tr>
<tr>
<td>CRIS Re-Accreditation – Design Build</td>
<td>8/11/20</td>
</tr>
<tr>
<td>CRIS Workers Compensation for Contractors</td>
<td>9/2/20</td>
</tr>
<tr>
<td>CRIS Property Insurance for Contractors</td>
<td>10/14/20</td>
</tr>
<tr>
<td>CRIS Contractual Risk Transfer in Construction</td>
<td>11/10/20</td>
</tr>
</tbody>
</table>

For more information, please call Judy Durst @ 603-224-3965 or email her at judy@nhaia.com.

New Hampshire Association of Insurance Agents, 6 Garvins Falls Road, Concord, NH 03301
E & O Classes during 2020

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Date</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>E &amp; O Roadmap - Commercial Liability Coverage Gaps</td>
<td>1/28/20</td>
<td>7/21/20</td>
</tr>
<tr>
<td>E &amp; O Roadmap – Homeowners Analysis Part 1</td>
<td>2/25/20</td>
<td>8/26/20</td>
</tr>
<tr>
<td>E &amp; O Roadmap - Commercial Property Coverage Gaps</td>
<td>3/18/20</td>
<td>10/7/20</td>
</tr>
<tr>
<td>E &amp; O Roadmap – Homeowners Endorsements &amp; Inland Marine</td>
<td>4/21/20</td>
<td>9/17/20</td>
</tr>
<tr>
<td>E &amp; O Roadmap to Policy Analysis</td>
<td>6/10/20</td>
<td>11/18/20</td>
</tr>
</tbody>
</table>

Additions to the schedule may occur during 2020 as additional E & O classes are developed & approved. The above courses qualify for credits on your E & O coverage premium. See Joan Pageau. Please remember that the ACSR 4 E & O Loss Control class no longer qualifies for this premium credit.

Super CE Saturday 2020

| 4/25/20   | 10/31/20 |

P & C Pre-licensing Review Courses During 2020

<table>
<thead>
<tr>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Class is a 4-day program)</td>
</tr>
<tr>
<td>January 13, 14, 15, &amp; 16, 2020</td>
</tr>
<tr>
<td>March 2, 3, 4, &amp; 5, 2020</td>
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<tr>
<td><strong>June 15, 16, 17 &amp; 18, 2020</strong></td>
</tr>
<tr>
<td>August 17, 18, 19, &amp; 20, 2020</td>
</tr>
<tr>
<td>October 26, 27, 28, &amp; 29, 2020</td>
</tr>
</tbody>
</table>

Life, Accident, & Health Pre-licensing Review Courses During 2020

<table>
<thead>
<tr>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Class is a 3-day program on three consecutive Fridays)</td>
</tr>
<tr>
<td>February 14, 21, &amp; 28</td>
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<tr>
<td>April 17, 24 &amp; May 1</td>
</tr>
<tr>
<td>August 14, 21, &amp; 28</td>
</tr>
<tr>
<td>October 9, 16, &amp; 23</td>
</tr>
</tbody>
</table>

For more information, please call Judy Durst @ 603-224-3965 or email her at judy@nhaia.com.

New Hampshire Association of Insurance Agents, 6 Garvins Falls Road, Concord, NH 03301
**January 7, 2020**

*Tuesday*

**9:00 AM - 4:00 PM**

**ACSR 1 - Homeowners 2011 -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH**

This full day program will review the basics of the homeowners program including endorsements.

Approved for 7 CE hours in NH & VT; for 6 CE hours in ME.

Cost: $177 members; $232 non-members

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**January 8, 2020**

*Wednesday*

**9:00 AM - 12:00 PM**

**Commercial Condos - Advanced Look -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH**

This three-hour program will delve into the property and liability exposures unique to commercial condominium associations and unit owners. We’ll review the Condo specific ISO forms to determine the level of coverage they provide, look at endorsements that might apply as well as other coverage forms that may be needed to meet the needs of this client. This is an advanced level course.

Member cost: $75 including CE credits (pending approval)
Non-member cost: $125 including CE credits (pending approval)

**1:00 PM - 4:00 PM**

**Additional Insureds and Risk Transfer -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH**

A three-hour course that will take a more advanced look at additional insured requests, the endorsements available, and why you would use one over the other. A review various types of risk transfer mechanisms and how that affects your clients insurance program such as waivers of subrogation, hold harmless agreements and more. Lastly, how does all of this affect the certificate of insurance you are issuing? This is an advanced class.

