

CLAIMS: Standard Learning Path

GENERAL KNOWLEDGE

15-Minute Industry Overview	Interacting Effectively With Agents	Ethical Conduct in the Insurance Industry
Life of an Insurance Policy	Working with Upset Customers	How Insurance Companies Pay Life Claims

TARGETED DEVELOPMENT

Foundational

Meeting Customer Needs with Insurance and Annuities (LOMA 281)

Improving the Bottom Line: Insurance Company Operations (LOMA 291)

Customer Service for Insurance Professionals (ACS 101)

Proficiency

The Use of Surveillance in an Insurance Investigation

The Policy Lifecycle: Insurance Administration (LOMA 302)

Regulation of Life Insurance Products, Sales & Operations (AIRC 421)

Expertise

Operational Excellence in Financial Services (LOMA 335)

Risk Management & Product Design for Insurance Companies (LOMA 371)

LEADERSHIP DEVELOPMENT

Resource Magazine	Fellow Life Management Institute (FLMI)	Individual Insurance Services Committee I
Life Insurance Conference	Executive Development	
InfoCenter Brief: Phone-Based Life Insurance Claims Service	Whitepaper: Case Management In Insurance – Focus on Claims Processing	