

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



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.



Water Damage in Manufactured Homes 3 Credits

This course covers the differences between the two types of manufactured homes: mobile and modular. It includes the unique construction features that may impact decisions made during water mitigation.

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.



Mold Insurance Losses - Prevention, Reduction and Handling 3 Credits

Mold claims can be common and involve both property damage as well as physical injury to individuals. Insurance professionals who handle claims where mold is a factor must identify the full scope and extent of the claim. This class will provide the History of Mold, Identify health concerns arising from exposure to Mold and how it impacts indoor air quality. We will cover industry terms and review industry standards as to the safe removal of mold.



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.



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 and Agency 3 Credits

This 3-hour, interactive course dives into what ethics are and why high ethical standards are crucial to success in the insurance industry. We will examine the 7 fundamentals of ethics through case studies designed to spark discussion and collaboration while having some fun along the way!

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



Water Damage in Residential Dwellings 3 Credits

The objectives of this course are to learn what actions need to be taken in order to reduce the severity of loss after a water damage occurs in a dwelling. By taking appropriate action, additional damage to the structure and contents can be reduced. As mitigation providers, we will address four key questions: What's wet? How wet is it? Is it drying? Is it dry? Knowing how to arrive at the answers to these questions, and also how to interpret the answers, will ensure a home is returned to pre-loss condition. Using the concepts presented in this class, attendees will be well equipped to inform and serve their clients.



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."



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.



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.



Mold Remediation in Homes 3 Credits

Terminology & misconceptions of mold losses & benefits of remediation is the introductory segment of this class & then quickly moves attendees into the needs for mold growth and the removal process from start to finish. We'll study industry standards, insured concerns, remediation process, and plan development for assisting insureds.



Trauma and Bio-Hazard Losses 3 Credits

Trauma and Bio-Hazard losses occur daily & involve a wide range of impacted individuals. How to address losses and customer psychology are important factors. Beyond cleaning these losses the emotional & psychological impacts affect the results. Everyday claims are filed to assist people in need after a blood or bodily fluid spill. In this course we will cover OSHA requirements, Blood Borne Pathogen issues and protection, cleaning techniques, marketing, and dealing with the emotional issues experienced by the customer. Understanding the unique losses that are classified as Trauma & Bio-Hazard cleaning is the first step in understanding how to respond to the customer's needs. How these types of losses are handled will greatly impact customer retention for the insurance company.



Handling a Hoarding Dilemma 3 Credits

Learn how to identify and assist hoarders, and handle loss properly when a hoarder is involved. Understand the impact on the claims process, claims cost, and concerns that arise when this type of loss is encountered.



Insurance Fraud 3 Credits

Insurance fraud costs the industry billions of dollars. This course focuses on history, laws & statistics relating to fraudulent insurance claims. Learn imperative information as to what your role is in preventing fraud.