

CIC Insurance Company Operations Institute
August 26 - 28, 2020
DoubleTree, S. Portland, ME

Wednesday, August 26, 2020

7:30 a.m. - 8:00 a.m.	Registration	
8:00 a.m. -10:00 a.m.	Executive Strategies	Jay K. Williams, CIC, CRM, AAI, ACSR, CRIS, MLIS, AIP Tallahassee, FL
10:00 a.m. -12:00 p.m.	Actuarial Practices & Accounting	Jay K. Williams, CIC, CRM, AAI, ACSR, CRIS, MLIS, AIP
12:00 p.m. -1:00 p.m.	Lunch	
1:00 p.m. – 5:00 p.m.	Claims	Jay K. Williams, CIC, CRM, AAI, ACSR, CRIS, MLIS, AIP
5:00 p.m. – 5:15 p.m.	Exam Briefing	

Thursday, August 27, 2020

8:00 a.m. – 10:00 a.m.	Agency/Policyholder Services	Rebecca Lathrop, CIC, CPIA Optimum Performance Solutions, LLC Lake Worth, FL
10:00 a.m. - 12:00 p.m.	Product Development	Rebecca Lathrop, CIC, CPIA
12:00 p.m. -1:00 p.m.	Lunch	
1:00 p.m. - 5:00 pm.	Underwriting	Rebecca Lathrop, CIC, CPIA

Friday, August 28, 2020

9:00 a.m. -11:00 a.m.	Exam	
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Education Consultant James Glasser