

Build your **knowledge** upon our **experience**

Join us for the **CSR Development Conference**

November 18-19, 2021
MAIA Headquarters, Jefferson City

CSRs ARE VITAL TO THE SUCCESS OF ANY AGENCY

Join us for the 11th annual CSR Development Conference! This member-only event was developed around the specific needs and unique skill set of CSRs from any sized agency.

Meet our **speaker** **Schedule of events**

Filed/pending for 4 p-c and 3 ethics CE credits in Mo. and Kan.

Brandi Anderson, CIC, CPIA



Brandi Anderson started her insurance career with a direct writer before transferring over to the independent agency system. She has worked as a personal lines CSR, as well as a vice president of a

mid-sized agency. Brandi spent several years as education director with the Independent Insurance Agents of Arkansas before moving back into a marketing role within the state. Brandi currently handles marketing in Arkansas for Nationwide Insurance and was the 2017 Sales Manager of the Year for that company.

Brandi has taught various commercial and personal lines education courses over the last 15 years. She has given multiple errors & omissions presentations and acted as an expert witness in several court cases. She has written ethics programs for the IIA of Arkansas as well as coverage courses for the PIA. Brandi earned her CIC designation in 2000. She also holds the Certified Professional Insurance Agent (CPIA) and Excellence in Service (EIS) designations.

WHERE TO REGISTER

Online: www.moagent.org

By fax: 573-893-3708

By mail: 3315 Emerald Lane,
Jefferson City, MO 65109

Thursday, November 18

REGISTRATION
10:30 - 11 AM

OPENING NETWORKING SESSION AND LUNCH
11 AM - 12 PM

This ice breaker will allow for networking as well as some fun! Lunch will be served.

COMMERCIAL VS. PERSONAL AUTO COVERAGES
12 - 4 PM **Speaker: Brandi Anderson**

- Eligibility and who is an insured for BAP vs. PAP
- Symbol meanings in the BAP vs. PAP
- Public or Livery Conveyance differences between the BAP & PAP
- Common Endorsements

Friday, November 19

CSR SALES TRAINING
8 - 9 AM **Speaker: Brandi Anderson**

- Using D.I.S.C. to better understand yourself and your clients
- Overview and understanding of the D.I.S.C. personality profile

ETHICS AND THE INSURANCE PROFESSIONAL
9 AM - 12 PM **Speaker: Brandi Anderson**

- Ethics defined
- Ethical dilemmas and solutions
- Creating a code of ethics

Registration Options	Qty	Member Pricing		Total
		By Oct. 21	After Oct. 21	
Full Registration		\$109	\$129	\$
Second Agent Registration: For each registration at full price, you get one discounted registration.		\$89	\$109	\$
Total Enclosed				\$

SECOND AGENT DISCOUNT

Register a second agent from the same agency and receive a \$20 discount on the second registration. For each registration at full price, you will receive one discounted registration.

