



ServiceMaster is offering **FREE C.E. Classes** to Insurance Professionals! Handouts will be provided in advance for these engaging online ZOOM classes.

**Questions? Or to register, call or email:**

**Beth Markowski-Roop, ServiceMaster By Mason**

**401-322-3030 ext. 306 / Cell: 401-640-8431**

**Beth@servicemasterbymason.com**

## 2024 CONNECTICUT & RHODE ISLAND C.E. CLASS SCHEDULE

## ONLINE CLASSES

### **FEBRUARY 22 ERRORS & OMISSIONS**

**9:00am—12:00pm**

**ONLINE CLASS:** Learn about the need for Errors and Omissions, types of documentation needed, and agency procedures to avoid E&O concerns. We'll discuss the E&O claim process including coverage available, exclusions and underwriting & more.

**Updated Curriculum for 2024! 3 Credits PC**

### **MARCH 7 ETHICS IN THE WORKPLACE**

**10:00am — 11:00am**

**ONLINE CLASS:** March is National Insurance Ethics Month! We're celebrating with this class designed to encourage interaction and help provide and include sound decision making in your business ventures and personal lives. **1 Credit LRE**

### **APRIL 16 SUBROGATION REPORTING ON MITIGATION CLAIMS**

**10:00am—11:00am**

**ONLINE CLASS:** Successful subrogation can be a big deal to your company! In this session, we'll define subrogation and subrogatable items, discuss the importance of teamwork between the vendor, adjuster & insured, and communicating vital information to the carrier.

**1 Credit PC**

### **JULY 16 EXTREME CLEANUP: HANDLING A HOARDING DILEMMA**

**9:00am — 12:00pm**

**ONLINE CLASS:** Learn about this psychological disorder affecting tens of millions of Americans, how hoarding impacts the average claim cost and insurance industry, health and safety concerns, resources available, and how to more effectively communicate with a hoarder. **3 Credits PC**

### **AUGUST 21 UNDERSTANDING MOLD REMEDIATION**

**10:00am — 11:00am**

**ONLINE CLASS:** Learn the procedures needed to properly remediate a mold loss, the misconceptions, necessary PPE, details on mold air quality testing, and health and safety concerns. **1 Credit PC**

### **DECEMBER 5 INSURANCE FRAUD**

**9:00am — 12:00pm**

**ONLINE CLASS:** Insurance Fraud costs the industry billions of dollars each year. This interactive class examines the history, laws, consumer attitudes towards fraud, how fraud occurs, and case studies of everyday insurance fraud. **3 Credits PC**

**To register for these FREE online classes, please call or email Beth Markowski-Roop at:**

**401-322-3030 ext. 306 / 401-640-8431 / Beth@servicemasterbymason.com**

Please provide your Name (First, Last, Middle Initial), License Number & State, and Company Name.

*Handouts and ZOOM class link will be provided prior to class. Register today!*



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**Questions? Or to register, call or email:**

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**860-455-1249 ext. 306 / Cell: 401-640-8431**

**Beth@servicemasterbymason.com**

## 2024 CONNECTICUT C.E. CLASS SCHEDULE

**APRIL 5      IAIP Region 1 Conference, Waters Edge Resort & Spa, 1525 Boston Post Rd, Westbrook CT**

**2:00pm—5:00pm      MITIGATING A SMOKE & ODOR LOSS**

**3 Credits PC**

This hands-on course explains the misconceptions of smoke & odor mitigation, benefits of prompt response, how soot & smoke cause more damage than fire, and the process to mitigating smoke & odor damage to save money for the customer and insurance company.

**MAY 7      The Little Theatre of Manchester Cheney Hall, 177 Hartford Rd, Manchester CT**

**9:00am — 12:00pm      SURVIVING A DISASTER IN BUSINESS**

**3 Credits PC**

Learn what happens when a disaster occurs in a business and the importance of creating a disaster plan. You'll develop the 5-key components of a Disaster Plan for your selected business and alter it when you discover a disaster has struck.

Noon — 12:30pm      Lunch Break & Registration Afternoon Class

**12:30pm — 3:30pm      COMPLEX CLEAN-UPS HANDLING HOARDING CLAIMS**

**3 Credits PC**

**NEW CLASS 2024!** Learn the consideration of hoarding and the risk for structural damage as well as the impact on average claim costs. Learn how to effectively communicate with a hoarding client, safety concerns, and discuss several hoarding case studies.

**JUNE 19      Hampton Inn, 300 Long Hill Road, Groton CT**

**9:00am — 12:00pm      ETHICS & AGENCY: NAVIGATING ETHICAL ISSUES IN YOUR BUSINESS**

**3 Credits PC**

**NEW CLASS 2024!** This class provides an introduction to ethics in the insurance industry, issues in practice (advertising, sales, processing errors & disclosures), and review case studies in objectivity, competence, fairness, confidentiality and professionalism.

Noon — 12:30pm      Lunch Break & Registration Afternoon Class

**12:30pm — 3:30pm      MOLD REMEDIATION IN HOMES**

**3 Credits PC**

This hands-on class walks you through the mold growth needs and removal process from start to finish. Learn the industry lingo, health and safety concerns, and preventing future mold growth. You'll conduct air quality testing, wear PPE and set-up containment.

