

# Engage Employees. Retain Top Talent.

*FLMI Level 1 Certificate in Insurance Fundamentals*



## As you hire and retain top talent, build valuable industry knowledge across your organization

### Support Valuable Retention Efforts

Retention of top talent is critical to maintain your organization's growth trajectory. A purposeful onboarding program provides an 82 percent improvement in new employee retention and a 70 percent improvement in productivity.<sup>1</sup>



### Foundational Education for Everyone

- New and recent employees with under six months in the insurance/annuity business
- Employees moving to an insurance/annuity function from another area within a company
- Anyone wanting to fill gaps in basic knowledge about insurance principles, products, and company operations



**Duration of 10 – 12 hours with up to six months per course to complete**



**Self-proctored, modularized content**



**Digital badge and e-certificate once both courses are completed**

### LOMA 281

#### Meeting Customer Needs With Insurance and Annuities



Insurance professionals are faced daily with complex terminology and concepts. Understanding what these terms mean and how they impact your business is essential to your success.

This course uses a variety of media to teach principles of insurance, insurance products, and the policyowner's contractual rights. It describes the features of individual and group life insurance and annuity products and emphasizes how insurance companies serve customers and meet customer needs through their products.

### LOMA 291

#### Improving the Bottom Line: Insurance Company Operations



This course provides a comprehensive look at how companies are organized and managed to operate efficiently and profitably. It is particularly valuable for employees new to the industry who need to understand the various operational and administrative functions that make their companies successful.

It explores the major functions performed in an insurance company and how insurance companies operate under the guidance of their board of directors and company executives to meet the needs of company stakeholders.

**For More Information:** contact us at [intl@loma.org](mailto:intl@loma.org)



<sup>1</sup> Addressing Employee Burnout Risk in 2022, [Workday](https://www.workday.com) (accessed April 24, 2023).

# FLMI™ Level 1 Certificate in Insurance Fundamentals



## LOMA 281

### Meeting Customer Needs With Insurance and Annuities

#### Module I: Risk and Insurance

- Lesson 1: Risky Business?
- Lesson 2: Organization and Regulation of Insurance Companies
- Lesson 3: Life Insurance Policies as Contracts
- Lesson 4: The Value Exchange in the Insurance Transaction

#### Module II: Individual Insurance Products

- Lesson 1: Term Life Insurance
- Lesson 2: Cash Value Life Insurance
- Lesson 3: Annuities
- Lesson 4: Health Insurance

#### Module III: Benefits, Provisions, and Ownership Rights

- Lesson 1: Supplemental Benefits
- Lesson 2: Life Insurance Policy Provisions
- Lesson 3: Life Insurance Policy Ownership Rights

#### Module IV: Group Products

- Lesson 1: Group Insurance
- Lesson 2: Group Life Insurance
- Lesson 3: Group Retirement Plans



## LOMA 291

### Improving the Bottom Line: Insurance Company Operations

#### Module I: Company Overview

- Lesson 1: Many Stakeholders, Many Demands
- Lesson 2: The Great Organizational Pyramid: Unlock Its Mysteries
- Lesson 3: Risk, Return, and Risk Management

#### Module II: Product Administration

- Lesson 1: Distribution: Getting the Product to the Customer
- Lesson 2: New Business and Underwriting: Turning Prospects Into Insureds
- Lesson 3: Customer Service — Serving Customers Effectively
- Lesson 4: Claims Administration: Paying Out Death Benefits Promptly and Accurately

#### Module III: Marketing, Product Development, and Compliance

- Lesson 1: Marketing
- Lesson 2: Product Development
- Lesson 3: Legal and Compliance Functions: Doing the Correct Things Correctly

#### Module IV: Financial Management

- Lesson 1: Financial Functions in an Insurance Company
- Lesson 2: Goals for Financial Management