



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

800-934-5869 ext. 306 / Cell: 401-640-8431

Beth@servicemasterbymason.com

2025 CONNECTICUT & RHODE ISLAND C.E. CLASS SCHEDULE

ONLINE CLASSES

FEBRUARY 26 INTRODUCTION TO MITIGATING A WATER LOSS

10:00am—11:00am

ONLINE CLASS: 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, review the professional mitigation equipment and water loss safety hazards, and discuss the Insured's concerns. **1 Credit PC**

MARCH 11 ETHICS IF YOU DON'T LIVE IT YOU DON'T BELIEVE IT 2.0

9:00am — 12:00pm

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. **3 Credits LRE**

APRIL 15 PROPERTY PACKOUT CLAIMS SUPPORTING YOUR CUSTOMERS

10:00am—11:00am

ONLINE CLASS: Delving beyond procedural aspects, this course explores the psychological impact of such claims on clients and provides practical strategies to offer empathetic support and tailored communication throughout the process.

NEW CLASS 2025! 1 Credit PC

JULY 15 INTRODUCTION TO MOLD REMEDIATION IN HOMES

10:00am — 11:00am

ONLINE CLASS: This class raises awareness about mold in residential settings among professionals who interact with homeowners. You'll gain insights into the causes, health risks, detection methods, and will be equipped with the knowledge to recognize mold issues and guide clients towards appropriate remediation resources. **NEW CLASS 2025! 1 Credit PC**

AUGUST 19 COMPLEX CLEANUPS: HANDLING HOARDING CLAIMS

9:00am — 12:00pm

ONLINE CLASS: 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. **3 Credits PC**

DECEMBER 3 ERRORS & OMISSIONS IN THE INSURANCE INDUSTRY

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.

3 Credits PC

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

800-934-5869 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!



ServiceMaster is offering **FREE C.E. Classes** to Insurance Professionals! **Lunch, Snacks, Beverages & Handouts will be included** in these engaging and hands-on classes.

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2025 CONNECTICUT C.E. CLASS SCHEDULE

MAY 8 **The Little Theatre of Manchester Cheney Hall, 177 Hartford Rd, Manchester CT**

9:00am — 12:00pm MASTERING PROPERTY PACKOUT CLAIMS 3 Credits PC

NEW CLASS 2025! Enhance your expertise in handling property pack out claims by gaining insights into the essential procedures, risk factors, and mitigation strategies involved in managing these claims. You'll learn to navigate complex claim scenarios to ensure client satisfaction and operational excellence.

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

12:30pm — 1:30pm COMMERCIAL INSURANCE STRATEGIES FOR DISASTER READY BUSINESSES 1 Credit PC

NEW CLASS 2025! This workshop provides a comprehensive overview of commercial insurance, common coverages, exclusions, and endorsement options. Explore industry-specific risks, learn about pre-disaster agreements, and develop effective conversation skills for client engagement. You'll be equipped to assess risks, identify coverage gaps, and tailored insurance solutions to protect businesses.

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

1:45pm — 2:45pm INTRODUCTION TO MOLD REMEDIATION IN HOMES 1 Credit PC

NEW CLASS 2025! This class raises awareness about mold in residential settings. Gain insights into the causes, health risks, detection methods, and be equipped with the knowledge to recognize mold issues and guide clients towards appropriate remediation resources.

JUNE 17 **Hampton Inn, 300 Long Hill Road, Groton CT**

9:00am — 12:00pm SURVIVING A DISASTER IN YOUR 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 COMBATTING INSURANCE FRAUD: A GUIDE FOR INSURANCE PROFESSIONALS 3 Credits PC

NEW CLASS 2025! This interactive workshop equips you with the knowledge and tools necessary to prevent, protect, and recover from insurance fraud. Through engaging activities, case studies, and discussions, you'll gain insights into identifying fraudulent activities, implementing preventive measures, and responding effectively to instances of fraud.

Lunch, Snacks, Beverages & Handouts will be provided. Plus raffles!
Class space is limited, reserve your space today!





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2025 CONNECTICUT C.E. CLASS SCHEDULE

SEPTEMBER 18

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

9:00am — 12:00pm ETHICS & AGENCY: NAVIGATING ETHICAL ISSUES IN YOUR BUSINESS 3 Credits PC

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—1:30pm UNDERSTANDING WATER DAMAGE MITIGATION FOR MANUFACTURED HOMES 1 Credit PC

Manufactured homes are popular in our region! Learn how to reduce the size of a property loss for modular or mobile homes, steps to minimize water damage, and the professional equipment needed.

