



2022 LOMA English-Language Short Online Course Collections

Know Your Business: Life Insurance Course Collection

Designed for those who want a brief overview of life insurance, this series of four short courses provides a solid introduction to the industry’s principles and products. It covers areas such as characteristics of insurable risks, risk classification, types of life insurance, how different policies work, policy provisions, and policyowner rights. The collection provides an excellent way to get new employees up to speed quickly, educate employees new to an area, and refresh the knowledge of even the most seasoned employees.

This offering includes the following courses:	Member Price	Non-Member Price
• Life Insurance Basics	\$50	\$100
• Life Insurance Products	\$50	\$100
• Individual Life Insurance Policy Provisions and Supplemental Benefits	\$50	\$100
• Policyowner Rights for Individual Life Insurance	\$50	\$100
Regular Total Price	\$200	\$400
Discounted Collection Price (Worldwide)	\$120	\$240

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Know Your Business: Annuities Course Collection

Providing a brief overview of annuities, this collection of five short courses focuses on the fundamental concepts of annuities and annuity operations. It covers areas such as the basic principles of annuities, characteristics of the various types of annuity products, the key participants in an annuity contract and their rights and responsibilities, the operation of an annuity contract, why people buy annuities, and annuity taxation. This collection provides an excellent way to get new employees up to speed quickly, educate employees new to an area, and refresh the knowledge of even the most seasoned employees.

This offering includes the following courses:	Member Price	Non-Member Price
• Annuity Basics and Participants	\$50	\$100
• Annuity Products	\$50	\$100
• Annuities: Why People Buy Them	\$50	\$100
• Annuities: How They Work	\$50	\$100
• Annuities: Overview of Taxation	\$50	\$100
Regular Total Price	\$250	\$500
Discounted Collection Price (Worldwide)	\$120	\$240

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Exceeding Customer Expectations: Customer Service Course Collection

Designed for those who want a solid introduction to customer service, this series of four short courses covers areas such as how to provide exceptional customer service, personal planning, priority lists, customer service transactions, and handling conflicts with customers. This collection provides an excellent way to get new employees up to speed quickly, educate employees new to an area, and refresh the knowledge of even the most seasoned employees.

This offering includes the following courses:	Member Price	Non-Member Price
• Exceptional Customer Service	\$50	\$100
• Processing Customer Service Transactions for Life Insurance	\$50	\$100
• Working with Upset Customers	\$50	\$100
• Managing Time and Stress	\$50	\$100
Regular Total Price	\$200	\$400
Discounted Collection Price (Worldwide)	\$120	\$240

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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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