



Phyllis Van Wyhe Returns To Ohio with Quality CE in 2010 November Approved for Ethics

Substantiation Frustration 9:00 - 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 in the wake of recent disasters. Learn the coverages that require less substantiation and should be used whenever possible. Don't send your insured into a claim unprepared. Write it right and then make recommendations for accumulating the documentation that will be required at the time of a property claim.

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 and the legal basis of each. Discover the types of E&O claims that arise when the agent does too much for the client. Learn pointers for giving valuable service without increasing your obligations. Learn to set boundaries and get the insured to respect them. The agent who does too much for a client, increases their E&O exposure.

Aug 16-Salem Salem Comm Ctr	Aug 17-Canton Comfort Inn Belden Village	Aug 18-Middlebg Hts Comfort Inn Airport	Aug 20-Perrysbg Holiday Inn Exp

Competing with the Internet 9:00 - 12:00 3 Credits

The Internet is here to stay and has made the insurance marketplace more competitive. New sites are popping up every day and many of them are competing with the traditional agency. Explore the elements of the Progressive advantage. Evaluate the challenges and successes of agents who buy Internet-generated leads. Predict the impact Internet sales will have on commercial lines. Discover the marketing advantages of social networking and the three principles to apply. Pick up pointers for holding your own in the face of this new, growing competition.

Developing a Client-Focused Approach 1:00 - 4:00 **Approved for Ethics** 3 Credits

Ethics is taking others into consideration. The agent who goes a step further and develops a client-focused approach meets less resistance from both prospects and clients and finds it easier to develop trust-based relationships. Develop a new approach for gathering the information to quote or handling a review. Learn the power of tough love and how to turn them down without turning them off. Discover the reciprocity of advocacy that will lead to more referrals. Learn to deepen your career rewards – both monetary and intangible – when you focus on the client in ways that really count.

Nov 15-Salem Salem Comm Ctr	Nov 16-Canton Comfort Inn Belden Village	Nov 17-Middlebg Hts Comfort Inn Airport	Nov 19-Perrysbg Holiday Inn Express
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\$59 half day, \$118 full day

By Mail:
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Waukesha, WI 53187

By Fax: 800-476-2945

By Email:
support@insurancece.com
www.insurancece.com

Questions?
Call Angela at 800-326-4741

Name: _____ Nat Prod #: _____

Email: _____

Date: _____ AM/PM/Both: _____

Agency: _____

Address: _____

City: _____ State: _____ Zip: _____

Tele: _____ Fax: _____

Send check or charge to MC _____ Visa _____

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Signature: _____



Try
Self-Study Lite
From The Van Wyhe Group



Two courses approved for the new Ethics requirement.

Get your credits banked within two working days.

Pay \$10/credit or less with the discount programs listed below.

Reading the material in a ***Self-Study Lite*** course is not like reading an insurance text book; these courses are short and to the point. The exam that is required is multiple-choice and can be taken anywhere. All courses are written by Phyllis Van Wyhe and are based on the seminars she presents. See "Course Descriptions" in the next section for a short description of each course.

START NOW! IT'S EASY.

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Take the Exam. In Ohio, a monitored exam is required. The exam is multiple-choice and can be taken anywhere. It is closed book, must be completed without assistance, and administered by a disinterested third party.

Fax it to us. Simply fax your Answer Key and signed Affidavits to us at 800-476-2945. 70% is required for passing. We will grade your exam, fax back your certificate, and file your credits with the state. Credits are filed within two business days.

A backup exam is available at no charge if you do not pass the first time.

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- **Going Green Discount**

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Ohio Agents Getting Your CE Credits Could Not Be Easier

Try **Self-Study Lite** and complete your C.E. on your own schedule. Select from two options:

- **Booklet Format:** Order the book, read the material and complete a monitored, multiple-choice exam. Fax the answer key back to us and we will forward a certificate and file the credits with the state.
- **On-Line Format:** Some of these courses are also approved for on-line CE. Ohio does not require that you take an exam with an on-line course. You will have to answer review questions at the end of each section but can refer back to the material while completing it. Go to the tab for On-Line CE for more information

<i>The Collision Loss: Total or Repair</i>	3 Credits
<i>Water Damage: What Every Agent Needs to Know</i>	3 Credits
<i>Write Flood Right! NFIP Approved</i>	3 Credits
<i>Problems When Insuring Condos</i>	6 Credits
<i>Self Defense: Documentation</i>	6 Credits
<i>The Mold Melodrama</i>	5 Credits
<i>Writing A Personal Umbrella</i>	5 Credits
<i>Employment Practices Liability</i>	7 Credits
<i>Insuring The Rental Car</i>	2 Credits
<i>20 Key Questions To Ask: Homeowners</i>	2 Credits
<i>Understanding The Work Comp System</i>	2 Credits
<i>Case Studies In Personal Lines</i>	4 Credits
<i>The Challenge of Ordinance or Law</i>	5 Credits
<i>E&O Issues I</i>	3 Credits
<i>Legal Responsibilities of the Agent</i>	3 Credits
<i>Business in the Home</i>	3 Credits
<i>Fraud & The Agent (Ethics Approved)</i>	5 Credits
<i>Ethics In Insurance (Ethics Approved)</i>	4 Credits
<i>Changes In Personal Auto</i>	3 Credits
<i>Professional Liability: An Emerging Issue</i>	8 Credits

\$10 per Credit
includes shipping & filing fees

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P O Box 4130
Waukesha, WI 53187

Telephone:
1-800-326-4741

Fax: 1-800-476-2945
www.insurancece.com

Name: _____ Lic #: _____

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Course Requested: _____

Course Requested: _____

Course Requested: _____

Agency: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Fax: _____

Send Check or charge to MC: ___ Visa: ___

Number: _____ Expir Date: _____