



# Dynamics of Service



PIA will be offering a CISR Dynamics of Service seminar in conjunction with the Annual Convention.

Your customers - and supervisors - won't forget an account manager or customer service representative who has taken Dynamics of Service...because they deliver great service that is truly noticeable.

Dynamics of Service will help you convey tools and techniques for dealing with even the most hard-to-please customers, improve your communication skills, elevate your professional competence and more!

### Learn from the best.

The faculty who present all the Dynamics of Service seminars were carefully selected for two reasons: their powerful presentation skills and their real-life experiences in insurance customer service. These professional trainers know how to bring education to life - combining interaction, knowledge and fun.

Registration begins at 7:30 a.m. Class begins at 8 a.m. and concludes at 5 p.m.

*Note: Dynamics of Service satisfies the annual continuing education requirement of the CISR designation provided you are a Society of CISR dues-paid member.*

Cancellations more than seven calendar days prior to the event are fully refundable. Cancellations within seven calendar days of the event are subject to a \$50 service fee. **No refunds for no-shows.**

**Indianapolis ■ May 13, 2010**  
Hilton Indianapolis North  
8181 N. Shadeland Avenue  
Indianapolis, Indiana  
(317) 849-6668

*Earn seven hours CE ■ No exam required  
for CE credit ■ Intermediate-level*



**Cost of this seminar includes lunch and entry to PIA's Annual Convention Exhibit Hall, which is scheduled during the seminar's lunch hour and at the same location.**

**For information on attending the second day of the convention, please call PIA at (800) 555-9742.**

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## Registration Form

*One person per form. Copy as needed. Fax to (614) 552-0115.  
You can also register online at [www.indianapia.com](http://www.indianapia.com).*

Name \_\_\_\_\_

Informal \_\_\_\_\_ Designations \_\_\_\_\_

Agency/Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

E-mail \_\_\_\_\_

Indiana Agent License Number \_\_\_\_\_

Has your address or employer changed recently?  Yes  No

Do you need CE credit? (add \$4 per person per class)  Yes  No

**Cost is \$160 per person - Add \$4 per person for CE credit**

Total Enclosed \$ \_\_\_\_\_

Pay by:  Check  Visa  MasterCard  Discover  American Express

Card Number \_\_\_\_\_ Exp. \_\_\_\_\_ Security Code\* \_\_\_\_\_

Name on card \_\_\_\_\_

Signature \_\_\_\_\_

*\*3 digits on back of VISA/MC/Discover or 4 digits above account number on AmEx.*