

ACS (Property & Casualty – Canada) Courses

Required Courses	Elective Courses – Select Two
ACS 100/ACS 101 C11 or C81 and C82 C12 or C13	C12 or C13 (whichever was not taken as a required course) C110¹ C111 C120 or C121 C130 or C131²

For more detailed information on this designation, please see the Education & Training Catalog.

Jointly sponsored by LOMA and The Insurance Institute of Canada (IIC), the Canadian Property & Casualty track of the ACS Program will provide you with a solid understanding of customer service and how it affects property/liability insurance, loss adjusting, underwriting, and agent/broker activities. For information on enrolling for IIC courses, see the contact information below:

The Insurance Institute of Canada
18 King Street East, 6th Floor
Toronto, ON M5C 1C4
Tel: 866-362-8585/416-362-8586
Fax: 416-362-4239
E-mail: iicmail@insuranceinstitute.ca
Web site: www.insuranceinstitute.ca

ACS 100—Foundations of Customer Service provides a comprehensive introduction to customer service in a financial services environment. The course explores the knowledge and skills employees need to understand and deliver exceptional customer service. (**ACS 101** may be substituted for this course.)

ACS 101—Customer Service for Insurance Professionals is an online course that uses a variety of media to provide a comprehensive overview of the role of customer service in insurance and financial services organizations and the skills service providers need to deliver exceptional customer service. The course describes important customer service functions, processes, and technologies and offers opportunities for students to learn and improve their listening, speaking, and writing skills so that they can interact effectively with customers. (**ACS 100** may be substituted for this course.)

C11—Principles and Practice of Insurance is an overview of the basic concepts and language of insurance; the legal context of insurance; and the participants in the industry and their relationship to each other.

C81—General Insurance Essentials—Part 1 introduces the insurance business, insurance intermediaries, the insurance company, basic policies and provisions, and automobile insurance.

C82—General Insurance Essentials—Part 2 covers insurance law, contracts, government control, fire insurance, homeowners insurance, liability insurance, commercial coverages, reinsurance, risk management, and loss prevention.

C12—Insurance on Property lays the foundation for all types of property insurance, discusses the perils, clauses, and limitations in the most common personal lines policies.

ACS (Property & Casualty – Canada) Courses

C13—Insurance Against Liability discusses some of the more common ways people become liable to each other and explains how this liability may be insured or why it cannot be insured.

¹**C110—Essentials of Loss Adjusting** focuses knowledge of insurance and professional conduct within the claims domain forms the core of this course.

¹**C111—Advanced Loss Adjusting** introduces general liability claims handling issues, as well as environmental claims, products liability claims, professional liability claims, and automobile injury claims.

C120—Underwriting Essentials addresses an overview of the underwriter's role as an investor of shareholder capital on behalf of the insurer, how that role has evolved and how the underwriter accepts or rejects risk.

C121—Advanced Underwriting reviews the types of knowledge, skill, and temperament an underwriter needs and how these characteristics must be broadened and deepened to analyze the needs and loss experience of larger, more complex risks.

²**C130—Essential Skills for the Insurance Broker and Agent** is an overview of insurance business practices from the broker's perspective, concentrating on the needs of personal lines clients and small commercial risks.

²**C131—Advanced Skills for the Insurance Broker and Agent** addresses the more complex insurance needs of commercial clients through the risk management principles of exposure identification, risk analysis, identifying risk management options, and implementing a risk management plan.

¹Learners who have credit for C15 or C17 automatically receive ACS credit for Loss Adjusting or Advanced Loss Adjusting.

²Learners who have credit for C71 automatically receive ACS credit for the Agent/Broker course.