



THE CENTER FOR PROFESSIONAL EDUCATION SPRING 2010

101 Murray Street, NY, NY 10007 · Tel (212) 277-5161 · Fax (212) 732-6175 · Email cpe@stjohns.edu

SEMINARS AND CERTIFICATE PROGRAMS

The Business of Insurance Certificate Program

This accelerated course is designed for individuals who wish to expand their breadth of knowledge of the insurance and risk management industry. Meeting on four consecutive Thursdays, the program provides a comprehensive overview of the major concepts and areas of expertise that are the fundamental aspects of the industry. No advance knowledge of insurance is required. This course provides 15 Continuing Education credits for all lines, and students receive a certificate from St. John's upon successful completion of the program.

Topics covered in The Business of Insurance include:

- Risk Management
- Regulation
- Insurance Company Operations
- The Law of Contracts
- Property & Casualty
- Life & Health
- Ethics
- Underwriting and Distribution
- Reinsurance
- Analysis of Insurance Company Financial Statements
- Current Trends in Insurance
- Marketing Strategies
- Insurance and the Courts

| Course Name | Day/Date | Time | CE credits NY/NJ | Fee |
|---|-----------------------------|-------------------|------------------|----------|
| The Business of Insurance (John Hampton) | Four Thursdays, 3/25 – 4/15 | 9:00 am – 4:00 pm | 15 | \$1,795. |

NEW COURSE! Planning to Win: Sales Development Process Mapping

The purpose of this half-day seminar is the design and implementation of a Sales Development Process Map, supported with mathematical models for the development of leading sales indicators, and identification and implementation of course corrections as necessary.

The classroom experience is high interactive with intense focus on:

- Personal and Professional Goal Setting
- Measurement and Tracking
- The Sale as a Process
- Managing a Prospect Inventory
- Calendar Management
- Effective Prospecting Dialogue

| Course Name | Day/Date | Time | CE credits NY/NJ | Fee |
|--------------------------------------|-----------------|--------------------|------------------|--------|
| Planning to Win (Tom Redmond) | Wednesday, 5/26 | 8:30 am – 12:00 pm | n/a | \$395. |

NEW COURSE! Overcoming Sales Call Reluctance

The purpose of this half-day seminar is to determine what blocks an individual or a team from executing on the sales process map through identification of specific call / contact reluctance behaviors. This results in the formulation of a personal prescription to overcome call / contact reluctance tendencies. The classroom experience is highly interactive and is centered on the analysis of an individual assessment tool along with evaluation of the "internal dialogue" experienced by the student. Each participant will receive an action plan that includes specific, proven steps to overcome their call reluctance tendencies. The plan is practical, simple, and can be applied immediately.

The workshop is followed up with a group coaching call. **There is a \$121 materials fee, payable directly to the instructor.**

| Course Name | Day/Date | Time | CE credits NY/NJ | Fee |
|---|-----------------|-------------------|------------------|--------|
| Overcoming Sales Call Reluctance (Redmond) | Wednesday, 5/26 | 1:00 pm – 4:30 pm | n/a | \$395. |

The Brief Course in Reinsurance: A One-Day Intensive

This course is intended for those individuals who need to know the basic elements of reinsurance and how it functions, without the technical material. Participants will derive a fundamental knowledge of how the reinsurance business operates. A basic knowledge of insurance is required. This course provides 7 Continuing Education credits for all lines.

At the end of this program, participants will understand:

- The history of reinsurance & how it developed from insurance
- The basic concepts of reinsurance
- Special cases in reinsurance
- How reinsurance is written
- Why companies buy reinsurance
- How reinsurance is marketed
- How a program of reinsurance is developed

A glossary of reinsurance terms is also provided for use both during the seminar and as a future reference.

| Course Name & Instructor | Day/Date | Time | CE credits NY/NJ | Fee |
|---|---------------|-------------------|------------------|--------|
| Brief Course in Reinsurance (Richard Standing) | Thursday, 6/3 | 9:00 am – 5:00 pm | 7 | \$795. |

AGENTS, BROKERS & ADJUSTERS LICENSING EXAM PREPARATION

We are approved to provide the pre-license exam preparation courses you need if you intend to sit for the broker/agent state examination. If you are exempt from satisfying New York's 96-hour classroom requirement due to your professional experience, we offer a 28-hour cram course which is designed to help you master the material covered in the New York property and casualty agent and broker licensing examinations.

