

## ServiceMaster of Kalamazoo's **FREE** CE Class Descriptions

Kalamazoo Location: ServiceMaster 3344 Ravine Road, Kalamazoo, MI 49006 Provider #0581



- Class, breakfast, lunch, snacks & drinks are **provided free of charge**
- All classes are held at ServiceMaster of Kalamazoo
- All classes qualify for insurance licensing continuing education by the State of Michigan\*\*



### **Errors and Omissions** 3 Credits

- A comprehensive training of processes & procedures
- Learn to avoid potential loopholes
- Review a checklist of tips to minimize these claims

*Case Studies, instructor presentation, a short video segment, demonstrations of technique, and student participation exercises are all used to bring variety and interest to this important subject.*



### **Ethics V2.0** 3 Credits

#### **"If You Don't Live It You Don't Believe It"**

- Identify reasons ethics are important
- Define ethics/values & identify sources of ethical framework
- Describe foundational & situational ethics

*This program is a practical look at ethical decision making. Instead of relying on "gut feelings", the process contained in this program takes the decision-maker through several filters which ensure that all parties affected by the decision will be considered.*



### **Mitigating a Smoke and Odor Loss** 3 Credits

Learn the smoke (soot) & odor mitigation process and provide better service to your insureds. Delve into terminology and common misconceptions of the smoke (soot) and odor mitigation process and provide better service to your insureds. Delve into terminology and common misconceptions of smoke/odor losses, know the benefits of quick and proper mitigation and look inside a fire through the "Fire Power video. Create a plan of how to better assist insureds when they have a loss.



### **Water Damage in Manufactured Homes** 3 Credits

This course covers the differences between the two types of manufactured homes: mobile and modular. It includes the unique construction features that may impact decisions made during water mitigation.



### **Insurance Fraud** 3 Credits

Insurance fraud costs the industry billions of dollars. This course focuses on history, laws & statistics relating to fraudulent insurance claims. Learn imperative information as to what your role is in preventing fraud.



### **Mold Remediation in Homes** 3 Credits

Terminology & misconceptions of mold losses & benefits of remediation is the introductory segment of this class & then quickly moves attendees into the needs for mold growth and the removal process from start to finish. We'll study industry standards, insured concerns, remediation process, and plan development for assisting insureds.



### **Subrogation** 3 Credits

A comprehensive training program that focuses on equipping agents & adjusters to control claims costs through subrogation investigation and reporting. It also teaches the role and value of mitigation first responders.



### **Surviving Disaster in Your Business** 3 Credits

This course looks at what happens when a disaster occurs in a business and the importance of preparing in advance. It provides instructions and assistance in putting a plan in place, discusses the role insurance plays, and what continuity will look like for the business. It includes the unique construction features that may impact decisions made during water mitigation.



### **Mitigating a Water Loss** 3 Credits

This course begins by covering terminology, misconceptions associated with a water loss, and the benefits of immediate mitigation. Once this groundwork is laid, instructors will walk attendees through the water loss process from beginning stages to final restoration and will include industry standards, insured concerns, and plan development to better assist insureds when they have a water loss.



### **Handling Commercial Claims** 3 Credits

Insurance carriers are laser focused on increasing commercial policy sales. With that in mind, ServiceMaster Restore has created this commercial focused course to assist you in better serving your policyholders through a commercial property loss. Communication, reporting, pricing methods, safety, types of policies, and much more will be covered in this course offering.



### **Complex Clean-Ups** 3 Credits

Learn about specific strategies & techniques you should consider when handling hoarding claims: The 5 Stages of hoarding & hoarding categories, Best practices for interacting with hoarders, Safety concerns & mitigation, Managing the complexities of hoarding, Impact hoarding has on typical claim costs & complexities of these situations.



### **Ethics and Agency** 3 Credits

This 3-hour, interactive course dives into what ethics are and why high ethical standards are crucial to success in the insurance industry. We will examine the 7 fundamentals of ethics through case studies designed to spark discussion and collaboration while having some fun along the way!