

A close-up photograph of a person's hand holding a yellow pencil, poised to write on a document. In the background, a laptop keyboard is visible, suggesting a professional or educational setting.

# Consumer Assistance Training Online

July 27-August 3, 2009 • September 28-October 5, 2009

If you are a consumer services representative or interested in improving the effectiveness with which you manage the complaint handling process from start to finish, this course should be an essential part of your preparation. You will learn how to process and code complaints, why proper complaint coding is essential for effective regulation, and when to communicate issues with various divisions of your insurance department to ensure that consumers receive excellent service and that uniformity in complaint handling is achieved.

### At the completion of this course, you will be able to:

- List and describe the various provisions under the Unfair Claims Practices Act, the Unfair Trade Practices Act, and state mandates, and describe how they protect consumers.
- Describe potential consequences that can occur when uniformity is not maintained.
- Identify systems, practices, or processes within the consumer services area that are particularly prone to inconsistencies among states.
- Define, statutorily, the difference between a complaint, an inquiry, and a factual dispute.
- Track the general process of complaint handling from the moment a consumer submits a complaint to a Department of Insurance (DOI).
- Work collaboratively with other functional units within a DOI when responding to complaints.
- Utilize the NAIC's Standard Complaint Data Form to correctly code a complaint.
- Respond appropriately to consumer inquiries and complaints.
- Identify quality controls in place at the state level to ensure consumers are provided with a high level of service.

Consumer Assistance Training was first introduced in 2007 and was welcomed by rave reviews. The majority of participants have noted they would "absolutely" recommend this course to others.

What past participants have said:

- *I thoroughly enjoyed this course and was able to put some of the information that I gained to use right away when responding to consumers. I appreciated the fact that I could participate while at work or at home, whatever was more convenient for me.*

- *I was pleasantly surprised. Not having taken an online course before, I wasn't sure what to expect. However, I learned a lot and will be able to use the material in future training and day-to-day work here at our agency.*



National Association of Insurance Commissioners

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## Tuition

- \$295 for State Insurance Department Staff
- \$495 for all other regulators

Tuition includes comprehensive course materials, password access to the course, assistance from course facilitators, a 24/7 Help Desk for technical problems, continuing education materials (upon request and successful completion), and the opportunity to learn and connect with others from across the country.

## This is an NAIC Designation Course!

The *Consumer Assistance Training Online* course is an Insurance Regulator Professional Designation Program course. NAIC's Designation Program is an exciting program designed by regulators for regulators so that critical concepts and skills can be acquired directly from the NAIC. Designation candidates enjoy many benefits, including the ability to build their own structured professional development path within the Designation framework and access to the best courses on regulatory topics out there. To learn more and to enroll in the Designation Program, visit the NAIC Designation Website: [http://www.naic.org/education\\_designation.htm](http://www.naic.org/education_designation.htm).

## Continuing Education

Continuing education materials are sent upon request and based on successful completion of the course (refer to course syllabus for completion requirements). Six (6) hours will be listed on continuing education materials for this one-week online course.

## Cancellations

Withdrawals for full refund are permitted up to three weeks before the beginning date of the course; cancellations after this date will result in no refund. Notification of cancellation must be received in writing. If issued, refunds will be mailed after the completion of the course. Substitutions are accepted up to one week before the course begins.

**REGISTER** online at [www.naic.org/education\\_home.htm](http://www.naic.org/education_home.htm) or complete and return the registration form below by **July 6** for the first session or **September 7** for the second session. If registering online, refer to promotional code **FL091**. You will be contacted via e-mail with confirmation of your registration, your password, and login information.

FL091

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■ July 27-Aug 3, 2009

■ Sept 28-Oct 5, 2009

FAX TO:  
(816) 460-7544

MAIL TO:  
NAIC Education & Training  
Post Office Box 870335  
Kansas City, MO 64187-0335

FED-EX/AIR MAIL ADDRESS:  
UMB Bank  
Attn: Wholesale Lockbox, 6th Floor  
Box 870335  
928 Grand  
Kansas City, MO 64106

[www.naic.org/education\\_home.htm](http://www.naic.org/education_home.htm)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

State/Organization: \_\_\_\_\_

Address (No PO Boxes): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

### Tuition

- \$295 State Insurance Department Staff
- \$495 All other regulators
- I am taking this as an NAIC Professional Designation course (optional for regulators)

### Payment Method

- Check or Money Order payable to the NAIC (Payment must accompany registration form)
- Zone Funds (State Ins. Dept. Staff only)
- Grant Funds (State Ins. Dept. Staff only)
- Scholarship (State Ins. Dept. Staff only)
- Credit Card (We will contact you by phone to obtain payment information)