

## 2025 Course Descriptions

Courses are good for CE credits for all agents (L, H, P, C) and adjusters.

Ethical Standards (Webinar) Course #209873. This course satisfies N.C. ethics course requirements. It teaches ethical standards for agent actions and related client service examples.

Decoding Policies (Webinar) Course #209885. This course helps agents better understand how to interpret, analyze and understand policies. Examples will be used to illustrate related policy contractual concepts.

Strange Claims (Webinar) Course #209911. This course teaches a variety of policy provisions by review of claims examples that have a “twist” showing no two claims are alike.

Large Print, Fine Print (Webinar) Course #209908. This course provides a good perspective of policy provisions by discussion of legal components of insurance policies/contracts (examples).

Media Liability (Webinar) Course #209964. This course brings attention to various angles of media liability problems faced by insureds, both as individuals and as small businesses. It will stress the need for media liability.

Market to Needs (Webinar) Course #209960. This course is about discovering and addressing clients’ exposures. It will discuss giving professional advice as opposed to “order taking” of applications.

Crimes Against Insurance (Webinar) Course #209918. This course is a study of the insurance abuse and crimes ranging from arson to fraud. (Definitions and examples.)

**(Flood)** Agent’s Certified Flood Insurance Course (Webinar) Course #71913. Basic flood course to teach the big picture of the insurance national flood program. It satisfies the mandatory flood course requirement for N.C. agents and adjusters.