

2025 Course Descriptions

These courses are good for CE credits for all agents L, H, P, C, and adjusters.

Ethical Standards (Webinar) Course #209873. This course satisfies the N.C. ethics course requirements. It teaches ethical standards for the conducting of insurance business. This includes giving proposals, taking applications, loss notices, and related client service. Examples will be used to help draw ethical conclusions in serving the consumer.

Decoding Policies (Webinar) Course #209885. This course helps agents better understand how to interpret, analyze and understand policies. It includes the structural parts of insurance contracts: standard and custom forms and associated documents. Examples will be used to illustrate related policy concepts.

Strange Claims (Webinar) Course #209911. Course teaches a variety of policy provisions by review of various claims confronted by adjusters, claim managers and agents. Examples from the field and are typically based on settlements rather than lawsuits. The examples chosen 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 the components of insurance policies (insurance contracts) as they are related to various legal concepts of general contracts and contract law.

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. The course also guides the agent to resources available to protect their clients. 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 show how to give professional advice, as opposed to “order taking” applications for the benefits of the consumer and the insurance industry.

Crimes Against Insurance (Webinar) Course #209918. This course is a study of the extent insurance abuse and crimes harm the insurance business. It ranges from “claim building” to outright fraud and arson. Discussion of traditional preventive methods and innovative approaches personnel and regulators are using to deal with problematic claims.

(Flood) Agent's Certified Flood Insurance Course (Webinar) Course #71913. This is the basic flood course to teach the big picture of the national flood program and basic features. It satisfies the mandatory flood course requirement for N.C. agents and adjusters.