**Lunch, Snacks, Beverages & Handouts  
will be provided. Plus raffles!**

**Class space is limited, reserve your space today!**

***If cancelling your attendance, please provide 24 hours notice.***





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## 2024 CONNECTICUT C.E. CLASS SCHEDULE

### SEPTEMBER 10

**Putnam Elks Lodge, 64 Edmond Street, Putnam CT**

**9:00am — 12:00pm MITIGATING A WATER LOSS**

**3 Credits PC**

**Updated Curriculum for 2024!** This course walks you through a water loss from start to finish, including learning the industry standards, insured concerns, the water mitigation process, and developing a plan to assist insureds when they experience a water loss.

Noon — 12:30pm Lunch Break & Registration Afternoon Class

**12:30pm — 1:30pm UNDERSTANDING PERSONAL PROPERTY PACKOUT CLAIMS**

**1 Credit PC**

This course covers the tools, technology and process for tracking inventory from start to finish when a packout is needed during the claims process. This helpful information will give your client a sense of security when their belongings are removed.

1:30pm—1:45pm Break & Registration Afternoon Class

**1:45PM - 2:45pm UNDERSTANDING MOLD REMEDIATION**

**1 Credit PC**

Learn the procedures needed to properly remediate a mold loss, the misconceptions, necessary PPE, when air quality testing is needed, and health & safety concerns.

### OCTOBER 17

**The Little Theatre of Manchester Cheney Hall, 177 Hartford Rd, Manchester CT**

**9:00am — 1:00pm TRAUMA AND BIO-HAZARD LOSSES**

**4 Credits PC**

Learn when to request bio-hazard cleaning services and how to set customer expectations based on the type of trauma and difficulty of its removal. Put on your “CSI-hat” and help us solve 2 Halloween-themed crime scenes, then determine the best methods for clean-up.

**Disclaimer: This class contains graphic photos and content.**

1:00pm — 1:30pm Lunch Break & Registration Afternoon Class

**1:30pm — 2:30pm INTRODUCTION TO MITIGATING A WATER LOSS**

**1 Credit PC**

**NEW CLASS 2024!** Learn the steps to successful water mitigation, and tips for the first call with the Insured. You’ll identify the sources to categorize the water loss, use the professional mitigation equipment and discuss the Insured’s concerns and water loss safety hazards.

**Lunch, Snacks, Beverages & Handouts  
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## 2024 RHODE ISLAND C.E. CLASS SCHEDULE

### **MAY 1 CRICC Washington Trust Business Center, 3280 Post Road, Warwick RI**

#### **9:00am — 12:00pm MITIGATING A SMOKE & ODOR LOSS**

**3 Credits PC**

This hands-on course explains the misconceptions of smoke & odor mitigation, benefits of prompt response, how soot & smoke cause more damage than fire, and the process to mitigating smoke & odor damage to save money for the customer and insurance company.

12:00pm — 12:30pm Lunch Break & Registration Afternoon Class

#### **12:30pm—3:30pm SURVIVING A DISASTER IN BUSINESS**

**3 Credits PC**

Learn what happens when a disaster occurs in a business and the importance of creating a disaster plan. You'll develop the 5-key components of a Disaster Plan for your selected business and alter it when you discover a disaster has struck.

### **JUNE 4 Southern Rhode Island Chamber of Commerce, 230 Old Tower Hill Road, Wakefield RI**

#### **9:30am — 12:30pm MITIGATING A WATER LOSS**

**3 Credits PC**

**Updated Curriculum for 2024!** This course walks you through a water loss from start to finish, including learning the industry standards, insured concerns, the water mitigation process, and developing a plan to assist insureds when they experience a water loss.

12:30pm — 1:00pm Lunch Break & Registration Afternoon Class

#### **1:00pm — 2:00pm UNDERSTANDING MOLD REMEDIATION**

**1 Credit PC**

Learn the procedures needed to properly remediate a mold loss, the misconceptions, necessary PPE, details on mold air quality testing and conduct AQT tests, and health and safety concerns.

2:00pm — 2:15pm Break & Registration Afternoon Class

#### **2:15pm — 3:15pm ETHICS IN THE WORKPLACE**

**1 Credit LRE**

Class is designed to encourage interaction and help provide and encourage sound decision making in your business ventures and personal lives.

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**NOVEMBER 13**

**ServiceMaster By Mason, 12 Gavitt Avenue, Westerly RI**

**9:00am — 12:00pm COMPLEX CLEAN-UPS HANDLING HOARDING CLAIMS 3 Credits PC**

**NEW CLASS 2024!** Learn the consideration of hoarding and the risk for structural damage as well as the impact on average claim costs. Learn how to effectively communicate with a hoarding client, safety concerns, and discuss several hoarding case studies

12:00pm — 12:30pm Lunch Break & Registration Afternoon Class

**12:30pm — 1:30pm INTRODUCTION TO MITIGATING A WATER LOSS 1 Credit PC**

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