Member cost: $75 including CE credits (pending approval)
Non-member cost: $125 including CE credits (pending approval)

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**January 9, 2020**

*Thursday*

**9:00 AM - 4:00 PM**

**AAI 83 A - Principles of Agency Management -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH**

Review of agency formation/environment, organizational management, agency sales management & personal production plans.

Approved for 8 CE hours in NH, VT & ME.

Cost: $243 members; $333 non-members

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**January 10, 2020**

*Friday*

**9:00 AM - 12:00 PM**

**E & O Management - Part 1 -- Insurcomm, 290 Heritage Ave., Portsmouth, NH**

This three hour E & O program (half of the six hour program) includes a review of E & O considerations of agency operations; agency defenses -- documentation; risk assessment questionnaires and coverage checklists, as well as E & O issues with certificates of insurance.

Approved for Producer CE only in NH & ME

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January 10, 2020 Continued  
Friday

Please register through Insurcomm

January 13, 2020  
Monday

9:00 AM - 4:00 PM  
Property & Casualty Pre-Licensing Review Class -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
4-day class to prepare for the P & C Licensing Exam
Each day begins at 9am and ends at 4pm.
Material will be sent to you when you register.
It is recommended that you read the book prior to the start of class.
NO CE credits are provided for attending this class.
Cost: $265 member prior to 12/27/19; $290 member; $415 nonmember

January 14, 2020  
Tuesday

9:00 AM - 4:00 PM  
Property & Casualty Pre-Licensing Review Class -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
Day two of four day class.

January 15, 2020  
Wednesday

9:00 AM - 4:00 PM  
Property & Casualty Pre-Licensing Review Class -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
Day three of four day class.

January 16, 2020  
Thursday

9:00 AM - 4:00 PM  
Property & Casualty Pre-Licensing Review Class -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
Day four of four day class.

January 21, 2020  
Tuesday

9:00 AM - 12:00 PM  
Workers Compensation - Advanced including Experience Mods. -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This three-hour program will provide an advanced view of the Workers Compensation coverage form and endorsements. It will also include a review of experience modification — Who is eligible? What information is included? How is it computed? What about errors? What affects the experience mod the most? How to explain it to your client. This is an advanced class.
Member cost: $75 including CE credits (pending approval); Non-member cost: $125
January 21, 2020 Continued

Tuesday

1:00 PM - 4:00 PM

Advanced Commercial Property Coverage Forms -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This three-hour program will review some of the lesser known coverage forms in commercial property. We’ll review the Condominium Association Coverage Form; Condominium Commercial Unit-Owners Coverage Form; Builders Risk Coverage Form; Legal Liability Coverage Form and Leasehold Interest Coverage form. When would you use these forms? What do they cover and why are they different than the Building and Personal Property Coverage Form?
Member cost: $75 including CE credits (pending approval); Non-member cost: $125 including CE credits (pending approval)

January 22, 2020

Wednesday

9:00 AM - 4:00 PM

AIS 25 - Delivering Insurance Services -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
Learn improvement principles that can help you attract and retain clients. This course is a compliment designation to the AAI or the AINS designations. Pass the exam and attain the designation.
Cost includes 7 CE for attending the class. Cost: $300 member; $400 non-member
**If you pass the exam, you are eligible for 21 CE credits. Please advise us if you pass the exam.

January 23, 2020

Thursday

9:00 AM - 12:00 PM

Advanced NH Laws and CIAS introduction -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This course will introduce you to our new Commercial Insurance Advanced Studies Designation (CIAS) and provide the student with advanced instruction on specific laws in NH. This three hour ethics approved class will review the certificates of insurance law; surplus lines law; cancellation laws and claim settlement administrative rule.
Approved for 3 Ethics CE in NH and ME
Member cost: $75 including CE credits; Non-member cost: $125 including CE credits

1:00 PM - 4:00 PM

Claims Handling to get the Wow! -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This three-hour program will review claims handling with the accent on creating a pleasant experience for your insured or for the claimant. It will include a review of processes involved in handling a claim and how you can enhance your relationship with your client. Who knows, you might even get to write the claimant’s coverage! Along with that, we’ll review Regulation 1002 so you will be familiar with the laws regarding claims in NH. Our last stop will be the Unfair Claims Practices law.
Member cost: $75 including CE credits (pending approval); Non-member cost: $125 including CE credits (pending approval)
January 28, 2020
Tuesday

9:00 AM - 4:00 PM  
Commercial Liability Coverage Gaps and How to Fill Them -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This course is designed to help insurance producers recognize & help correct the gaps that can occur in General Liability, Commercial Auto, Workers Compensation and Excess/Umbrella policies. It also includes information on an insurance professional’s legal duties. This six hour class is jam packed with information you can use on a daily basis. Approved for 6 CE credits in NH & ME  
Cost: $116 for members; $171 for non-members

January 30, 2020
Thursday

9:00 AM - 4:00 PM  
ACSR 9 - Commercial Lines Related Coverages -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This full day course will include a review of Workers Compensation, Business owners, Commercial Crime, Surety Bonds, Marine, and Commercial Umbrella coverages.