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

1:45PM - 2:45pm INTRODUCTION TO MITIGATING A SMOKE & ODOR LOSS 1 Credit PC

NEW CLASS 2025! This course helps you handle fire-related claims better, focusing on mitigation, smoke damage assessment, and odor control. You'll learn practical strategies to minimize damage, assess smoke risks accurately, and eliminate odors effectively.

OCTOBER 14

Putnam Lodge of Elks, 64 Edmond Street, Putnam CT

9:00am — 12:00pm 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.

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

12:30pm — 1:30pm COMMERCIAL STRATEGIES FOR DISASTER READY BUSINESSES 1 Credit PC

NEW CLASS 2025! This workshop provides a comprehensive overview of commercial insurance, common coverages, exclusions, and endorsement options. Explore industry-specific risks, learn about pre-disaster agreements, and develop effective conversation skills for client engagement. You'll be equipped to assess risks, identify coverage gaps, and tailored insurance solutions to protect businesses.

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

1:45pm — 2:45pm ESSENTIALS OF TRAUMA & BIO-HAZARD CLAIMS 1 Credit PC

NEW CLASS 2025! Gain valuable insights into the fundamentals of trauma assessment, biohazard cleanup, and insurance processes along with essential knowledge to handle related claims effectively. You'll put on your "CSI Hat" and solve a Halloween-themed crime scene!

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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2025 RHODE ISLAND C.E. CLASS SCHEDULE

MAY 13 **Southern Rhode Island Chamber of Commerce, 230 Old Tower Hill Road, Wakefield RI**

9:30am — 12:30pm **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.

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

1:00pm—2:00pm **ESSENTIALS OF TRAUMA & BIO-HAZARD CLAIMS** **1 Credit PC**

NEW CLASS 2025! Gain valuable insights into the fundamentals of trauma assessment, biohazard cleanup, and insurance processes along with essential knowledge to handle related claims effectively.

2:00pm—2:10pm Break & Registration Afternoon Class

2:10pm—3:10pm **COMMERCIAL STRATEGIES FOR DISASTER READY BUSINESSES** **1 Credit PC**

NEW CLASS 2025! This workshop provides a comprehensive overview of commercial insurance, common coverages, exclusions, and endorsement options. Explore industry-specific risks, learn about pre-disaster agreements, and develop effective conversation skills for client engagement. You'll be equipped to assess risks, identify coverage gaps, and tailored insurance solutions to protect businesses.

JUNE 3 **CRICC Washington Trust Business Center, 3280 Post Road, Warwick RI**

9:00pm—12:00pm **WATER DAMAGE MITIGATION FOR MANUFACTURED HOMES** **3 Credits PC**

Manufactured homes are popular in our region! Learn how to reduce the size of a property loss for modular or mobile homes, steps to minimize water damage, and use the professional equipment needed. Gain insight on why the mitigation process is different for manufactured homes vs. site-built homes.

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

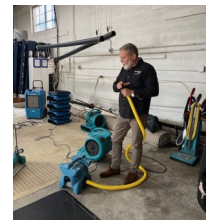
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2025 RHODE ISLAND C.E. CLASS SCHEDULE

OCTOBER 7

Holiday Inn Express, 855 West Main Road, Middletown RI

9:00am — 12:00pm UNDERSTANDING TRAUMA & BIO-HAZARD CLAIMS 3 Credits PC

NEW CLASS 2025! Gain knowledge and skills to handle claims related to trauma and bio-hazard incidents effectively. You'll delve into the complexities of trauma and bio-hazard cleanup, the equipment needed and insurance processes to navigate these challenging situations with confidence. Put on your "CSI-Hat" to solve a Halloween-themed crime scene.

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.

NOVEMBER 5

ServiceMaster By Mason, 12 Gavitt Avenue, Westerly 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. You'll see how improper cleanup can "set the soot" and why DIY-options aren't effective. **Includes new hands-on exercises!**

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

12:30pm - 1:30pm UNDERSTANDING SUBROGATION REPORTING ON MITIGATION CLAIMS 1 Credit PC

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.

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

1:45pm - 2:45pm INTRODUCTION TO MOLD REMEDIATION IN HOMES 1 Credit PC

NEW CLASS 2025! This class raises awareness about mold in residential settings. Gain insights into the causes, health risks, detection methods, and be equipped with the knowledge to recognize mold issues and guide clients towards appropriate remediation resources.

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