Name of Provider: Building Competent Insurance Agents Association

Name of Course: Communicating Insurance to Consumers for Comprehension

Targeted audience: General lines agents that are new in the business

Course Objective: To teach insurance agents how to communicate the terms of insurance contracts to their customers for comprehension.

Course Relevance: Many consumers express that they do not understand the type of coverage that was sold to them. They aren’t clear of the provisions of their policy. This makes it difficult for them when it comes time to making a claim. Since most consumers rely on their agent to bridge the knowledge gap it is important that Insurance agent know how to explain various contractual allowances to their clients.

Study Method: Classroom
# Outline

I. Introduction

- Discussion on unauthorized entities  
  5 Min

II. Main Point 1

- Sub Point 1
  - Relevant cases or examples – when applicable  
  - Relevant cases or examples – when applicable
- Sub Point 2
- Sub Point 3  
  10 Min

III. Main Point 2

- Sub Point 1
  - Relevant cases or examples – when applicable  
  - Relevant cases or examples – when applicable
- Sub Point 2
- Sub Point 3  
  10 Min

IV. Main Point 3

- Sub Point 1
  - Relevant cases or examples – when applicable  
  - Relevant cases or examples – when applicable
- Sub Point 2
- Sub Point 3  
  10 Min

V. Main Point 4

- Sub Point 1
  - Relevant cases or examples – when applicable  
  - Relevant cases or examples – when applicable
- Sub Point 2
- Sub Point 3  
  15 Min

Break  
  10 min

**Total Instruction Time**  
50 min

**Total Break Time**  
10 min

**Total Time**  
60 min

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**Comment [JJ 7]**: One page of outline material for each hour of study.

**Comment [JJ 8]**: Include time. Time blocks should be no longer than 50 minutes.

**Comment [JJ 9]**: Not required for courses that are exclusively for Adjusters, Title Agents, or Bail Bond agents.

**Comment [JJ 10]**: Describe the case studies and examples you will be using.

**Comment [JJ 11]**: Include a 10 minute break for each hour of time.

**Comment [JJ 12]**: Summarize total time. 50 minutes of instruction and 10 minutes of break equals one hour of CE.