



## Insurance Company Operations - August 7-9, 2019

Embassy Suites • 20610 44<sup>th</sup> Ave W • Lynnwood, WA 98036  
Class Registration Fee: \$416 For hotel reservations call 425-775-2500  
Hotel Guestroom Rate: \$149/Single \$159/Double  
Hotel Room Cut-off Date: 7/16/19

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### Wednesday, August 7, 2019

7:00 am-7:45 am		<b>Registration with Coffee and Rolls</b>
7:45 am-10:00 am	Section 1	<b>Executive Strategies</b>
10:00 am-12:00 am	Section 2	<b>Actuarial Practices &amp; Accounting</b>
12:00 pm-1:00 pm		<b>Lunch on your own</b>
1:00 pm-5:00 pm	Section 3	<b>Underwriting</b>
5:00 pm-5:15 pm		<b>Exam Briefing</b>

### Thursday, August 8, 2019

7:30 am-8:00 am		<b>Coffee &amp; Rolls</b>
8:00 am-12:00 pm	Section 4	<b>Claims</b>
12:00 pm-1:00 pm		<b>Lunch on your own</b>
1:00 pm-3:00 pm	Section 5	<b>Product Development</b>
3:00 pm-5:00 pm	Section 6	<b>Agency/Policyholder Services</b>

### Friday, August 9, 2019

7:30 am-8:00 am		<b>Coffee &amp; Rolls</b>
8:00 am-10:00 am		<b>Optional Exam</b>

**Materials:** Notebook will be provided. You may want to bring a highlighter, note cards or post-its. Electronic notebook will be ready on PROfile (formerly MyPage) approximately one week out from class.

**Dress Code:** Dress code is informal. Room temperature may vary so dressing in layers is a good idea.

**CE Credit:** Washington licensed agents who attend entire institute will earn 16 CE credit hours

[CE information in other states](#)

**Ethics Credits:** PIA offers Ethics courses via limited [live classes in both Oregon and Washington](#), as well as live [webinars](#) and on-line CE through [Kaplan](#).

**Cancellation policy:** Full refund if notification is 11 business days prior to the institute. If cancelled 3-10 days prior, \$50 fee applies. If cancelled 1-2 business days prior, \$150 fee applies. No refund if participant is a "no-show". All cancellations must be received in writing.