

**2009
LOMA**

Policyowner Service Seminar or Contact Center Workshop

September 16–17, 2009

Hyatt Regency Grand Cypress ■ Orlando, FL

FOR LOMA USE

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Where did you hear about this meeting?

Brochure

E-mail

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Other

Registration

I am registering for the Policyowner Service Seminar

I am registering for the Contact Center Workshop

Register by August 24, 2009

LOMA member \$ 545

LIMRA (non-LOMA) member \$ 680

Non-member \$ 815

Register after August 24, 2009

LOMA member \$ 645

LIMRA (non-LOMA) member \$ 780

Non-member \$ 915

If you have dietary restrictions or will need special assistance, please contact meetings@loma.org.

Method of Payment

\$ _____ Payment in U.S. funds enclosed.

\$ _____ Credit card VISA MasterCard AMEX

Credit Card Number _____

Expiration Date _____ Today's Date _____

ZIP or Postal Code for Credit Card Billing Address _____

Print Name of Card Holder _____

Signature of Card Holder _____

Concurrent Sessions

Please select one per time slot.

Wednesday, September 16

10:15 – 11:30 A.M.

1A: Conservation and Retention (POS)

1B: Call Monitoring and Coaching (CC)

1C: Managing Difficult Employees (POS & CC)

1D: Tiered Service for Agents (POS & CC)

1:00 – 2:00 P.M. Presentations

2A: Creating a Culture of Service (POS)

2B: Data Analytics (CC)

2:15 – 3:30 P.M.

3A: 1035 Exchanges (POS)

3B: What Does Your Customer Think of Your Service? (POS & CC)

3C: Customer Self Service (POS)

3D: Hiring, Staffing, and Workforce Management (CC)

3:45 – 5:00 P.M.

4A: Straight Through Processing (POS)

4B: Handling the Irrate Caller (CC)

4C: Staff Development and Training (POS & CC)

4D: Home Based Agents (CC)

Thursday, September 17

9:45 – 10:45 A.M.

5A: Managing and Measuring the Metrics (CC)

5B: New Business Processing (POS)

5C: Responding to Policyowner Requests (POS)

11:00 A.M.

6A: Improving Morale (CC & POS)

6B: Service Time Measurement (POS)

6C: Best Practices in Call Centers (CC)

Mail with check or fax with credit card number to: **LOMA Meetings**
2300 Windy Ridge Pkwy., Suite 600
Atlanta, GA 30339-8443
Fax: (770) 984-6419 Phone: (770) 984-3764

Registration form will not be processed without payment.

Please make checks payable to LOMA. If you need to pay by wire transfer, please e-mail meetings@loma.org for bank information.

For multiple registrations, please copy this blank form and submit one for each participant.

Refund Policy: All cancellations and refund requests must be in writing. These requests carry a U.S. \$75 administrative charge. Full refunds minus the administrative fee will be granted on written requests received no later than 3 business days before the meeting start date. No refunds will be granted if the request is received within 3 business days of the meeting. If, for any reason, a meeting is canceled, we will refund the total registration fee. However, we will not be responsible for any travel, hotel accommodations or other costs incurred.