

## **MERG On-line Courses – Content by Week**

All 1<sup>st</sup> time course registrants must complete the FC Web Orientation (1 week period prior to course start. Actual time to do the online orientation is about 30 minutes.

### **New Employee Orientation**

- Wk 1: How We All Benefit from Insurance
- Wk 2: General Concepts of Insurance
- Wk 3: An Overview of the Insurance Industry
- Wk 4: The People Behind the Promise
- Wk 5: The Insurance Contract
- Wk 6: Property-Casualty Insurance Policies,
- Wk 7: Further Discussion on Policies

### **Delivering Quality Service**

- Wk 1: Defining Quality Customer Service
- Wk 2: Quality Communication
- Wk 3: Communicating Quality Customer Service
- Wk 4: Internal Relations & Protocol
- Wk 5: Errors & Omissions Prevention
- Wk 6: Standard Operating Procedures

### **Personal Lines Coverage Basics**

- Wk 1: Introduction to Property Insurance
- Wk 2: Introduction to Liability Insurance
- Wk 3: Dwelling Insurance
- Wk 4: Homeowners Insurance
- Wk 5: Personal Auto Insurance
- Wk 6: Miscellaneous Insurance

### **Commercial Lines Coverage Basics**

- Wk 1: The Commercial Package Policy & Business Owners Policy
- Wk 2: Commercial Property Insurance
- Wk 3: Ocean & Inland Marine Insurance
- Wk 4: Commercial General Liability Insurance
- Wk 5: Commercial Auto Insurance
- Wk 6: Commercial Crime Insurance
- Wk 7: Workers' Compensation
- Wk 8: Miscellaneous Commercial Insurance