

Associate in Claims

www.aicpcu.org

The **Associate in Claims** designation program provides claims professionals with the foundation needed to succeed in today's rapidly changing industry. With this program, you'll improve your technical claim handling skills, communication and negotiation skills, good-faith claim handling abilities, and in-depth policy knowledge. AIC is available as a self-study program via printed text books and course guides, or via online courses. Segmented exams are also available. Visit www.aicpcu.org/aic for more information.

Bottom-Line Benefits

AIC 33: Claim Handling Principles and Practices

- Improve claim handling by building a strong foundation in effective investigation techniques
- Help avoid costly lawsuits by learning good-faith claim handling
- Improve customer satisfaction and retention with soft skills like communication and negotiation
- Manage defense costs through strong litigation techniques

AIC 34: Workers' Compensation and Managing Bodily Injury Claims

- Improve effectiveness by learning to manage injury claims more efficiently
- Control expense and indemnity costs through a practical understanding of bodily injury claim management
- Dispose of workers' compensation claims in more efficient and timely manner by learning how to determine employment status and compensability

AIC 35: Property Loss Adjusting

- Reduce time and costs associated with property loss adjusting by learning practical and proven estimating techniques
- Improve disposition of claims more efficiently through a process to determine coverage and assign value to a claim
- Reduce costs associated with coverage disputes by gaining in-depth knowledge of common property policies

AIC 36: Liability Claim Practices

- Reduce costs associated with coverage disputes by gaining in-depth knowledge of common liability coverage issues
- Improve claim handling by learning effective and proven liability claim investigation, evaluating, valuing, and settlement techniques

Level: Intermediate

Exams: Four

Completer Info: Passing the required exams earns the designation. Visit our Web site for more information on alternate paths to earn AIC.

Cross-Credits: Visit our Web site for additional programs towards which AIC courses count.

We Recommend AIC for: In-house claim adjusters, field claim adjusters, insurance litigators, senior customer service representatives, agency principals, and third-party administrators

Sequence: When pursuing this designation, we recommend taking AIC 33 first.

Alternate paths to earn AIC:

- **Personal Lines Auto and Liability:** AIC 33, 34, and 36, plus either CPCU 553 or 555 or INS 22
- **Personal Lines Homeowners:** AIC 33, 35, and 36, plus either CPCU 553 or 555 or INS 22
- **Commercial Lines Liability:** AIC 33, 34, and 36, and CPCU 552
- **Commercial Lines Property:** AIC 33, 35, and 36, and CPCU 551

Study Aids

Available for AIC, INS, and CPCU, SMART Study Aids help you retain key concepts by supplementing course materials. The Review Notes and Flash Cards allow you to maximize your study time, while the new SMART Online Practice Exams are as close as you can get to experiencing an actual exam before taking one.

Online Learning

With the *Institutes Online* revolutionary Web-based learning tools, you get the Institutes' respected technical insurance content in smaller, targeted pieces. Try it for yourself—visit www.aicpcu.org/COMET.

Questions?

For more information and to take advantage of the Institutes' free educational advising service, please call Customer Service at (800) 644-2101 or e-mail customerservice@cpcuiia.org. You can also visit the Institutes on the Web at www.aicpcu.org, where you will find everything you need to know about registering and studying, including a complete course catalog. We're here to help you succeed on your professional development path!

About the Institutes

The American Institute for CPCU/Insurance Institute of America are not-for-profit organizations offering knowledge solutions and professional development services to the risk management and property-casualty insurance community. The Institutes offer the CPCU designation program; associate designation programs in areas such as claims, risk management, underwriting, and reinsurance; introductory and foundation programs; and online courses, all of which help drive better decision making to propel business success.

"I needed to be the best. The knowledge and skills I learned helped me handle claims in the field, manage claims professionals in the office, and consult for industry organizations in the boardroom."

~Jim Franz CPCU, AIC, ARM
Unit Claims Coordinator
Indiana Farm Bureau Insurance

My Professional Development Planner

PHASE I

To fully understand the claim function and develop the ability to apply industry fundamentals in your daily work, you need a solid foundation in both insurance and claim fundamentals.

Insurance Essentials

Online Learning
Fundamentals Courses

Company-Specific Training:

Introduction to
Claims

PHASE II

Once you have an overall understanding of the industry, you'll be able to benefit from more-technical knowledge. Choose a generalist (**G**) or specialist (**S**) approach, depending on your needs.

Program in General
Insurance (**G**)

Online Learning (**S**):

Associate in
Claims (**S**)

CPCU (**G**)

Company-Specific Training (**S**):

PHASE III

Professional development should continue throughout your career so you can stay current on the latest industry practices and so you can refine your technical insurance knowledge.

Online Learning:

Associate in:

CPCU

Company-Specific Training