

AIAA 200—Agency Administration
LOMA
January – December 2003

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Contact Information:

LOMA's Office of the Registrar
8:30 a.m. to 5:30 p.m. EST Monday-Friday
1-800-ASK-LOMA (option 1) or 770-984-3761
education@loma.org
www.loma.org

Course Scope and Objectives:

AIAA 200 explores the technical and interpersonal skills needed by non-sales field office and home office employees who interact with sales agents. The course explains how insurance agencies are organized and describes basic office management procedures, with an emphasis on technology, communication, and leadership.

AIAA 200 can be completed in a self-study fashion or in a classroom environment, and it is evaluated by NPOISI (the National Program on Noncollegiate Sponsored Instruction—www.nationalponsi.org). Many organizations, including state licensing agencies, colleges and universities, and industry associations accept AIAA 200 as credit for their programs.

Texts and Materials:

Agency Administration, Third Edition (2000): (Irwin McGraw-Hill; ISBN 0-07-228404-8) [PBD Order # AIAA 200-10-00].

Agency Administration Course Manual, Second Edition (2000): (LOMA; ISBN 1-57974-083-9) [PBD Order # AIAA 200-80-00].

Test Preparation Guide for AIAA 200: Agency Administration (2000); (LOMA; ISBN 1-57974-084-7) [PBD Order # AIAA 200-40-00]

All texts may be ordered online from PBD Worldwide Fulfillment at www.pbd.com, or contact the Office of the Registrar for ordering details.

Course Outline:

Overview of Agency Administration
Insurance Marketing and Distribution
Compliance and Ethics
Functions of the Supervisor

Quality and Teams
Using Technology
Communication and Your Professional Image
Office Management
Identifying and Hiring Employees
Compensating, Training, and Appraising Employees
Working with People

Grade Determination/Examinations:

Course grade for AIAA 200 is determined through one comprehensive 50-item examination. This multiple choice exam is available to any student through Prometric Testing Centers in the United States and Canada. Cost information and scheduling for exams is available through LOMA's Office of the Registrar or online at www.loma.org.

If the student is an employee of a LOMA member company, alternative onsite testing options (paper or online exams) may be available. If you are a LOMA member company employee, contact your company's Educational Representative for details.

Further Study:

If further study is desired, this course is one of two leading to the professional designation Associate, Agency Administration (AIAA). This prestigious designation indicates professionalism and high competency in agency administration. Other courses needed to achieve this designation include:

- ◆ FLMI 280—*Principles of Insurance: Life, Health, and Annuities*
- ◆ FLMI 290—*Insurance Company Operations*
- ◆ ACS 100—*Foundations of Customer Service*
- ◆ FLMI 320—*Life and Health Insurance Marketing* **or** FLMI 301—*Insurance Administration*
- ◆ AIRC 410—*Regulatory Compliance: Companies, Producers, and Operations* **or** AIRC 420—*Regulatory Compliance: Insurance and Annuity Products* **or** FLMI 315—*Legal Aspects of Life and Health Insurance—Canada* (Canadian students only may substitute AIRC 410 or AIRC 420 with FLMI 315)