

Important 2012 Study Material Changes

Refer to The Institutes' Web site for study material availability and exam information.

Course	Commentary on Changes	Institutes Contact
AINS 21	Educational objectives were revised to be more application oriented. Additionally, <i>Apply Your Knowledge</i> exercises were added to enhance the application of concepts. Content on insurance regulation was expanded. There are nine assignments for AINS 21. The course guide and SMART Study Aids were revised to match the textbook revisions. Revised study materials are required to prepare for the new AINS 21 exam. Exams covering both the new and existing content will be available in the October 15, 2011, and January 15, 2012, exam windows.	Customer Service (800) 644-2101
AINS 22	There are 11 assignments for AINS 22. The Institutes' Handbook of Insurance Policies was added to the course materials. The course guide and SMART Study Aids were revised to match the textbook revisions. Revised study materials are required to prepare for the new AINS 22 exam. Exams covering both the new and existing content will be available in the October 15, 2011, and January 15, 2012, exam windows.	Customer Service (800) 644-2101
AINS 23	Educational objectives were revised to be more application oriented. Apply Your Knowledge exercises were added to enhance the ability to apply concepts. Content on terrorism endorsements and cyber risk policies was added. Material was updated to reflect current ISO forms, and content previously covered in AINS 21 was eliminated. There are 11 assignments for AINS 23. The Institutes' Handbook of Insurance Policies was added to the course materials. The course guide and SMART study aids were revised to match the textbook revisions. Revised study materials are required to prepare for the new AINS 23 exam. Exams covering both the new and existing content will be available in the January 2012 and April 2012 exam windows.	Customer Service (800) 644-2101

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AINS 24	The name of the course was updated to <i>General Insurance for IT and Support Professionals</i> . There are 11 assignments for AINS 24. Content on insurance coverages was revised to meet the needs of IT professionals and support professionals such as those working in Human Resources or accounting and fiancé. Completing AINS 24 now waives AINS 21 for the AINS designation program.	Customer Service (800) 644-2101
ACSR Courses 1-3 (Personal Lines Track)	Content was revised to be more application oriented and coverage forms, references, exhibits and illustrative materials were updated. Educational objectives were enhanced to be more customer-service-focused. <i>Apply Your Knowledge</i> quizzes and more real-world examples of concepts were added to the materials to reinforce the linkage between theoretical concepts and practical applications. Overall, tips and tools were included to increase the bottom-line value of these courses to the CSR and the agency. Revised study materials are required to prepare for the new ACSR 1, 2, and 3 exams.	Customer Service (800) 644-2101
ACSR Courses 4-5 (Core Courses)	Content was revised to be more application oriented. Each course has four assignments. ACSR 4 introduces errors and omissions exposures that are faced in normal agency work, while ACSR 5 covers providing quality customer service. Overall, tips and tools were included to increase the bottom-line value of these courses to the CSR and the agency. Revised study materials are required to prepare for the new ACSR4 and 5 exams.	Customer Service (800) 644-2101
ACSR Courses 6-9 (Commercial Lines Track)	Content was revised to be more application oriented and coverage forms, references, exhibits and illustrative materials were updated. Educational objectives were enhanced to be more customer-service-focused. <i>Apply Your Knowledge</i> quizzes and more real-world examples of concepts were added to the materials to reinforce the linkage between theoretical concepts and practical applications. Overall, tips and tools were included to increase the bottom-line value of these courses to the CSR and the agency. Revised study materials are required to prepare for the new ACSR 6, 7, 8, and 9 exams.	Customer Service (800) 644-2101
ACSR Courses 10-12 (L/H Track)	Content was revised to be more application oriented and to include practical examples. Overall, tips and tools were included to increase the bottom-line value of these courses to the CSR and the agency. Revised study materials are required to prepare for the new ACSR 10, 11, and 12 exams.	Customer Service (800) 644-2101

Course	Commentary on Changes	Institutes Contact
Intro to Property and Casualty Insurance	Educational objectives were updated to be more application based. <i>Apply Your Knowledge</i> exercises were added to support the educational objectives. Content on rating and ratemaking is now more concisely covered in the Underwriting assignment and the premium determination assignment was eliminated. Intro to Property Casualty Insurance has nine assignments. Exams covering the new and existing content will be available in the October 15, 2011, and January 15, 2012, exam windows.	Customer Service (800) 644-2101
Intro to Claims	Course exhibits and content was revised to be more application based. An online version of this course, as well as SMART Study Aids and SMART Practice Exam are now available for Intro to Claims. There are eight assignments for Intro to Claims.	Customer Service (800) 644-2101
AIS 25	Educational objectives were updated to be more application based. There are nine assignments for AIS 25. The studybook was revised into a separate textbook and course guide. SMART Study Aids were also revised, and SMART Practice Exam codes were added to the course guide. Exams covering the new and existing content will be available in the January 2012 and April 2012 exam windows.	Customer Service (800) 644-2101
AAI 81, 82, 83	Content was updated to be more concise and to directly link educational objectives with learning elements. Coverage forms, references, exhibits, and illustrative materials were updated. Additionally, case studies were added to reinforce the application of content. There are 11 assignments for AAI 81 and 82. SMART Practice Exam codes are now included in the course studybook. SMART Study Aids are also now available for AAI 81 and 82. Revised study materials are required to prepare for the new AAI 81 and 82 exams. Exams covering the new and existing content of these courses will be available in the January 2012 and April 2012 exam windows.	Customer Service (800) 644-2101

