



E&O: Wisconsin's New Auto Law
Presented in middle section of
Mini-Marathon Day

Mini-Marathon – 9 Credits – 3 three credit sections

Fraud in a Recession 7:00 – 9:45 3 Credits

When the economy turns bad, you can expect insurance fraud to increase. Desperate people do desperate things and today we see a different face on this crime. Review the current statistics and the cost of insurance fraud. Discuss arson, phantom property, Workers Comp premium fraud, and auto “give-ups” Explore fraud that is perpetrated by a client you have trusted for years. Learn how to spot fraud and what to do about it. Join the fight against insurance fraud. Protect your loss runs, your carriers, and the insurance industry.

Wisconsin's New Auto Law: An E&O Perspective 10:30 – 1:15 3 Credits

Review the changes in Wisconsin's auto law with an eye on the additional E&O potential. Learn how to handle the law's requirements when writing a new policy and why standardized explanations of coverage are a necessity today. Explore the court cases that lead to the upcoming changes and what the legislature is considering next. Discover what other states have experienced when they have gone to compulsory insurance, stacking, and no-contact hit-and-run. Learn pointers for turning your discussion with clients and prospects into an opportunity to add value.

Ethics: Dealing with Difficult People 2:00 – 4:45 3 Ethics or General Credits

The irate client, the unreasonable customer, the uncooperative insured – people can be difficult! Review the Ten Commandments for dealing with people effectively. Use behavioral styles to understand differences in the ways people communicate so you can improve the way you relate to them. Become better at negotiating to get cooperation and obtain the information needed to complete your work. By using an ethical approach to dealing with difficult people, you can personalize your communications, reduce your stress, and become more effective at reaching your goals.

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