Approved for 7 CE credits in NH & VT; 6 CE credits in ME  
Cost: $177 members; $232 non-members

February 4, 2020
Tuesday

9:00 AM - 4:00 PM  
ACSR 2 - Personal Auto Insurance -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
Review of the Personal Auto Policy and endorsements

7 CE Credits approved in NH; 6 CE Credits approved in ME & VT.  
Cost: $177 member; $232 non-members

February 5, 2020  
Wednesday

9:00 AM - 12:00 PM  
Hot Potatoes in Personal Lines -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This three-hour program will review various “hot potatoes” found in personal lines accounts. We’ll begin by discussing homeowners concerns such as insurance to value, determining coverage A on an HO-6 policy, renting out your home and more. We’ll then look at personal auto concerns such as car sharing, rental cars, kids cars & divorce, to name a few. We’ll also spend some time on boats, inland marine, flood and personal umbrella concerns. You won’t want to miss it!

Approved for 3 CE credits in NH and ME;  
Cost: $58 for members; $83 for non-members
How Do You Spell Personal UMBRELLA? -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This three hour program will review each letter of the word UMBRELLA. We'll review the Uniqueness of the forms; Markets for the product; Brokering, if necessary; Requirements of underlying coverage; Exclusions; Layering; Locating & selling to your clients; Application – importance of getting it right. Lots of great information!
Approved for 3 CE credits in NH & ME. Cost: $58 for members; $83 for non-members

Advanced Business Income Solutions -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This three hour program will concentrate on some advanced business income issues. By reviewing a business income worksheet, we can work through determining the coinsurance percentage to use and the limit of insurance. We'll also look at what might be needed for extra expense coverage, when the insured needs Business Income for Dependent Properties, Extended Period of Indemnity, Payroll Exclusion or Limitation, Power, Heat, and Refrigeration Deduction, Ordinance or Law and much more.
Cost: $75 for members including CE credits; $125 for non-members including CE credits. CE credits are being applied for.

Commercial Property Exclusions and Endorsements - Advanced review -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
A three-hour comprehensive review of the exclusions found under the common commercial property forms and whether there are endorsements to buy the coverage back. Not all endorsements have that purpose so we'll review some of the other endorsements available that can add, exclude, or modify coverage provided by the form.
Cost: $75 for members including CE credits; $125 for non-members including CE credits.

New Exposures Facing Businesses Today -- Insurcomm, 290 Heritage Ave., Portsmouth, NH
This fast-paced course will review exposures facing businesses today including cyber liability, data breaches, environmental issues, active shooter coverage, kidnap & ransom, cannabis in the workplace as well as foreign liability and workers compensation issues. A must for keeping up with our commercial clients!
Approved for 3 CE credits in NH for Producers and Multi-Line Adjusters and for Producers in ME.
Register through Insurcomm

ACSR 5 - Professional Development -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This full day program will review customer service and its impact, professional image and office image, professional communication as well as account management and company relations.
February 11, 2020 Continued
Tuesday

Approved for 7 CE credits in NH & VT; for 6 CE credits in ME; Cost: $177 members; $232 non-members.

February 12, 2020
Wednesday

9:00 AM - 4:00 PM AAI 83 B - The Insurance Production Environment -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This full day program will include a review of producer-insurer relationships, agency image, agency growth/customer communications as well as market segmentation/target marketing.

Approved for 8 CE credits in NH, ME & VT; Cost: $243 members; $333 non-members.

February 14, 2020
Friday

9:00 AM - 4:00 PM Life, Accident & Health Pre-Licensing Review Class -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This three-day program will prepare the student to take the Life, Accident & Health Producer License exam for New Hampshire.
Classes held for 3 consecutive Fridays (February 14, 21, & 28)
No CE credits are provided for licensing review classes.
Cost: $290 members; $415 non-members Textbook is included in the cost.

February 19, 2020
Wednesday

9:00 AM - 4:00 PM ACSR 8 - Commercial Automobile Coverages -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This full day course is designed to introduce the student to the most commonly used auto coverage forms as well as endorsements available to modify coverage.

7 CE Credits approved in NH & VT; 6 CE Credits approved in ME; 7 CE Credits approved for NH Multi-Line Adjusters; Cost: $177 members; $232 non-members.

