

COVER PAGE

Name of Provider: Building Competent Insurance Agents Association

Comment [JJ1]: Enter name of Business

Name of Course: Communicating Insurance to Consumers for Comprehension (Webinar)

Comment [JJ2]: Enter the title of the course-should include webinar or webcast

Targeted audience: General lines agents that are new in the business

Comment [JJ3]: Who are you presenting to?
Examples: life agents, general lines agents, adjusters.
Beginners or more experienced?

Course Objective: To teach insurance agents how to communicate the terms of insurance contracts to their customers for comprehension.

Comment [JJ4]: At the end of the course, what new knowledge and/or skill will your participants be leaving with?

Course Relevance: Many consumers express that they do not understand the type of coverage that was sold to them. They aren't clear of the provisions of their policy. This makes it difficult for them when it comes time to making a claim. Since most consumers rely on their agent to bridge the knowledge gap it is important that Insurance agent know how to explain various contractual allowances to their clients.

Comment [JJ5]: Summarize how your course material is relevant to the line of work of your target audience. How does it increase the professionalism, ethics, and competence needed to perform their primary responsibilities to the public.

Study Method: Virtual

Comment [JJ6]: Will this be in a classroom format, seminar, self study online, correspondence, or webinar?

Outline

Comment [JJ7]: One page of outline material for each hour of study.

I. Introduction **5 Min**

Discussion on unauthorized entities

Comment [JJ8]: Include time. Time blocks should be no longer than 50 minutes.

II. Main Point 1 **10 Min**

a. Sub Point 1

i. Relevant cases or examples – when applicable

ii. Relevant cases or examples – when applicable

b. Sub Point 2

c. Sub Point 3

Comment [JJ9]: Not required for courses that are exclusively for Adjusters, Title Agents, or Bail Bond agents. See full verbiage below.

Comment [JJ10]: Describe the case studies and examples you will be using.

III. Main Point 2 **10 Min**

a. Sub Point 1

i. Relevant cases or examples – when applicable

ii. Relevant cases or examples – when applicable

b. Sub Point 2

c. Sub Point 3

IV. Main Point 3 **10 Min**

a. Sub Point 1

i. Relevant cases or examples – when applicable

ii. Relevant cases or examples – when applicable

b. Sub Point 2

c. Sub Point 3

V. Main point 4 **15 Min**

a. Sub Point 1

i. Relevant cases or examples – when applicable

ii. Relevant cases or examples – when applicable

b. Sub Point 2

c. Sub Point 3

Break **10 min**

Comment [JJ11]: Include a 10 minute break for each hour of time.

Total Instruction Time **50 min**

Total Break Time **10min**

Total Time **60 min**

Comment [JJ12]: Summarize total time. 50 minutes of instruction and 10 minutes of break equals one hour of CE.

Unauthorized Entities Updated Verbiage:

An entity that is required to be licensed or registered with the Florida Office of Insurance Regulation but is operating without the proper authorization is identified as an ***unauthorized insurer***. All persons have the responsibility of conducting reasonable research to ensure they are not writing policies or placing business with an unauthorized insurer. Any person who, directly or indirectly, aid or represent an unauthorized insurer can lose their licenses or face other disciplinary sanctions. Please see section 626.901, Florida Statutes, to read the laws. Lack of careful screening can result in significant financial loss to Florida consumers due to unpaid claims and/or theft of premiums. Under Florida law, a person can be charged with a third-degree felony and also held liable for any unpaid claims and refund of premiums when representing an unauthorized insurer. It is the person's responsibility to give fair and accurate information regarding the companies they represent.

Comment [JJ13]: Include full verbiage text to be handed to all participants