

# Washington State Council of NAIW

is proud to present

7 hours of Continuing Education

Course # 605403

Wednesday May 19, 2010

La Quinta 1425 East 27<sup>th</sup> St Tacoma, WA 98421

## Class schedule:

7:30 a.m. Registration & Pastries provided by WA State Council  
8:00 a.m. Risk Management - Instructor, Detta Hanson AIC, CPIW  
9:00 a.m. How to Avoid E&O Claims - Instructor, Linda Doherty, CPIW, DAE  
11:00 a.m. The Claims Process, the Ultimate Customer Service Opportunity  
Instructor, Detta Hanson AIC, CPIW  
12:00pm Lunch provided  
1:00 p.m.. Insurance and the Ethical Dilemma -Instructors, Linda Doherty, CPIW,DAE  
to & Detta Hanson, AIC, CPIW  
4:00 p.m.

## Registration Fees (includes morning pastries, Lunch, seminars, & handouts):

There is one certificate

	<u>Members</u>	<u>Non Members</u>
Cost:	\$95.00	\$110.00

Mail to: Attn: Nancy Lewright (360)-521-0999

## Payment Method:

Make checks payable:  
WA State Council NAIW  
PO Box 5283  
Vancouver, WA, 98668

Questions: Nancy Lewright (360) 521-0999; Email: nanlewright@yahoo.com  
Jill Hilgendorf (206) 473-4421; Email: Jill.Hilgendorf@LibertyMutual.com

## WA State Council of NAIW (Please duplicate this form for each attendee.)

Name:

WAOIC #

Firm:

Washington Insurance License PIC number

Title:

Address:

City/State/Zip:

Phone/Fax:

Email:

NAIW Association:

Cancellation Policy: Cancellations received after Friday May 14, 2010 will not be refunded.  
Substitutions are welcome.