February 20, 2020
Thursday

9:00 AM - 12:00 PM Ethics Vs. Morals - What's the Difference? -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This three hour ethics course was one of the topics developed for our Professional Development Days in May of 2016. It includes a discussion about whether a decision you may need to make is an ethical or a moral dilemma. Tools to help make that
February 20, 2020 Continued
Thursday

distinction will be included.

Approved for 3 Ethics approved CE in NH, VT & ME  Cost: $58 for members; $83 for non-members

1:00 PM - 4:00 PM

FEMA Flood Course -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
Three-hour class meets the requirement for newly licensed individuals for a FEMA approved flood class. It also includes updates in an ever-evolving program for the seasoned individual. Come learn about the ins and outs of the NFIP as well as private flood insurance.

Approved for 3 CE credits in NH, VT & ME  Cost: $58 for members; $83 for non-members

February 21, 2020
Friday

9:00 AM - 4:00 PM

Life, Accident & Health Pre-Licensing Review Class continues

February 25, 2020
Tuesday

9:00 AM - 4:00 PM

E & O - Road Map to Homeowners Insurance Part 1 -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
The purpose of this course is to take a deep dive into the ISO HO forms to see how coverage applies for home owners in today’s marketplace. We’ll look at the importance of eligibility requirements and proper wording of the named insured, as well as valuation and knowing how the policy responds to loss in differing situations. We will also look at alternative policy language and how it is used to modify coverage to fit the insurers’ varying risk appetites.

Approved for 6 CE credits in NH & ME  Cost: $116 for members; $171 for non-members

February 27, 2020
Thursday

9:00 AM - 12:00 PM

Auto Dealers Coverage Form -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This three hour advanced program will include an in depth review of the Auto Dealers coverage form along with optional endorsements available to customize the coverage for your insured’s exposures.
Cost: $75 for members including CE credits; $125 for non-members including CE credits.

Judy Durst
February 27, 2020 Continued
Thursday

Approved for 3 CE credits for Producers in NH

1:00 PM - 4:00 PM

Motor Carrier Coverage Form -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This advanced course will do an in depth review of the unique features of the Motor
Carrier Auto coverage form such as owner-operators, USDOT filings and numbers, the
MCS 90 endorsement (when to use it) and how to cover the pollution exposure. We’ll
also look at some of the endorsements you can add to this form such as False Pretense
& Driveaway Collision coverage.
Cost: $75 for members including CE credits; $125 for non-members including CE
credits
Pending approval for 3 CE credits in NH

February 28, 2020
Friday

9:00 AM - 4:00 PM
Life, Accident & Health Pre-Licensing class continues

March 2, 2020
Monday

9:00 AM - 4:00 PM
P & C Pre-Licensing Review Class -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
4-day class to prepare for the P & C Licensing Exam
Each day begins at 9am and ends at 4pm.
Material will be sent to you when you register.
It is recommended that you read the book prior to the start of class.
NO CE credits are provided for attending this class.
Cost: $265 member prior to 2/14/20 ; $290 member; $415 nonmember

March 3, 2020
Tuesday

9:00 AM - 4:00 PM
P & C Pre-Licensing Review class continues

March 4, 2020
Wednesday

9:00 AM - 4:00 PM
P & C Pre-Licensing Review class continues

March 5, 2020
Thursday

9:00 AM - 4:00 PM
P & C Pre-Licensing Review class concludes
March 6, 2020
Friday

9:00 AM - 12:00 PM
Using Social Media and Other E & O Concerns -- Insurcomm, 250 Heritage Ave., Portsmouth, NH
This three hour course will review the E & O exposures when using social media (benefits, contractual liability considerations, privacy issues, etc.). It will also include a section on how to limit exposure to data breaches (protecting data, agency’s legal responsibility, estimated costs, etc.). The last section of this class will deal with the role of agency procedures & documentation.

Approved for 3 CE credits for Producers only in NH & ME. Please register through Insurcomm.

