



2019 LOMA English Study Materials

Effective January 1, 2019 through December 31, 2019

UNITED STATES and CANADA Order Form



Interactive e-books and/or PDFs of study materials are included *with* each course enrollment.

Printed textbooks for some courses may be available for an additional cost.

Please consult each course's description at www.LOMA.org/LearningCatalog to confirm assigned study materials.

ONLINE: www.lomabookstore.com **E-MAIL:** LNH@pbd.com
PHONE: 800-887-3723 or 770-280-4178 **FAX:** 770-280-4150
MAIL: P.O. Box 117212, Atlanta, GA 30368-7212

Orders placed online, by e-mail, phone, and fax are processed within 24 to 48 hours of receipt.

Orders placed by mail and paid by check require longer processing times.

INTERNATIONAL ORDERS

Click or enter into your browser <http://www.loma.org/content/public/documents/TextbookOrderFormInternational.pdf> to obtain the International order form or you may also contact PBD's Customer Service Department at Phone: 770-280-4178, E-mail: lomaintl@pbd.com

PLACING YOUR ORDER

1. Online ordering available for credit card orders only. The Web site can be accessed 24 hours a day, 7 days a week. Receipt of your request is confirmed through e-mail.
2. Credit card and wire transfer orders can be faxed 24 hours a day, 7 days a week. To avoid duplication, please send your request just once. (If you are following up on an order, please mark "**ORDER FOLLOW UP**" on your fax).
3. Mail orders must include check or money order made payable to **PBD Worldwide**. Please print clearly, check for accuracy, **and** include your daytime phone number, fax number, or an e-mail address. If paying by check, we suggest you send your payment and order form via courier. **Checks must be drawn on a U.S. bank.** If the order was previously faxed, please mark: "**ALREADY PLACED.**"

PAYMENT

1. **Check or money order** made payable to **PBD Worldwide**, in U.S. funds drawn on a U.S. bank. Be sure to include shipping and handling, and/or tax where applicable on all check amounts. If your order is not paid in full, it will not be shipped until you pay the amount due.
2. **Credit Card:** VISA, MasterCard, American Express, or Discover accepted. If you are supplying credit card information on the order form, be sure to include a **complete card number**, an **expiration date**, and a **signature**. *Actual Shipping charges will be applied.*
DO NOT E-MAIL CREDIT CARD INFORMATION.
3. **Invoice:** All invoiced customers must have an established account with PBD. A \$2.50 U.S. invoicing fee will appear on each invoice. *Actual Shipping charges will be applied.*

GOODS AND SERVICES TAX (GST)

PBD is required by the Canadian government to collect and submit a 5% Goods and Services Tax. The amount of this tax is calculated based on the cost of the books ordered and should be included in your payment. Because PBD handles this tax for you, it will not be assessed again at the border and your book order will clear customs faster.

SHIPPING

1. Shipping charges apply to the continental United States and Canada. Charges are shown in U.S. dollars and are for mail orders and wire transfer orders not previously quoted. For delivery to countries other than Canada or the United States, please contact PBD's customer service department at 800-887-3723 or 770-280-4178.
2. **Shipping methods:** UPS is LOMA's preferred method of shipment. Requests for another carrier: You must first obtain a quote from PBD, and you may also provide your carrier account number. You will be responsible for all shipping charges, customs, duties, and taxes.

For questions about delivery, please call PBD's customer service department at 800-887-3723 or 770-280-4178.

RETURN POLICY

1. Returns of LOMA books are accepted within 60 days of the shipping date. Acceptable returns will be reimbursed for 100% of each book's cost. Shipping and handling charges are not refundable. Used books may not be returned, regardless of their condition.
2. All returned books must be currently in use by LOMA and be in original shrink-wrapped, resalable condition.
3. If you intend to return your order, contact PBD for further instructions. To ensure proper credit, please include a copy of your invoice with your return.
4. Return books by UPS or some other traceable method; you are responsible for your package until it is received in our distribution center.



2019 LOMA English Study Materials
 Effective January 1, 2019 through December 31, 2019
UNITED STATES and CANADA Order Form



ONLINE: www.lomabookstore.com **E-MAIL:** LNH@pbd.com
PHONE: 800-887-3723 or 770-280-4178 **FAX:** 770-280-4150
MAIL: P.O. Box 117212, Atlanta, GA 30368-7212

Ensure customer information is on each section of form.

DATE: _____

CUSTOMER INFORMATION: *Please print.*

LOMA Member Company ID # (Required) _____ **PBD Customer #** _____

Company _____

Last Name _____ First Name _____ MI _____

Street Address _____
(UPS will not deliver to a P.O. Box)

City _____ State _____ Zip Code _____

Daytime Phone # _____ Fax # _____

E-mail _____
*(An **order** confirmation will be sent to the e-mail address provided above.)*

SHIPPING INFORMATION: *Please print.*

*Check box if shipping address the same as the above billing address.
 A business address is preferred for faster delivery.*

Company _____

Last Name _____ First Name _____ MI _____

Street Address _____
(UPS will not deliver to a P.O. Box)

City _____ State _____ Zip Code _____

Daytime Phone # _____ Fax # _____

E-mail _____
*(A **shipment** confirmation will be sent to the e-mail address provided above.)*

PAYMENT METHOD:

(For your protection, do not send cash or stamps. PBD does not accept C.O.D.s. Credit card customers can order online at www.lomabookstore.com.)

