

# Certified Insurance Service Representative



Schedule of 2025 CISR Institutes (State of Missouri):		
Date	Course	Location
February 6, 2025	Commercial Casualty I	Online
April 22, 2025	Insuring Commercial Property	Online
May 13, 2025	Elements of Risk Management	Hybrid   Jefferson City or Online
June 26, 2025	Commercial Casualty II	Online
August 12, 2025	Insuring Personal Residential Property	Online
September 11, 2025	Insuring Personal Auto Exposures	Online
October 28, 2025	Other Personal Lines Solutions	Online
November 18, 2025	Agency Operations	Online



## WHAT IS THE CISR DESIGNATION?

The CISR designation stands for Certified Insurance Service Representative. It is designed to serve the practical needs of customer service representatives, newly licensed producers, company personnel, and those who wish to refresh their product knowledge. Participants pursuing the designation must attend and pass five one-day courses over a three-year period.

## Accommodations

We work hard to make our programs accessible to all. Please let us know of any dietary restrictions you may have if you plan to attend an in-person course. If you need any accommodations, please call MAIA at 573-893-4301.

## Continuing Education

Each course will be filed for continuing education credit in all states. Exact CE hours may vary by course. If you have questions, please contact The Alliance at [alliance@riskeducation.org](mailto:alliance@riskeducation.org).

## Examination

CISR exams must be taken online through the PROfile page. For in-person participants who want to take the exam the day of the course, MAIA will proctor the exam immediately following the course, but participants must provide their own equipment to take the exam. The exam can also be taken online until Thursday at 11:59 p.m. the week following the class, but will require a disinterested third party to proctor the exam. For more information on selecting a proctor and taking the online exam, visit [riskeducation.org/proctor-monitor-rules](http://riskeducation.org/proctor-monitor-rules). If you need assistance, the exam help inbox ([examhelp@riskeducation.org](mailto:examhelp@riskeducation.org)) is monitored during normal business hours of 8 a.m. – 5 p.m. CT.

## Cancellation Policy

You will not receive a refund or transfer credit if you do not notify us before the start of the event. All cancels and transfers must be received in writing. Refunds: A 90% refund applies if cancelling more than two weeks prior to start of event; 75% refund if cancelling fewer than two weeks before the event. Transfers: A \$15 transfer fee will be assessed on any CISR or one-day seminar transfer made within two weeks of the program. Transfers may only be made to another MAIA course. Student must indicate a transfer course within two weeks of cancellation or appropriate percentage of tuition will be refunded.

## MAIA CISR Registration Form

### I wish to attend the following CISR course(s):

Feb. 6, CC1: ☐ Online  
Apr. 22, CP: ☐ Online

May 13, ELR: ☐ Jefferson City or ☐ Online  
Jun. 26, CC2: ☐ Online  
Aug. 12, PR: ☐ Online

Sep. 11, PA: ☐ Online  
Oct. 28, OPLS: ☐ Online  
Nov. 18, AO: ☐ Online

Name & Designations \_\_\_\_\_ DOB \_\_\_\_\_ National Producer # \_\_\_\_\_

Agency/Co. or Org. \_\_\_\_\_ Phone \_\_\_\_\_ E-mail \_\_\_\_\_

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_

Which best describes your role? ☐ Owner/Principal ☐ Agency Mgr. ☐ Producer ☐ Account Mgr. ☐ Customer Service ☐ IT ☐ Co. Rep.

CISR Institute Fees (Fees include materials, lunch (in-person) & CE credit reporting for participants)	Price	Qty	Total (Price x Qty)
Early-Bird Fees (payment must be received two weeks prior to course)	\$165		
Regular Fees	\$185		
Take advantage of our convenient online registration by visiting our website, <a href="http://moagent.org">moagent.org</a> .			Total Enclosed \$

Payment must be sent with this form. Make checks payable to MAIA.

☐ VISA ☐ M/C ☐ AmEx ☐ Disc. Card #: \_\_\_\_\_ Ex Date \_\_\_\_\_ Verification Code \_\_\_\_\_

Billing ZIP Code \_\_\_\_\_ Cardholder Signature \_\_\_\_\_