



# LOMA Customer Service Education

## ACS – PROPERTY & CASUALTY

### ACS®...All the Right Choices for You

The ACS (Associate, Customer Service™) Program provides a solid knowledge base for service professionals. LOMA and the American Institute for Chartered Property Casualty Underwriters/Insurance Institute of America (AICPCU/IIA) have partnered to bring you an ACS track specifically designed for P&C professionals.

### What Can You Expect to Learn?

In the Property & Casualty track, you will complete IIA courses that are specifically focused on a variety of P&C topics such as:

- Personal or commercial insurance
- Insurance regulation
- Information technology
- Claims
- Reinsurance

**ACS 100—Foundations of Customer Service** provides a comprehensive introduction to customer service and is the capstone course of the ACS Program. The course explores the knowledge and skills you need to understand and deliver exceptional customer service. ACS 100 will enable you to:

- Identify characteristics of exceptional customer service from multiple perspectives
- Improve communication and interaction with internal and external customers
- Manage stress and make the most of your time

#### Required Courses:

- ACS 100** Foundations of Customer Service (LOMA)
- INS 21** Property and Liability Insurance Principles (IIA)
- INS 22** Personal Insurance or **INS 23** Commercial Insurance (IIA)

#### Elective Courses *(select two)*:

- INS 22** Personal Insurance or **INS 23** Commercial Insurance (IIA)  
*(whichever was not taken as a required course)*
- IR 201** Insurance Regulation (IIA)
- AIT 131** Essentials of Information Technology (IIA)
- AIC 33** The Claims Environment (IIA)
- AIS 25** Delivering Insurance Services (IIA)
- ARe 144** Reinsurance Principles and Practices (IIA)  
*(Students who have already completed ARe 141, which is no longer offered, will automatically receive ACS credit for the Reinsurance elective.)*

### Get Started Now!

#### Step 1 - Enroll with LOMA or AICPCU/IIA.

To enroll for ACS 100, contact your company's Educational Representative. If you do not have an Educational Representative, consult the Exams Section of the LOMA Education and Training Catalog at [www.loma.org/edcatint.asp](http://www.loma.org/edcatint.asp) for instructions. Or, if you need further assistance, contact LOMA's Office of the Registrar at 800-ASK-LOMA (Option 1) or (770) 984-3761. You may also e-mail requests for information to [education@loma.org](mailto:education@loma.org).

#### To get more information about IIA courses,

visit AICPCU/IIA's Web site, [www.aicpcu.org](http://www.aicpcu.org). Under *About Our Programs*, click *How To Get Started*. Then click *courses and programs* to find information about the course(s) in which you are interested. You can also e-mail [cserv@cpcuiia.org](mailto:cserv@cpcuiia.org) or call a Customer Service representative at 1-800-644-2101.

#### Step 2 - Determine what course materials you need.

For ACS 100, consult LOMA's Education and Training Catalog at [www.loma.org/edcatint.asp](http://www.loma.org/edcatint.asp).

#### For IIA courses:

To find out what materials you need for the IIA course you wish to take, e-mail [cserv@cpcuiia.org](mailto:cserv@cpcuiia.org) or call a Customer Service representative at 1-800-644-2101.

#### Step 3 - Order necessary course materials.

For ACS 100, consult LOMA's Education and Training Catalog at [www.loma.org/edcatint.asp](http://www.loma.org/edcatint.asp).

For contact information and instructions on ordering course materials, visit [www.loma.org/textbooks.asp](http://www.loma.org/textbooks.asp).

#### To order IIA course materials,

order online at [www.aicpcu.org](http://www.aicpcu.org), e-mail [cserv@cpcuiia.org](mailto:cserv@cpcuiia.org), or call 1-800-644-2101.

#### Step 4 - Provide proof of course credits and receive your ACS diploma.

For details about these procedures, visit [www.loma.org/StudentServices.asp](http://www.loma.org/StudentServices.asp).