

# HOW TO REGISTER



**Online:** Scan this code with your phone or visit [www.moagent.org](http://www.moagent.org)



## CSR DEVELOPMENT CONFERENCE

**NOVEMBER 7-8, 2024**

CSRs are vital to the success of any agency. Join us for the 14th annual CSR Development Conference!

This event was developed around the specific needs and unique skill set of CSRs from any sized agency.

### **Nikki Sherrill Wyatt**

**CPCU, CIC, SCLA, AIS, AIM, API, AIC, AINS**

Nikki Sherrill Wyatt is a director of the Auto Claims Team with Penn National Insurance. She has been in claims for 30 years. Nikki oversees all personal lines and commercial lines automobile claims in her company's territory. She carries numerous designations but is proud to hold her CIC. She is also in charge of training new claims professionals as they enter into their insurance careers. She has been a faculty member of the Risk & Insurance Education Alliance since 2019.



Registration Options	Member Pricing	
	By Oct. 24	After Oct. 24
Full Registration	\$150	\$175
Second Agent Registration: For each registration at full price, you get one discounted registration.	\$125	\$150
Non-Member	\$300	
Bowling at Strikers (Optional)	\$30	

## Where to stay?

### **BEST WESTERN PLUS CAPITAL INN**

1937 Christy Dr., Jefferson City, MO 65101

**Phone: 573-635-4175**

Contact the hotel by October 10 and ask to receive the MAIA nightly rate of \$110 plus tax.

## Meeting location

### **MAIA HEADQUARTERS**

3315 Emerald Lane, Jefferson City, MO 65109

**Phone: 573-893-4301**

### **ONLINE, GOTOWEBINAR**

Webinar instructions will be sent via email a few days before the event.

## Accommodations

We try to make our programs accessible to all. If you need accommodations, please call MAIA at 573-893-4301.



3315 Emerald Lane  
Jefferson City, MO 65109  
573-893-4301  
[www.moagent.org](http://www.moagent.org)

# Celebrating & Educating

# CSRs



## Schedule

Thursday, November 7

### REGISTRATION

10:30 - 11 a.m.

### OPENING NETWORKING SESSION AND LUNCH

(IN-PERSON ONLY)

11 a.m. - 12 p.m.

An icebreaker will allow for networking as well as some fun!

### THE CLAIMS DEPARTMENT AND YOUR AGENCY

(APPROVED FOR 4 P-C CE CREDITS IN MO. & KAN.)

12 - 4 p.m.

- Role of a claims adjuster
- Steps of claim handling
- Current issues in claims departments

### BOWLING AT STRIKERS

(Optional, \$30/person)

6 - 8 p.m.

Includes soft drinks, pizza and 90 minutes of unlimited bowling.

Friday, November 8

### HOW TO MAINTAIN MOTIVATION AND INCREASE SALES

8 - 9 a.m.

- What is motivation?
- Importance of motivation and how to keep it
- Determining your why and your strengths

### CUSTOMER EXPERIENCE AND YOUR AGENCY

(APPROVED FOR 3 GENERAL CE CREDITS IN MO. & KAN.)

9 a.m. - 12 p.m.

- Customer service with new customers
- CX measuring
- Consumer expectations
- Navigating new technology
- Building customer loyalty

