

# CSR Development Program

## Commercial Lines

FOR AGENTS AND BROKERS



### CSR Development Program Contact:

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Program begins  
September 19, 2018

#### Registering online is easy – visit:

<https://agenthelp.wufoo.com/forms/commercial-lines-csr-development-program/>

The Customer Service Representative (CSR) Development Program delivers comprehensive insurance industry training combined with customer service and sales skill development. Designed specifically for this busy, fast-paced role, the CSR Development Program provides initial training for new CSRs and opportunities for current CSRs to step up performance.

#### See what participants are saying:

“I would highly recommend the training to anyone new or anyone who needs a refresher. My hope is that the program is offered again in our agency to other CSRs.”

— *Customer Service Representative*

“I have enjoyed and learned a lot from this class [...] it has been beneficial in my day-to-day work with actual clients and assisting the department with their accounts.”

— *Customer Service Representative*

#### Commercial Lines Focus (AINS 23)

- Commercial Insurance Education
- Sales Skills for CSRs
- Commercial Lines Product Training
- In-Office Agency Mentor

Duration: 12 weeks

Cost: \$899

Format: Virtual

Sep. 19 - Dec. 14

#### What to expect:

- Dedicated learning time during office hours is required; 6 - 10 hours per week.
- A mentor assigned within the agency to act as a resource, participate in in-agency practices, and provide coaching; estimated time commitment is 1 - 2 hours per week.

#### Cancellation policy:

- Cancellations received 10 or more calendar days before the program start date will be fully refunded.
- Cancellations received fewer than 10 calendar days before the program start date will be refunded, minus \$250.
- No refunds are given after the program start date.

**Apply today!** The deadline to apply is August 24, 2018.



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This document provides a general description of this program. Program subject to change without notice.

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