

ServiceMaster of Kalamazoo's **FREE** CE Class Descriptions

Location: ServiceMaster 3344 Ravine Road, Kalamazoo, MI 49006 Provider #0581

- Class, breakfast, lunch, snacks & drinks are **provided free of charge**
- All classes are held at ServiceMaster of Kalamazoo
- All classes qualify for insurance licensing continuing education by the State of Michigan**
- All classes 3 credits each



Errors and Omissions 3 Credits

- A comprehensive training of processes & procedures
- Learn to avoid potential loopholes
- Review a checklist of tips to minimize these claims

Case Studies, instructor presentation, a short video segment, demonstrations of technique, and student participation exercises are all used to bring variety and interest to this important subject.



Combatting Insurance Fraud 3 Credits

This interactive class equips insurance agents with the knowledge and tools necessary to prevent, protect, and recover from insurance fraud. Through engaging activities, case studies, & discussions, participants will gain insights into identifying fraudulent activities, implementing preventive measures, & responding effectively to instances of fraud. By the end of the class agents will be empowered to safeguard their businesses and clients from the devastating effects of insurance fraud.



Mitigating a Smoke and Odor Loss 3 Credits

Learn the smoke (soot) & odor mitigation process and provide better service to your insureds. Delve into terminology and common misconceptions of the smoke (soot) and odor mitigation process and provide better service to your insureds. Delve into terminology and common misconceptions of smoke/odor losses, know the benefits of quick and proper mitigation and look inside a fire through the "Fire Power video. Create a plan of how to



Mastering Property Pack Out Claims 3 Credits

Designed for insurance professionals seeking to enhance their expertise in handling property pack out claims effectively. Through a structured curriculum, participants will gain insights into essential procedures, risk factors, and mitigation strategies involved in managing property pack out claims. By honing their customer service & communication skills, attendees will learn to navigate complex claim scenarios with confidence, ultimately ensuring client satisfaction and operational excellence.



Subrogation 3 Credits

A comprehensive training program that focuses on equipping agents & adjusters to control claims costs through subrogation investigation and reporting. It also teaches the role and value of mitigation first responders.



Surviving Disaster in Your Business 3 Credits

This class looks at what happens when a disaster occurs in a business and the importance of preparing in advance. It provides instructions and assistance in putting a plan in place, discusses the role insurance plays, and what continuity will look like for the business. It includes the unique construction features that may impact decisions made during water mitigation.



Mitigating a Water Loss 3 Credits

This class begins by covering terminology, misconceptions associated with a water loss, and the benefits of immediate mitigation. Once this groundwork is laid, instructors will walk attendees through the water loss process from beginning stages to final restoration and will include industry standards, insured concerns, and plan development to better assist insureds when they have a water loss.



Handling Commercial Insurance Claims 3 Credits

Insurance carriers are laser focused on increasing commercial policy sales. With that in mind, ServiceMaster Restore has created this commercial focused course to assist you in better serving your policyholders through a commercial property loss. Communication, reporting, pricing methods, safety, types of policies, and much more will be covered in this course offering.



Complex Clean-Ups 3 Credits

Learn about specific strategies & techniques you should consider when handling hoarding claims: The 5 Stages of hoarding & hoarding categories, Best practices for interacting with hoarders, Safety concerns & mitigation, Managing the complexities of hoarding, Impact hoarding has on typical claim costs & complexities of these situations.



Ethics V2.0 3 Credits

"If You Don't Live It You Don't Believe It"

- Identify reasons ethics are important
- Define ethics/values & identify sources of ethical framework
- Describe foundational & situational ethics

This program is a practical look at ethical decision making. Instead of relying on "gut feelings", the process contained in this program takes the decision-maker through several filters which ensure that all parties affected by the decision will be considered.