



# 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 Insurance Institute of Canada (IIC) have partnered to bring you a customized customer service program specifically designed for P&C professionals in Canada.

### What Can You Expect to Learn?

In the Property & Casualty track, you will complete IIC's CIP (Chartered Insurance Professional) courses on a variety of P&C topics such as:

- Underwriting
- Loss Adjusting
- Agent & Broker Skills

LOMA's ACS 100—Foundations of Customer Service is a self-study course that 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)

**C11** Principles and Practice of Insurance (CIP) or **C81 & C82** General Insurance Essentials, Part 1 & Part 2 (CIP)

**C12** Insurance on Property or **C13** Insurance Against Liability, Part 1 (CIP)

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

**C12** Insurance on Property or **C13** Insurance Against Liability, Part 1 (CIP)  
*(whichever was not taken as a required course)*

**C17** Claims I (CIP)

**C110** Essentials in Loss Adjusting (CIP)

**C111** Advanced Loss Adjusting (CIP)

**C120** Underwriting Essentials (CIP)

**C121** Advanced Underwriting (CIP)

**C130** Essential Skills for the Agent and Broker (CIP)

**C131** Advanced Skills for the Agent and Broker (CIP)

### Get Started Now!

#### Step 1 - Enroll with LOMA or IIC.

Contact your company's LOMA Educational Representative (Ed Rep) to find out your company's registration and exam administration procedures for the ACS 100 exam. If your company does not have a LOMA Ed Rep, register as a new student on [www.lomanet.org](http://www.lomanet.org), and enroll for the ACS 100 Exam. Enter your company number upon registration as 242751 and the Ed Rep as Hellyer. If you need further assistance, contact LOMA's Office of the Registrar at 800-ASK-LOMA (Option1) 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 CIP courses, please visit [www.iic-iac.org](http://www.iic-iac.org) and click on the Students section and then on Chartered Insurance Professional (CIP), or contact your local Institute or Chapter Manager for more information.

#### Step 2 - Schedule the exam.

For ACS 100, most students take exams through a Prometric Testing Center. 48 hours after enrolling for the ACS 100 exam on LOMANET®, go to [www.2test.com](http://www.2test.com) or call 1-800-998-5662 to schedule the exam.

#### 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).

For CIP courses:

To order CIP course materials, simply visit [www.iic-iac.org](http://www.iic-iac.org), and click on the Students section and then on Chartered Insurance Professional (CIP).

#### 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).

