



Frequently Asked Questions about CIC Online Webinars

Q: What technology do I need to take a CIC webinar?

- A desktop computer or laptop
- Internet connection
- Speakers or audio on your device/you can also connect to the audio portion via phone
- You need to be connected to both video and audio during the program
- You do not need a webcam or microphone

Q: Do I need to attend the entire CIC webinar?

- To earn continuing education credits and/or designation update credits, you must be in FULL ATTENDANCE of the webinar. There will be unannounced poll questions taken frequently during the live webinar. You must reply to all attendance polls to earn credit.
 - Poll questions will not be taken during breaks or lunch
- Failure to answer the poll questions will disqualify participants from earning state CE and/or designation update credit.

Q. How do I take the CIC exam?

- CIC exam is only needed for those seeking the designation. If you already have the CIC designation you do not need to take the online exam.
- The exams are taken online in your personal learning portal on the National Alliance website.
- Access to your exam will be available Monday at 12:01 AM through Thursday 11:59 PM **CENTRAL TIME** of the week following your CIC webinar. You may take the exam any time during those days.
- Please plan on two uninterrupted hours to complete your exam. Exam must be taken in one sitting.
- The exam is short answer and essay questions written by our Ed Consultant who is on the Webinar the entire time with you so he knows exactly the material that was covered.
- If there are issues getting to your exam, email: examhelp@scic.com

Q. Do I need a proctor for the exam?

- Yes, the exam must be proctored, meaning someone must watch you take the test and confirm that you did not use any course materials or notes to take the test.
- Typically, this proctor must be a disinterested third party. However, in light of COVID-19, a family member over the age of 18 may serve as proctor.
- If a proctor is not available, we suggest an online proctor such as MonitorEDU which is a small additional fee to you.

Q. When do I get my results?

- You will receive your results about 4-6 weeks after completing the online exam. An email will be sent from The National Alliance directing you to your PROfile page.

Q. What about the Course Materials?

- A pdf copy is available for download 5 days prior to the program

Q. What is the Agenda? All times listed are **EASTERN time zone unless noted**

Day 1		Day 2	
7:30 AM	Log on to familiarize with format	7:45 AM	Log on to Webinar with Day 2 Link
7:45 AM	Rules of Engagement presentation	8:00 AM	CIC Presentation begins
8:00 AM	Opening comments by Ed Consultant	12:00 PM	Lunch
8:15 AM	CIC Presentation Begins	1:00 PM	CIC Presentation continues
12:15 PM	Lunch	5:00 PM	CIC Presentation concludes
1:15 PM	CIC Presentation continues	CIC Exam is only needed for those seeking the designation.	
5:15	Optional Exam Briefing by Ed Consultant		
5:30	Day 1 concludes		

- Exam window opens on the Monday following the CIC program at 12:01 AM – CENTRAL TIME
- Exam window closes on the Wednesday following the CIC program at 11:59 PM – CENTRAL TIME

Q. How do I join a Webinar?

- After registering (within 48 hours), you will receive a confirmation and receipt/invoice from carol@piavadc.com. Within the confirmation, click on the **WEBINAR LINK** to complete your registration.
- The day before your scheduled webinar you will receive an email from Sheryl Chasse at CustomerCare@GoToWebinar with a link to join the CIC webinar. The morning of, you will log into the webinar by simply clicking on the link that says “Join Webinar” at the designated times.
 - We have heard from several participants that their company has a firewall on their network preventing the receipt of these emails. Please email sheryl@piavadc.com if you do not have the link the day before your webinar. **DO NOT WAIT** until the day of the webinar to contact Sheryl as she will not be available to take calls or emails.

Q. What about the CE Credit?

- Online CIC Webinars are 16 VA CE Hours. The type varies depending on the topic.
- CE fee is included in your registration fee
- CE is approved in all 50 states, PR and DC. Hours vary by state –VA is approved for 16 CE hours.
- CE is processed by The National Alliance and you will receive an email when your credits have been processed approximately 10-14 days after the conclusion of the webinar.
- Agency Management includes 3 Ethics CE Hours.

Q. How much is the CIC Institute as a Webinar?

- \$420 per Institute
- Cancellation fees apply (reference your Registration Confirmation from PIA VA/DC or www.piavadc.com for details).



CIC Webinars are held in partnership with The National Alliance for Insurance Research and Education

Questions: Please email Sheryl@piavadc.com

www.PIAVADC.com

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