Course	Commentary on Changes	Institutes Contact
	NEW: Claim Handling Principles and Practices	
AIC 30	AIC 30 replaces AIC 33. This course has 9 assignments and encompasses all of the competencies common to claim representatives. The course covers the claim function and professional ethics, the claim handling process and associated activities. It also covers fraud investigations and good faith claim handling practices.	Customer Service (800) 644-2101
	NEW: Property Claim Practices	
AIC 31	This is a new course in the Associate in Claims (AIC) designation program. There are 11 assignments in AIC 31. Provides credit for AIC 35.	Customer Service (800) 644-2101
	NEW: Liability Claim Practices	
AIC 32	This is a new course in the Associate in Claims (AIC) designation program. There are 11 assignments in AIC 32. Provides credit for AIC 36.	Customer Service (800) 644-2101
	NEW: Managing Bodily Injury Claims	
AIC 37	This is a new course in the Associate in Claims (AIC) designation program, however the content covered is similar to what was previously covered in the Managing Bodily Injury Claims portion of AIC 36.	Customer Service (800) 644-2101
	NEW: Property Claim Practices	
AIC 41	This is a new course in the Associate in Claims (AIC) designation program. There are eight assignments in AIC 41 covering commercial and personal property coverage. However, AIC 41 does not cover auto coverages.	Customer Service (800) 644-2101
	NEW: Liability Coverages	
AIC 42	This is a new course in the Associate in Claims (AIC) designation program. There are five assignments in AIC 42 covering personal and commercial liability policies. However, AIC 42 does not cover auto liability coverages.	Customer Service (800) 644-2101
	NEW: Property and Liability Coverages	
AIC 43	This is a new course in the Associate in Claims (AIC) designation program. There are eight assignments in AIC 43 covering commercial line and personal line coverages.	Customer Service (800) 644-2101

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ARe 143	The course contains 13 assignments and will be available in print and online. Content was revised to directly link educational objectives with learning elements. Additionally, content was updated to reflect current ISO forms and includes additionally case studies. Material on environment, cyber risk, and terrorism is now included, as well as The Institutes' Handbook of Insurance Policies. SMART Study Aids are also now available. Exams covering both the new and existing content will be available in the July and October exam windows.	Customer Service (800) 644-2101
AU 60	NEW: Commercial Underwriting Principles This is a new course available in print and online and is required to earn the AU designation. There are eight assignments within this course covering essentially the same topics as AU 65. Content was revised to be more concise and to directly link educational objectives with learning elements. Case studies and underwriting tips were added, as well as assignments on regulation, financial statements, communication and negotiation for underwriters. Exams will be available in July.	Customer Service (800) 644-2101
AU 61	NEW: Underwriting Commercial Property This is a new course available in print and online and is required to earn the AU designation. There are seven assignments within this course covering essentially the same topics as AU 65. Content was revised to be more concise and to directly link educational objectives with learning elements. Case studies and underwriting tips were added. Exams will be available in July.	Customer Service (800) 644-2101
AU 62	NEW: Underwriting Commercial Liability This is a new course available in print and online and is required to earn the AU designation. There are eight assignments within this course covering essentially the same topics as AU 66. Content was revised to be more concise and to directly link educational objectives with learning elements. Additionally, content on underwriting commercial umbrella and excess liability insurance was added. Case studies and underwriting tips were also added. Exams will be available in July.	Customer Service (800) 644-2101

Course	Commentary on Changes	Institutes Contact
AU 67	<p>NEW: <i>Strategic Underwriting Techniques</i></p> <p>This course consists of seven assignments. It covers developing competitive underwriting strategies, managing underwriting profitability in a competitive environment, underwriting large accounts, technical knowledge on managing and re-underwriting a book of business. AU 67 helps professionals support an insurer's financial goals through strategic underwriting techniques. This course is available in print and online. Exams will be available in July.</p>	Customer Service (800) 644-2101
CPCU 553	<p>Course name was revised to <i>Survey of Personal Insurance and Financial Planning</i>. This course consists of 11 assignments. Content on the Homeowners Coverage Program was updated to reflect the 2011 version. Overall, content on homeowners and homeowners endorsements has been streamlined and updated. The Life Insurance, Retirement Planning, and Disability and Health Insurance assignments have also been streamlined and updated. Exams on the revised and existing content will be available in the July and October exam windows.</p>	Customer Service (800) 644-2101
CPCU 556	<p>Course name was revised to <i>Financial Planning</i>. This course consists of 10 assignments and covers the same topics as the previous edition with more emphasis on annuities and less emphasis on investment alternatives and estate planning. Case studies have been added to make the content more application-based. This course is available in print and online. The exam format for CPCU 556 is changing from essay to 85-objective questions. Exams in both formats will be offered in the July and October exam windows.</p>	Customer Service (800) 644-2101
CPCU 557	<p>Course name was revised to <i>Survey of Commercial Insurance</i>. This course consists of 11 assignments. Educational objectives were revised to be more application-based, case studies were added to show how various policies apply, new content on terrorism endorsements and cyber risk policies were also added. Content on specialty coverages such as ocean marine, equipment breakdown, and umbrella liability were reduced. Content was also updated to reflect the latest ISO policy form changes. Exams covering the revised and existing content will be offered in the July and October exam windows.</p>	Customer Service (800) 644-2101