Invoiced: PBD Customer # **(Required for all invoiced orders)** _____

Purchase order # _____

Check or money order payable in U.S. funds to **PBD Worldwide**

Credit Card **(Complete the information below and FAX order. Do not send via e-mail):**

Cardholder Name *(Please print)* _____

VISA (13-16 numbers) MasterCard (16 numbers) AMEX (15 numbers) Discover (16 numbers)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Cardholder signature _____ Exp. Date _____



2019 LOMA English Study Materials

Effective January 1, 2019 through December 31, 2019

UNITED STATES and CANADA Order Form



ONLINE: www.lomabookstore.com PHONE: 800-887-3723 or 770-280-4178 MAIL: P.O. Box 117212, Atlanta, GA 30368-7212	E-MAIL: LNH@pbd.com FAX: 770-280-4150
---	---

Customer Name _____ Company _____

*Interactive e-books and/or PDFs of study materials are included with each course enrollment.
 Printed textbooks for some courses maybe available for an additional cost.
 Please consult each course's description at www.LOMA.org/LearningCatalog to confirm assigned study materials.
 Only printed textbooks are shown here.*

Course	Title	Discount Member Cost*	QTY	Order #	Total
Fellowship Courses					
LOMA 280	Principles of Insurance, Second Edition (2017)	\$ 95. ⁰⁰		280.10.17	
LOMA 290	Insurance Company Operations, Fourth Edition (2019)	\$ 95. ⁰⁰		290.10.19	
LOMA 301	Insurance Administration, Fifth Edition (2018)	\$ 95. ⁰⁰		301.10.18	
LOMA 307	Business and Financial Concepts for Insurance Professionals, Second Edition (2018)	\$ 95. ⁰⁰		307.10.18	
LOMA 311	Business Law for Financial Services Professionals (2012)	\$ 95. ⁰⁰		311.10.12	
LOMA 320	Insurance Marketing, Second Edition (2017)	\$ 95. ⁰⁰		320.10.17	
LOMA 335	Operational Excellence in Financial Services (2011) Order if you enrolled BEFORE June 2019	\$ 95. ⁰⁰		335.10.11	
LOMA 357	Institutional Investing: Principles and Practices (2013) Order if you enrolled BEFORE October 2019	\$ 95. ⁰⁰		357.10.13	
LOMA 361	Accounting and Financial Reporting in Life Insurance Companies (2010) Order if you enrolled BEFORE May 2019	\$ 95. ⁰⁰		361.10.10	
LOMA 371	Risk Management and Product Design for Insurance Companies (2012)	\$ 95. ⁰⁰		371.10.12	
Customer Service Course					
ACS 100	Foundations of Customer Service (2015)	\$ 95. ⁰⁰		100.10.15	
Underwriting Courses					
UND 386	Life and Health Insurance Underwriting (2013) (While supplies last)	\$ 95. ⁰⁰		386.10.13	
TOTAL UNITS					

* Prices shown are for students at LOMA member companies only. Non-members must contact PBD to place an order.



2019 LOMA English Study Materials

Effective January 1, 2019 through December 31, 2019

UNITED STATES and CANADA Order Form



ONLINE: www.lomabookstore.com

E-MAIL: LNH@pbd.com

PHONE: 800-887-3723 or 770-280-4178

FAX: 770-280-4150

MAIL: P.O. Box 117212, Atlanta, GA 30368-7212

Customer Name _____ Company _____

CALCULATE YOUR ORDER

SHIPPING TABLE		
Shipping Method	First book	Each additional book
UNITED STATES (Continental U.S. Only)		
Ground	\$5.80	+ \$1.65 per book
2nd Day Air	\$12.50	+ \$4.15 per book
Next Day Air	\$22.00	+ \$5.50 per book
CANADA		
Standard	\$14.20	+ \$2.40 per book
Priority	\$18.40	+ \$3.45 per book

Subtotal	
5% Georgia residents Sales Tax	
6.35% Connecticut residents Sales Tax	
5% Canada residents Goods & Services Tax	
Residential address deliveries must add \$2.00	
<p>➤ Orders PRE-PAID via check or money order are required to choose a shipping method from the shipping table. Orders paid by CREDIT CARD or INVOICED by PBD will incur actual shipping charges.</p>	
Shipping & Insurance	
Handling Fee based on Shipping Method REQUIRED Ground or Standard additional \$5.95 Next Day, 2nd Day Air or Priority additional \$9.95	
TOTAL COST OF ORDER	
Payable in U.S. dollars to PBD Worldwide.	