



Illinois Association of Mutual Insurance Companies

2022 Claims Seminar

5 CE
Applied For

08:00 a.m. - 04:30 p.m.

February 17, 2022

Doubletree Hotel
10 Brickyard Drive
Bloomington, IL



Early Bird Rate (Before 2/3)

\$ 210.00* Members / \$310.00 Non-Members

*Only \$185 if you register online

Registration (On or After 2/3)

\$ 250.00 Members/ \$ 350.00 Non-Members

Continental Breakfast and Registration begins at 8:00 a.m. Course begin 9:00 a.m.

Wow Your Customer Service -- Introduction and training on our new benefit Opterrix

In your dues packet this year we released information on our new software that is free to IAMIC regular members. This amazing software will be used for claims management and underwriting that will put your company ahead of the competitors with your agents.

Battle of the Claims (BOTC)

This will include talking about the wear and tear regarding homes, are granules in the gutter from storm damage or wear and tear? Multiply this by the many opportunities within a home and you will appreciate their ideas and advice. We will also cover their experience with cosmetic damages vs functional damage and so much more! Join us for this course and you are guaranteed some takeaways!

Seasoned Well Done -- A panel of seasoned adjusters will share their "secret sauce"

Communication is key when dealing with insureds and these adjusters will help us know what to ask to get them to tell their stories and hopefully, the truth. To follow through on the other course, we will go more in-depth to define what is wear and tear, mechanical breakdown and what is a loss. Windows that don't open or close properly could be storm damage or simply wear and tear, how to tell the difference. Our Panel will share their success stories as well as talk about how some of the other files could have avoided conflict. A great opportunity to learn from their mistakes and help make you efficient.

Make or Break in the First 72 Hours

Time is critical after you are first being notified of the claim and the steps you take at minute 1 will determine how quickly you can close this claim. We will share information and key documents that can help make your job easier. We will show you how the Mutual Assistance Manual has many documents that you can customize to your Mutual and create your own fire packets to bring comfort and guidance to your policyholders. We will share a "cheat sheet" of steps to take to make sure you are on task.

Questions for our Panel?

Name _____

Name _____

Name _____

Name _____

Company Name _____

City, ST, Zip _____

Phone: _____

Email: _____

Special Dietary/Accommodations Request: _____

Check # _____ payable to IAMIC. ...Credit Card payment only accepted by calling IAMIC office.

Total Due: ____ attendees Before 2/3 - \$210/\$310 \$ _____ On or After 2/3 - \$250/\$350 \$ _____

TOTAL \$ _____

*Special Room Rates....\$ 125.00 + Tax
IAMIC Guest Cut off Date is February 3rd
Reserve your room TODAY - 309.664.6446*



Please register online to **SAVE \$25**

www.iamic.org or mail form to:

IAMIC

PO Box 116 Ohlman, IL 62076

Fax form to: 888-403-0935

*ALL CANCELATIONS WILL BE SUBJECT TO A \$6.50 fee. Refunds will be made according to the following schedule: Full Refund * thru 1/21
50% *refund 1/22 - 02/07 No Refund after 2/07

To preserve the professional business environment, no one under age of 14 will be allowed to attend IAMIC functions, unless invited by a special events.

Save 20%
when you
register 3 or more