

ACS (Property & Casualty – U.S.) Courses

Required Courses	Elective Courses – Select Two
ACS 100/ACS 101 AINS 21 AINS 22 or AINS 23	AINS 22 or AINS 23 (whichever was not taken as a required course) IR 201 AIT 131 AIC 30 or AIC 33 AIS 25 ARe 144*

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

Jointly sponsored by LOMA and The Institutes, the U. S. Property & Casualty track of the ACS Program will provide you with a solid understanding of customer service and how it affects property/liability, personal and commercial insurance, regulation, claims and more. For information on enrolling for The Institutes' courses, see the contact information below:

The Institutes
 Customer Service Department
 720 Providence Road, Suite 100
 Malvern, PA 19355-3433
 Tel: 800-644-2101/Fax: 610-640-9576
 E-mail: customerservice@theinstitutes.org
 Web site: www.theinstitutes.org

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.)

AINS 21—Property and Liability Insurance Principles introduces property and liability insurance, answering such basic questions as to what is it, who provides it, how is it regulated, and what losses does it cover.

AINS 22—Personal Insurance gives a general overview of various types of insurance for individuals and families.

AINS 23—Commercial Insurance provides a general overview of various types of insurance for businesses.

IR 201—Insurance Regulation provides an introduction to insurance regulation and compliance.

AIT 131—Essentials of Information Technology provides a general introduction to the essentials of information technology.

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AIC 30—Claim Handling Principles and Practices serves as an introduction to the claim representative's role and duties, including human relations, communication, investigation, negotiation, claims management, ethical behavior, and professionalism. ***NOTE: Students who have passed AIC 33 will receive credit for this claims course.***

AIS 25—Delivering Insurance Services delivers a working knowledge of the terms, tools, and ideas of quality management that are used in effective interaction with customers and coworkers.

***ARe 144—Reinsurance Principles and Practices: Introduction to Reinsurance** covers reinsurance principles and practices, including major types of programs, the placement process, treaty language, audits, regulation, and reserves

*Learners who have credit for ARe 141 automatically receive ACS credit for the Reinsurance course.