



HAIP Provider # 207691

AIS-25 – DELIVERING INSURANCE SERVICES

“NEW COURSE OFFERING BY HAIP”

DESCRIPTION:	This course helps you to: improve service quality by gaining an understanding of customer needs & motivations; increase productivity & efficiency by learning to identify & improve key business processes; ensure consistency by learning how to effectively monitor & adjust to change.	
INSTRUCTOR:	Leila Tamashiro, CPIW, Insurance & Claims Consultant	
PLACE:	Island Ins Co – Meeting Hall- 1022 Bethel St, Honolulu Parking will NOT be validated, but there is municipal parking available at Chinatown Municipal garage & Harbor Court Bldg, both on Bethel Street; also at Alii Place on Alakea Street.	
TIME:	4:00 to 6:00 pm	
DATE:	Wednesdays - beginning September 28, 2011 (5 Weekly – 2 hour sessions)	
COST:	<p style="text-align: center;"><u>TUITION</u></p> <p>HAIP members = \$ 60.00 & Corporate partners</p> <p>NON-member = \$ 80.00</p>	<p style="text-align: center;"><u>BOOKS</u></p> <p>AIC-33 – \$80.00 (Required Pkg includes text & course guide) HAIP will order all Course materials from the AICPCU. ALL Hawaii orders are shipped by UPS 2nd Day AIR. AICPCU charges 14% Shipping fee & HI sales tax is also incl at 4.712%. Additional = \$16.00</p>
REGISTRATION:	Email your request to attend & Registration Form to: education@haipro.org or FAX to: DORA K. 533-1680 Payment should be received by the date of the first class.	
DEADLINE for Registration:	Tuesday, September 8, 2011	

If you have any questions, contact **Linda Ipsen**, HAIP-Education Committee at 255-7940, or email: education@haipro.org

STUDENTS MUST REGISTER AND PAY SEPARATELY FOR THE NATIONAL IIA EXAM TO EARN CREDIT TOWARD THE AIS DESIGNATION.

Next Testing Periods: **Oct 15 to Dec 15, 2011 OR Jan 15 to Mar 15, 2012**

Visit the AICPCU website for more details on registering for the exam at: www.aicpcu.org
or call them at 1-800-644-2101 (8 AM-6 PM eastern time, Mon-Fri)

(The Honolulu Prometric Testing Center is located at 1130 N. Nimitz, Suite B297).

Honolulu Association of Insurance Professionals
P.O. Box 91, Honolulu HI 96810
www.haiw.org