March 10, 2020
Tuesday

9:00 AM - 4:00 PM
ACSR 3 - Personal Lines Related Coverages -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
A review of personal lines coverages other than HO and PAP such as Dwelling policies, Mobile homes, Inland Marine, Boats, Flood, FAIR Plans, and Umbrellas.
Approved for 7 CE credits in NH; 6 CE credits in ME & VT.
Cost: $177 members; $232 non-members

March 11, 2020
Wednesday

9:00 AM - 12:00 PM
Pollution - Advanced Review -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
NEW! This course will review in details the history of pollution exposures and coverages. Pollution forms are not usually standardized so we will look at some of the provisions normally found. Different types of pollution exposures will also be reviewed. This is an advanced course and is eligible for the Commercial Insurance Advanced Studies Designation.
Member cost: $75 including CE credits (pending approval)
Non-member cost: $125 including CE credits (pending approval)

1:00 PM - 4:00 PM
Layering Property Insurance -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This course will help you navigate large property exposures using layering. How do you do it? What do you have to look for? What is nonconcurrency and how will it affect possible claim payments? What could go wrong? Examples will be included. This is an advanced course and is eligible for the Commercial Insurance Advanced Studies Designation.
Member cost: $75 including CE credits (pending approval)
Non-member cost: $125 including CE credits (pending approval)
March 17, 2020
Tuesday

9:00 AM - 4:00 PM  AAI 83 C - Agency Management Tools and Processes -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This full day program will include agency management information and customer service management.
Approved for 8 CE credits in NH, ME & VT
Cost: $243 members; $333 non-members.

March 18, 2020
Wednesday

9:00 AM - 4:00 PM  E & O Commercial Property Gaps & How to Fill Them -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This course is designed to help you recognize and prevent many of the problems associated with selling and servicing Commercial property insurance; Equipment breakdown insurance; Business interruption and extra expense insurance; and Commercial inland marine insurance
Approved for 6 CE credits for NH Producers  Cost: $116 for Members; $171 for non-members

March 19, 2020
Thursday

9:00 AM - 12:00 PM  Inland Marine vs Ocean Marine -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
This course will contrast inland versus ocean marine. The first part of the class will deal with Inland Marine and the types of exposures that can be covered including filed and non-filed forms. The second part will review Ocean Marine. Ocean marine forms are not standardized but the language that they utilize has been in use for hundreds of years. This advanced course will help you to understand the two types of marine insurance. This course is eligible for the Commercial Insurance Advanced Studies Designation program.
Member cost: $75 including CE credits (pending approval); Non-member cost: $125 including CE credits (pending approval)

1:00 PM - 4:00 PM  CGL Exclusions and Endorsements -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH
Students in this class will review in detail the exclusions found in the ISO CGL coverage form. Some of the exclusions can be "bought back" with endorsements. We’ll also review the numerous endorsements that are available to be added to the CGL form and there are close to 300 of them! We’ll be cramming a lot into this 3 hour course which is eligible for the Commercial Insurance Advanced Studies Designation program.
Member cost: $75 including CE credits (pending approval); Non-member cost: $125 including CE credits (pending approval)
March 24, 2020
Tuesday

9:00 AM - 4:00 PM  
ACSR 4 - E & O Loss Control -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH  
One of the two core classes to attain your ACSR designation. Review of Agents Errors &  
Omissions exposures.  
7 CE credits approved in NH & VT; 6 CE credits approved in ME.  
Cost $177 members; $232 non-members.

March 25, 2020
Wednesday

9:00 AM - 12:00 PM  
Advanced New Hampshire Laws -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH  
This course will introduce you to our new Commercial Insurance Advanced Studies  
Designation (CIAS) and provide the student with advanced instruction on specific laws in  
NH. This three hour ethics approved class will review the certificates of insurance law;  
surplus lines law; cancellation laws and claim settlement administrative rule.  
Approved for 3 Ethics CE in NH and ME  
Member cost: $75 including CE credits ; Non-member cost: $125 including CE credits

1:00 PM - 4:00 PM  
Social Engineering and Insurance -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH  
This course will provide a look at social engineering. What is it? How can we protect  
ourselves from hackers? What types of insurance coverage is available to help protect  
us? This course is eligible for the Commercial Insurance Advanced Studies Designation  
program.  
Pending Approved for 3 CE in NH and ME  
Member cost: $75 including CE credits; Non-member cost: $125 including CE credits

March 26, 2020
Thursday

9:00 AM - 4:00 PM  
ACSR 7 - Commercial General Liability -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH  
Review of the CGL coverage form and endorsements.  
7 CE credits approved in NH & VT; 6 CE credits approved in ME  
Cost: $177 members; $232 non-members

March 31, 2020
Tuesday

9:00 AM - 4:00 PM  
AAI 82 A - Commercial Liability Coverages -- NHAIA Headquarters, 6 Garvins Falls Road, Concord, NH  
This course provides an in-depth review of the CGL form and endorsements as well as  
Commercial Auto forms such as the Business Auto form, the Auto Dealers form and the  
Motor Carrier form.  
8 CE credits approved for producers in NH, ME, & VT.  
Cost: $243 members; $333 non-members