



CSR Boot Camp

Your Customer Service Representative Training Solution

CSR Boot Camp is an economical, self-study course series that will quickly help your customer service representatives:

- Gain solid, foundational knowledge of a wide range of insurance products and services
- Expand job skills and responsibilities
- Increase productivity and revenue
- Develop stronger customer relationships

Developed by The Institutes in partnership with the Independent Insurance Agents of North Carolina (IIANC), CSR Boot Camp also puts CSRs closer to earning The Institutes' Associate in General Insurance (AINS®) designation. All courses are eligible for continuing education CE credits.

Course Delivery Modes:



Print—Textbook and study aids



Online—Online self-study modules



IIANC members enjoy a **10%** discount on all courses.

Visit TheInstitutes.org/landingpages/public/iianc/ to learn more!



CSR Boot Camp

The path to CSR success

All prices reflect the 10% IIANC member discount and all courses are eligible for CE credit.

Step 1

Lay the groundwork with *Successful Starts for CSRs*.



Online course including exam

Step 2

Learn about property and casualty insurance and risk management with *Introduction to Risk Management and Insurance*.



Interactive online course, including exam



Textbook and course guide

Step 3

Gain the knowledge needed to prepare for the North Carolina licensing exam with the *IIANC Prelicensing Course*.

IIANC offers prelicensing courses for property, casualty, life, and accident/health insurance

Learn more at www.iianc.com

Step 4

Go beyond the basics with *AINS 21–Property and Liability Insurance Principles*.



Textbook and course guide plus online course access

Step 5

Learn how insurance addresses personal and business loss exposures when you take either or both of these courses:

AINS–22 Personal Insurance

AINS–23 Commercial Insurance



Textbook and course guide plus online course access

Step 6

Discover how ethical behavior preserves the public's trust in the insurance industry when you take either or both of these Ethics courses:

Ethics 311–Ethical Guidelines for Insurance Professionals

Ethics 312–Ethics and the CPCU Code of Professional Conduct



Free or \$5 with CE Credit

*additional cost for exam

