

# The Society of Certified Insurance Counselors

## Insurance Company Operations

Virginia Beach, VA • September 25-27, 2019

### Wednesday, September 25, 2019

7:30 AM - 8:00 AM

8:00 AM - 10:15 AM

**SECTION 1**

10:15 AM - 12:15 PM

**SECTION 2**

12:15 PM - 1:15 PM

1:15 PM - 5:15 PM

**SECTION 3**

5:15 PM - 5:30 PM

### Thursday, September 26, 2019

7:30 AM - 8:00 AM

8:00 AM - 10:00 AM

**SECTION 4**

10:00 AM - 12:00 PM

**SECTION 5**

12:00 PM - 1:00 PM

1:00 PM - 5:00 PM

**SECTION 6**

### Friday, September 27, 2019

7:30 AM - 8:00 AM

8:00 AM - 10:00 AM

#### Faculty

Michael Thomas DeHetre, CIC, CRM, CPCU, AU,  
ARe, AIM, AIS  
*Travelers Insurance, Tolland, CT*

#### Ed Consultant

John H. Earl Jr., Ph.D., CIC, CLU, ChFC, CFP, CFA,  
ARM  
*University of Richmond, Richmond, VA*

#### Program Location

Address & Phone: **Sheraton Virginia Beach Oceanfront Hotel**  
3501 Atlantic Avenue  
Virginia Beach, VA 23451  
(800) 325-3535

#### Registration with Coffee and Rolls

##### EXECUTIVE STRATEGIES

Mr. Allen Messer, CIC, CPCU

##### ACTUARIAL PRACTICES & ACCOUNTING

Mr. Allen Messer, CIC, CPCU

##### Lunch - on your own

##### CLAIMS

Mr. Allen Messer, CIC, CPCU

##### Exam Briefing

##### Coffee & Rolls

##### AGENCY/POLICYHOLDER SERVICES

Mr. Michael Thomas DeHetre, CIC, CRM, CPCU, AU, ARe, AIM, AIS

##### PRODUCT DEVELOPMENT

Mr. Michael Thomas DeHetre, CIC, CRM, CPCU, AU, ARe, AIM, AIS

##### Lunch - on your own

##### UNDERWRITING

Mr. Michael Thomas DeHetre, CIC, CRM, CPCU, AU, ARe, AIM, AIS

##### Coffee & Rolls

##### Examination

Allen Messer, CIC, CPCU

*Insurance Concepts & Services, New Braunfels, TX*