



You Can Make an Impact!

Earn the Certificate, Customer Experience Essentials

Customer experience is an important differentiator.

Creating a positive customer experience can distinguish you from your peers while you contribute to your company's overall profitability.

That's why we introduced the Customer Experience Essentials Certificate, a three-course program to empower you to create positive customer experiences, distinguish your organization from your competitors, and achieve profitable growth.

Earn your certificate in 3 courses:

1

Meeting Customer Needs with Insurance and Annuities

The course describes the features of individual and group life insurance and annuity products, and emphasizes how insurance companies serve customers and meet customer needs through the products they provide.

2

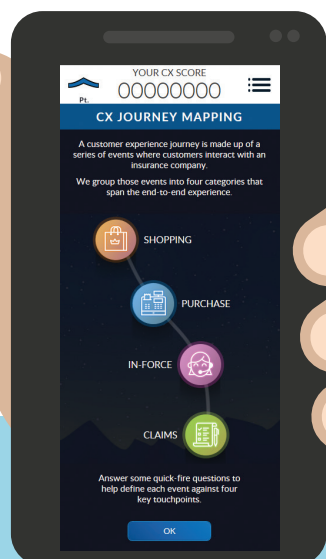
Improving the Bottom Line: Insurance Company Operations

Learn about the operations, functions, and product development basics unique to the insurance organization, why a company's success depends on its operational efficiency and effectiveness and how every employee has a role in ensuring the company's financial success.

3

Impact Cx: The Quest

This interactive, decision-based, gamified course helps organizations create a unified customer-first mindset among all employees. Transform into customer advocates who demonstrate empathy and sound judgment — and improving the overall customer experience — at key touchpoints in the customer journey.



Contact us!

Email membersolutions@loma.org or intl@loma.org

