



2022 FALL CONTINUING EDUCATION SESSIONS

Instructor: Tracy Young, C.E. Solutions

Tracy Young began her insurance career in 1985 working for Columbia Insurance Companies. Tracy's expert experience also comes from managing a Wichita training facility. She was an agency field specialist for State Farm Insurance. She is the best in the business and aside from working for the top insurance agencies in the industry she has also conducted Life/Health continuing education classes for A.D. Banker & Co., LLC. Tracy prides herself in personally writing and conducting continuing education classes to insure that we provide classes that are of the highest quality.

Classes will be virtual, through AdobeConnect. Agents will only need speakers or a headset for the webinars - you will NOT need a video camera or microphone. You will be participating by answering easy discussion questions as we go along (just so the instructor knows you're there). We will email the webinar link to you the Monday before the webinar, and ask you to practice getting into the meeting (that way we are ready to go on meeting day).

Ethics at Work? (3 Hours Ethics)

We will discuss why ethics is important in the insurance business, what ethical responsibilities we have, why and how the industry is regulated and how consumer protection and ethical issues relate to insurance regulation. Then we dig deeper and look at the regulations specific to insurance sales, underwriting and claim handling.

Delivering Quality Service (3 Hours General)

We will focus on why customer service is essential for our industry and develop skills for delivering optimal service. We will discuss etiquette for communication tools and techniques for resolving some specific challenging customer service situations in the insurance office.

If you're not sure of your continuing education requirements, please contact the Kansas Insurance Department, Agents Division at (785) 296-3071.

DATES AND LOCATIONS

October 12

Virtual

October 13

Virtual

October 25

Wichita - LIVE

Butler Community College,
715 E. 13th, Andover, KS 67002

October 26

Chanute - LIVE

Neosho County

Community College,

800 W. 14th,

Chanute, KS 66720

October 27

Virtual

SCHEDULE

8:30 a.m. - 9:00 a.m.

Registration

9:00 a.m. - 12:00 p.m.

Ethics at Work (3 hours Ethics)

12:00 p.m. - 12:30 p.m.

Lunch Break

12:30 p.m. - 3:30 p.m.

Delivering Quality Service

(3 hours General)

3:30 p.m.

Conclude



2022 Fall Continuing Education Sessions

REGISTRATION FORM



KBA Insurance, Inc.
A SUBSIDIARY of KBA

Registration Information

\$95 per person

*Includes course materials and 6 hours of credits.

Each registrant will receive a confirmation notice two weeks before the course date. Confirmations will be sent by email if an email address is provided.

Send this form with your check payable to Kansas Bankers Association, to PO Box 4407, Topeka, KS, 66604. You may register online with a credit card at www.ksbankers.com. **If you pay by debit or credit card, you will still need the completed registration form filled out and turned in.**

You may copy this form and pass it on to any of your associates who need to complete their required CE hours.

The instructor will file your certificate of attendance with the Kansas Insurance Department.

*Registration for and attendance at KBA meetings and events constitutes an agreement by the registrant for KBA's use of the attendee's photograph in printed and/or digital promotional materials, publications, mobile app and social media, unless permission is revoked in writing and received by the KBA prior to the event.

Please mark the session you will be attending:

Name: _____

Telephone: _____ Fax: _____

E-mail: _____ National Producer Number (NPN): _____

Home Address: _____

___ October 12 ___ October 13 ___ October 25 ___ October 26 ___ October 27

Pay type: ___ Check ___ Debit/Credit Card

Bank/Agency: _____

Office Address: _____