

Agent and Broker Training

Q1 2019



FOR AGENTS AND BROKERS

Commercial Basics On Demand

Online course, learn on your own schedule, at your own pace!

This course lays the groundwork for producers and CSRs who are new to commercial lines and will cover:

- Major commercial lines of business
- ISO coverages, exclusions, and definitions
- Liberty Mutual Package offerings

Includes knowledge checks, case studies and a mentor guide to facilitate post-study discussion with your manager.

Cost: \$189

Length: self-paced, approximately 4-6 hours

[Register Here](#)

Instructor-Led Webinar Opportunities from Liberty Mutual Insurance

Want training that's convenient, highly effective, and fits your schedule? We've designed a number of webinars to enhance skills at all levels, from customer service representative to agency principal. Many courses even include continuing education (CE) credits.

Below are the live webinars offered between January and March 2019. Sign up now to get the class you want — many class sizes are limited. Note: see your regional training calendar for upcoming on-location classes in your area.

(Click on the time links below to register.)

Instructor-Led CE Webinars:

Training Tuesday, 2 hours – \$25 each class, CE credits available

Commercial Auto Liability Gaps and Endorsements	Jan. 15
10:00 AM (ET) or 1:00 PM (ET)	
Equipment Breakdown	Jan. 22
10:00 AM (ET) or 1:00 PM (ET)	
Commercial Property Gaps and Endorsements	Jan. 29
10:00 AM (ET) or 1:00 PM (ET)	
Business Income	Feb. 5
10:00 AM (ET) or 1:00 PM (ET)	
Extra Expense	Feb. 12
10:00 AM (ET) or 1:00 PM (ET)	
Commercial General Liability Gaps and Endorsements	Feb. 19
10:00 AM (ET) or 1:00 PM (ET)	
Waiver of Subrogation.....	Feb. 26
10:00 AM (ET) or 1:00 PM (ET)	
Construction Defect.....	Mar. 5
10:00 AM (ET) or 1:00 PM (ET)	
Employment Practices Liability Insurance.....	Mar. 12
10:00 AM (ET) or 1:00 PM (ET)	
Contractual Liability.....	Mar. 19
10:00 AM (ET) or 1:00 PM (ET)	
Cyber Security: Data Breach Risks and Impact.....	Mar. 26
10:00 AM (ET) or 1:00 PM (ET)	

Register today! To register or find more information, including state-specific details about continuing education credit courses, please visit the [Agent Learning Center](#).

To access our Agent Learning Center (ALC), you need a User ID, which your agency administrator can provide. If you don't have a User ID for the Agents' Portal, your portal administrator can create one for you. For portal support, please call 888-451-8414 or send an email to agencyinterfacesupport@libertymutual.com. For assistance registering for a class, please contact agent.help@libertymutual.com.

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*Liberty Mutual received highest numerical score among commercial lines in the J.D. Power 2018 U.S. Independent Insurance Agent Satisfaction Study, based on 4,021 total responses measuring experiences and perceptions by independent agents among commercial line insurers, surveyed September-November 2017. Your experiences may vary. Visit jdpower.com

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