Tuition includes the materials fee.

| Course Name | Day | Dates | Time | Fee |
|---|---|---|--|--------|
| 96-Hour P&C Exam Preparation Course (Singleton) <i>Includes the 40-Hour Personal Lines Course. All students must attend the first six days.</i> Fee: \$440. | Tuesdays, Wednesdays, Thursdays and Three Saturdays | 4/20 – 6/24 5/8, 5/29 and 6/19 | 6:00 p.m. – 9:00 p.m. 9:00 am – 4:00 pm | \$840. |
| 28-Hour Cram Course (Singleton) <i>Includes the Independent Adjusters Course. All students must attend the first day.</i> Fee: \$440. | Four Mondays | 4/26 – 5/17 | 9:00 am – 5:00 pm | \$540. |
| NY L/H Agents 40-Hour Licensing Course (De Guzman) | Monday, Wednesday, Friday and Saturday | 4/12 and 4/19, 4/14 and 4/21, 4/16 and 4/23 4/17 | 6:00 pm – 9:30 pm 6:00 pm – 9:30 pm 6:00 pm – 9:30 pm 9:00 am – 4:00 pm | \$540. |

AGENTS, BROKERS & ADJUSTERS CONTINUING EDUCATION

For agents and brokers, we offer a broad range of NYS and NJ approved Continuing Education programs.

Please note that as of February 2009, **NY State has mandated that STUDENTS WILL NO LONGER BE ABLE TO REPEAT COURSES.** Contact the NY State Insurance department if you have any questions: <http://www.ins.state.ny.us/abfaqs.htm>.

ATTENDANCE REQUIREMENT

In order to receive credits for any continuing education program, **it is MANDATORY that you arrive on time and bring a photo ID.** You must also follow the sign-in and sign-out procedures and attend the entire class session. You will forfeit your tuition and credits if you do not comply. **Credits are issued strictly on the basis of the number of hours spent in class.**

SCHEDULE AND FEE

All courses meet on Thursdays, except when noted. Half-day courses (4 credits) are **\$95.** Full-day courses (8 credits) are **\$190.**

We reserve the right to cancel any course due to low enrollment.

| Course Name | Date | NY Course Number | Time | CE credits NY/NJ | Applicable licenses |
|--|------|------------------|--------------------|------------------|---------------------|
| Basic Flood (Graham) | 4/8 | NYCR 215118 | 8:30 pm – 12:30 pm | 4 | BR, PC, PA, C3 |
| Insurance Ethics (Terrerri) | 4/8 | NYCR 201725 | 1:00 pm – 5:00 pm | 4 | All lines |
| Agency Management (Farina) | 5/6 | NYCR 216027 | 8:30 pm – 12:30 pm | 4 | All lines |
| Legal Responsibilities of the Insurance Professional (Farina) | 5/6 | NYCR 214405 | 1:00 pm – 5:00 pm | 4 | All lines |

SPRING 2010

Registration Form

Priority Code

TO REGISTER

By mail

Complete this form and send it to:

The Center for Professional Education

St. John's University
101 Murray Street, 4th Floor
New York, NY 10007

By fax

Complete this form and fax it to (212) 732-6175

CONTACT US

Phone (212) 277-5161

E-mail cpe@stjohns.edu

VISIT US ON THE WEB

For more information about our courses and services, our website is

www.stjohns.edu/cpe

REFUND POLICY

All requests to cancel registration in a course must be made in writing.

For courses that meet over multiple sessions, requests received prior to the course's start date incur a 10% charge. Requests received between the first and second session incur a 25% charge. There are no refunds after the second class session.

Requests for refunds for Continuing Education courses must be received in writing more than 24 hours before the course meets. Registration may also be rolled over to another course. Qualified substitutes will be accepted to any course at no additional charge.



| | | |
|------------------------------|-----------------------------------|--------------------------|
| Name (first name, last name) | Social Security Number (required) | Date of Birth (required) |
|------------------------------|-----------------------------------|--------------------------|

| | | |
|--------------|----------------------------------|--|
| Company Name | Broker's License Number (for CE) | International student? ___ Yes ___ No |
|--------------|----------------------------------|--|

Company Address (___ Check here if this is your mailing address. ___ Check here if this is your billing address.)

| | | |
|------|-------|-----|
| City | State | Zip |
|------|-------|-----|

Home Address (___ Check here if this is your mailing address. ___ Check here if this is your billing address.)

| | | |
|------|-------|-----|
| City | State | Zip |
|------|-------|-----|

| | |
|-----------|-----------------|
| Day Phone | Alternate Phone |
|-----------|-----------------|

| | |
|--------|-----|
| E-mail | Fax |
|--------|-----|

| | | |
|--------------|------------|-----------|
| Course Title | Day / Time | Fee \$ |
|--------------|------------|-----------|

| | | |
|--------------|------------|-----------|
| Course Title | Day / Time | Fee \$ |
|--------------|------------|-----------|

| | | |
|--------------|------------|-----------|
| Course Title | Day / Time | Fee \$ |
|--------------|------------|-----------|

PAYMENT Please indicate payment method. Make checks payable to St. John's University.

Check Money Order Bill my company (attach letter of authorization*)

Visa MasterCard American Express Discover

* **Note:** Continuing Education courses CANNOT be billed to a company.

Total

\$

| | |
|-------------|-----------------|
| Card Number | Expiration Date |
|-------------|-----------------|

| | |
|-----------------|-----------|
| Cardholder Name | Signature |
|-----------------|-----------|