

Reinsurance Course Collection

Designed for the Reinsurance Administration Professionals Association (RAPA) as a training program for new hires of direct insurers, reinsurers, and retrocessionaires who are responsible for reinsurance administration, this collection provides a solid introduction to the fundamentals of life insurance products and reinsurance. Note that the PDF Supplement to Reinsurance Basics is not a stand-alone course, although it provides much valuable information when read after taking the three online courses—*Life Insurance Basics*, *Life Insurance Products*, and *Reinsurance Basics*

This offering includes the following courses:	Member Price	Non-Member Price
• Life Insurance Basics	\$50	\$100
• Life Insurance Products	\$50	\$100
• Reinsurance Basics	\$50	\$140
• Supplement to Reinsurance Basics	\$50	\$100
Regular Total Price	\$200	\$400
Discounted Collection Price (Worldwide)	\$120	\$240

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The Sales Support Collection: For Field Office Employees

To do their sales support jobs effectively, Field Office employees need a solid knowledge of the life insurance industry, its products, and the insurance distribution and sales process. This collection provides an overview of the industry, as well as more detailed discussions of the types of products sold and the key stages in the life cycle of an insurance policy— from planning and product development, through application and underwriting, service and claim administration. Understanding the distribution process and becoming adept at providing customer service are also components of this collection, which can help jump-start new employees, as well as hone the knowledge and abilities of established staff members.

This offering includes the following courses:	Member Price	Non-Member Price
• 15-Minute Insurance Industry Overview	\$50	\$100
• Life Insurance Products	\$50	\$100
• Life of an Insurance Policy	\$50	\$100
• The Insurance Sales Process	\$50	\$100
• Distributing Insurance Through Agents	\$50	\$100
• Exceptional Customer Service	\$50	\$100
• Ethical Conduct Ethical Conduct in the Insurance Industry	\$50	\$100
Regular Total Price	\$350	\$700
Discounted Collection Price (Worldwide)	\$120	\$240

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The Sales Support Collection: For Home Office Employees

Home Office employees who support the sales function are critical to ensuring that the sales process runs efficiently from beginning to end. They need to understand the “big picture” of the life insurance industry, as well as how they, their company, and its sales force work together to serve the customer. Courses in this collection focus on the various life insurance products and the many functions that the Field and Home Office “touch”— from a life insurance policy’s inception/product development, through underwriting, customer service and claim administration. Key factors of success, such as effectively supporting Field operations and distributors, and providing superior service— both internally and externally— are also included. This collection is a perfect solution to on boarding new employees in Home Office sales support functions and getting them up-to-speed quickly and cost-effectively. It works equally well as a “refresher” for seasoned employees or those simply looking for some new and different perspectives on their jobs.

This offering includes the following courses:	Member Price	Non-Member Price
• 15-Minute Insurance Industry Overview	\$50	\$100
• Life Insurance Products	\$50	\$100
• Life of an Insurance Policy	\$50	\$100
• The Insurance Sales Process	\$50	\$100
• Agency Support Functions	\$50	\$100
• Interacting Effectively with Agents	\$50	\$100
• Ethical Conduct Ethical Conduct in the Insurance Industry	\$50	\$100
Regular Total Price	\$350	\$700
Discounted Collection Price (Worldwide)	\$120	\$240

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