



**IIAV CONNECTS**

people  
ideas solutions

Wednesday, May 13th  
**TOPIC: Reopening Your Doors - What You Need to Know Before Taking This Step**

**IIAV Connects**  
 People, Ideas, Solutions  
**TOPIC: Reopening Your Doors - What You Need to Know Before Taking This Step**  
**May 13, 2020 | 1:00pm-2:00pm**  
**ZOOM Webinar**

**THIS IS A FREE EVENT.**

As of May 15, Virginia will begin Phase 1 of reopening for business. We've all heard that this process will be more like slowly turning on a faucet, rather than flipping a light switch. There are any number of questions and uncertainties, but one thing we are all confident of is that the return to business as usual will feel anything but normal.

For this session, we've enlisted Claudia St. John, President of Affinity HR Group, an IIAV Endorsed Vendor, and all-around HR authority. She will guide us through the things we all must take into consideration, including the critical steps and best practices to ensure the safety and well-being of you, your team, and your clients.

Even as the process of reopening begins in Virginia and elsewhere, the situation continues to evolve and therefore information changes rapidly. Claudia will be providing the most up-to-the minute knowledge available so that you and your team can resume business with confidence and safety.

[Register now!](#)

**19**  
**May**

**Cyber Liability: Why It's Not Just for the IT Department**

Course# 220440 | 2 P&C

**9:00am-11:00am**  
**Members: \$30/Non-Members: \$65**  
**Webinar**

The internet has changed our industry forever. Gone are the days of placing a standard ISO policy and collecting updates from the insured year after year.

Companies are placing an immense emphasis on education, security, and risk management in all aspects of IT. Insurance agents have the great responsibility and

opportunity to be in the forefront to educate, manage risk, and build lasting relationships with your insureds to navigate the ever-changing world of Cyber insurance.

In this fundamental Cyber session, we will review Cyber coverages available in the marketplace, discuss regulations and claims, and review how to become a "Risk Scientist".

Register

**20**  
**May**

### On the Road Again: Getting Up to Speed About Insuring RVs

Course# 220647 | 1 P&C

9:00am-10:00am

Members: \$15/Non-Members: \$45

Webinar

The RV industry is experiencing a renaissance with record setting sales for 3 of the last 4 years. Learn what is causing the excitement in RV'ing, what types of RV's your customers are purchasing and what impact this has had on Insurance. Learn about the different coverage options that are available and the potential gaps that customers may be unaware are there.

Register

**21**  
**May**

### Coinsurance Made Easy

Course #:220454 | 1 P&C

9:00am-10:00am

Members: \$15/Non-Members: \$45

Webinar

One of the most confusing aspects of property insurance policies is the coinsurance clause. Insured's who fail to insure to value, soon learn its importance. Therefore, as insurance professionals, we must have a good understanding of the provision and its effect on loss payments. Coinsurance has been a part of our insurance contracts as far back as 1885. We will explore the history of coinsurance, its purpose then and now, and what we need to tell our insured.

Register

**27-28**  
**May**

### ACSR Mod 5: Professional Development & Account Management, Part 1 & 2

Course #:219613 | 4 OGI

9:00am-11:00am

Members: \$130/Non-Members: \$175

**Book Postage (Required Fee Due to Webinar format): \$11.95**

Webinar

During this four-part course we will discuss in detail customer service, the professional image, professional communication and account management and company relations. We will specifically address how to exceed customer service expectations, increase profitability, while presenting a professional appearance (both personal and workspace). Additionally we will discuss ways to respect and safeguard customer privacy, deliver professional communication, and how to both listen and write professionally. We will conclude with discussions of how to handle customer's accounts, agency contracts and how to build agency - insurer relationships.

[Register](#)

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## Ready to #learnmore?

See what else is waiting for you on the IIAV Education Calendar. When you register for a class at IIAV, you're signing up for excellence. You're setting yourself apart and deciding that learning and growth are not destinations, but a journey well-worth taking.

[See Full Education Calendar](#)

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