



The Van Wyhe Group
Greetings from Angela & Phyllis

Sign up for a seminar or consider other CE options.
 Check below and email to angela@insurancece.com or fax back to 800-476-2945.

___ *Self-Study Lite* CE Information ___ Seminar Schedule for the year
 ___ On-Line CE Information ___ Please remove me from your list

Email: _____ Fax: _____

Seminar CE

Presented by Phyllis Van Wyhe
 \$59 for half day, \$118 for full day

Substantiation Frustration 8:45 – 12:00 3 Credits

At the time of loss, an insured can easily get frustrated with the substantiation requirements. You should have prepared them for what would be required. Explore the three primary areas where substantiation is required. Discover why advance planning is gaining new emphasis. Don't send your insured into a claim unprepared.

It's Not Good Service; It's E&O 1:00 – 4:00 3 Credits

The insured has responsibilities – both legal and ethical – in the insurance transaction, but it is up to the agent to enforce them. Explore the five primary obligations of the insured. Discover the E&O claims that arise when the agent goes too far. Learn pointers for giving valuable service without increasing your obligations.

July 12- Gaylord **July 13 – Okemos** **July 14-Troy** **July 15-Ann Arbor** **July 16-Gr Rapids**
 Holiday Inn Exp Holiday Inn Exp Walsh College Cleary Univ Western MI Univ

Competing with the Internet 8:45-12:00 3 Credits

New Internet sites are competing with the traditional agency. Explore the elements of the Progressive advantage. Evaluate Internet-generated leads. Learn the predictions for commercial lines. Discover the principles that apply to social networking marketing. Pick up pointers for holding your own in an Internet age.

Developing a Client-Focused Approach 1:00 – 4:00 3 Ethics or General Credits

Develop a client-focused approach meets less resistance and finds it easier to develop trust-based relationships. Develop a new approach for gathering the information or handling a review. Learn how to turn them down without turning them off. Discover the reciprocity of advocacy that will lead to more referrals.

Sept 20- Traverse City **Sept 21 – Okemos** **Sept 22 -Troy** **Sept 24 - Gr Rapids**
 Holiday Inn Holiday Inn Exp Walsh College Western MI Univ

Principles That Drive Liability 8:45 - 12:00 3 Credits

Every agent should be versed in the principles of legal liability. Discuss the Duty to Defend and the problem with Exhaustion Clauses. Review emerging principles. Explore the principles of negligence, nuisance, and ambiguity and how they apply. Explore why your insured gets sued today and how their policies can be expected to apply.

The Winning Ethical Virtues 1:00 – 4:00 3 Ethics or General Credits

Of the eight ethical virtues, there are three that distinguish an agent as a true professional: honesty, loyalty, & integrity. Explore the expanded ethical definition of each. Discover the role that integrity plays in becoming more trustworthy. Learn the features of these three important virtues and how to build them into your career.

Nov 1- Gaylord **Nov 3 – Birch Run** **Nov 4 - Troy** **Nov 5 - Ann Arbor** **Nov 6-Gr Rapids**
 Holiday Inn Exp Comfort Inn Walsh College Cleary Univ Western MI Univ



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August: Fraud & the Agent, **5 Credits for only \$25**

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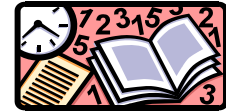
Call Angela at 800-326-4741 with your questions.

In order to qualify for this special price, the course and the exam must be completed and paid for by the end of the month.

Special Pricing on *Self-Study Lite* in 2010!

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Try ***Self-Study Lite*** and complete your C.E. on your own schedule. Order the book, read the material & complete a monitored, multiple-choice exam. Fax us the answer key, 70% is required for passing. Then we will file your credits on-line.

Ask Angela for a list of courses and an order form. angela@insurancece.com or 800-326-4741

All courses must be ordered and will be shipped at one time. Payment must accompany order; no invoicing available. Courses do not need to all be completed by the same agent.

\$59 half day, \$118 full day

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SEMINAR REGISTRATION

Name: _____ **Lic #:** _____

Email: _____

Seminar Date: _____ **AM/PM/Both:** _____

Agency: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Tele: _____ **Fax:** _____

Send check or charge to MC _____ **Visa** _____ **AM Express** _____

Card No. _____ **Exp Date:** _____

Signature: _____