



CSR Boot Camp

Your Customer Service Representative Training Solution

CSR Boot Camp is an economical, self-study course series that will quickly help your customer service representatives:

- Gain solid, foundational knowledge of a wide range of insurance products and services
- Expand job skills and responsibilities
- Increase productivity and revenue
- Develop stronger customer relationships

Developed by The Institutes in partnership with the Maine Insurance Agents Association (MIAA), CSR Boot Camp also puts CSRs closer to earning The Institutes' Associate in General Insurance (AINS®) designation. All courses are eligible for continuing education CE credits.



MIAA members enjoy a **10%** discount on all courses. Use code IIAMECSR at checkout to receive the discount.

Course Delivery Modes:



Print—Textbook and study aids



Online—Online self-study modules

Visit TheInstitutes.org or call Customer Success toll-free at **1-800-644-2101** to enroll.


The Institutes®
RISK & INSURANCE
KNOWLEDGE GROUP

CSR Boot Camp

The path to CSR success

All prices reflect the 10% MIAA member discount and all courses are eligible for CE credit.

Step 1

Lay the groundwork with *Successful Starts for CSRs*.



Online course including exam: \$56

Step 2

Learn about property and casualty insurance and risk management with *Introduction to Risk Management and Insurance*.



Interactive online course, including exam: \$144



Textbook and course guide: \$90*

Step 3

Go beyond the basics with *AINS 21–Property and Liability Insurance Principles*.



Textbook and course guide plus online course access: \$144*

Step 4

Learn how insurance addresses personal and business loss exposures when you take either or both of these courses:

AINS–22 Personal Insurance

AINS–23 Commercial Insurance



Textbook and course guide plus online course access: \$185.40*

Step 5

Discover how ethical behavior preserves the public's trust in the insurance industry when you take either or both of these Ethics courses:

Ethics 311–Ethical Guidelines for Insurance Professionals

Ethics 312–Ethics and the CPCU Code of Professional Conduct



Free for \$5 or with CE Credit

*additional cost for exam

