

AMI

AGENCY MANAGEMENT INSTITUTE

MAY 13-14, 2010 • WESTIN LOMBARD • LOMBARD, IL

► **This mid-year education opportunity is a must attend event for NAILBA members and staff at every level.** Registrants will benefit from two days of first-rate programming specifically designed to meet your needs as a BGA, as well as key training and development for your staff.

Registrants will learn:

- Best practices for making the agency more efficient
- How to deliver outstanding, consistent customer service
- Insights and the latest information on teleunderwriting
- The latest in product information from carriers and vendors

And more!

**Save on
Registration
Fees!**

Early bird registration
rates available through
April 16, 2010.

Use the enclosed
registration form
to register or
register online at
www.NAILBA.org!

AGENDA

THURSDAY, MAY 13, 2010

11:30 am - 1:00 pm

LUNCH & OPENING GENERAL SESSION

Back to Basics: The Ritz-Carlton Style



1:15 - 2:30 pm

BREAKOUT SESSIONS

(Sessions repeat Friday to permit attendance at multiple sessions)

WORKSHOP 1: Teleunderwriting: A Global Survey and its Implications
Hank George

WORKSHOP 2: Agency Best Practices Panel

2:45 - 4:45 pm

PRODUCT TRAINING UNIVERSITY

These breakout sessions will give attendees the opportunity to attend small group demonstrations and discussions specifically related to each vendor/service provider attending the NAILBA AMI!

5:00 pm - 6:30 pm

Networking Reception

FRIDAY, MAY 14, 2010

7:30 - 8:30 am

WORKING BREAKFAST

Geriatric Underwriting: The State of the Art
Hank George

8:45 - 10:00 am

BREAKOUT SESSIONS

(repeated from Thursday)

WORKSHOP 1: Teleunderwriting: A Global Survey and its Implications
Hank George

WORKSHOP 2: Agency Best Practices Panel

10:15 am - 12:15 pm

PRODUCT TRAINING UNIVERSITY

These breakout sessions will give registrants the opportunity to attend small group discussions specifically related to each carrier attending the NAILBA AMI!

12:20-1:30 pm

LUNCH WITH CLOSING GENERAL SESSION

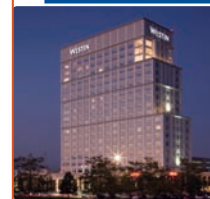
Radar On, Antenna Up!
Fulfilling Customers' Unexpressed Wishes



1:30 pm *Adjourn and departures*

Hotel and Reservation Information

NAILBA is pleased to host the 2010 Agency Management Institute at the Westin Lombard Hotel. All conference events will be scheduled in the Hotel.



Westin Lombard
Yorktown Center
70 Yorktown
Lombard, IL 60148
Ph: (630) 719-8000

Conveniently located about 20 minutes from Chicago's O'Hare International Airport, NAILBA group discounted rooms at the Westin Lombard are only \$159 sgl/dbl occupancy per night!

Reserve your room by April 19 to guarantee the NAILBA Agency Management Institute discounted rate! Make your hotel reservation online at www.NAILBA.org or call (630) 719-8000 and reference NAILBA Agency Management Institute to ensure the discounted rate. A deposit of one night's stay is required to guarantee your reservation.

(Agenda as of 3/2/2010, subject to change.) Visit www.NAILBA.org for full agenda details.

QUESTIONS? Please call (703) 383-3081 or email info@nailba.org

NAILBA
The Voice of Independent Brokerage Distribution



AGENCY MANAGEMENT INSTITUTE

REGISTRATION FORM

To register online using your credit card, visit www.NAILBA.org

MAY 13-14, 2010

CONTACT INFORMATION (Please type or print clearly)

Name: _____ Mr. Mrs. Ms.
Badge Name: _____
Agency/Company: _____
Address: _____
City: _____ State: _____ Zip: _____
Telephone: _____ Fax: _____
E-mail: _____

AMI REGISTRATION FEES

PLEASE CHECK ONE:

Table with 3 columns: REGISTRATION CATEGORY, EARLY (BY 4/16/10), REGULAR (AFTER 4/16/10). Rows include NAILBA MEMBER AGENCY PRINCIPAL/STAFF, SPONSOR, and TOTAL AMOUNT DUE.

PAYMENT METHOD

IF PAYING BY CHECK:

MAIL TO: NAILBA AMI • P.O. Box 79968 • Baltimore, MD 21279-0968

Check enclosed (payable to NAILBA) Amount Paid: \$ _____

IF PAYING BY CREDIT CARD:

FAX TO: 703-383-6942

MAIL TO: NAILBA AMI • 11325 Random Hills Rd., Ste 110 • Fairfax, VA 22030

REGISTER ONLINE: www.NAILBA.org

Visa MasterCard American Express

Credit card number: _____

CVC (3-4 digits on card) _____ Exp. Date: _____

Name as it appears on card: _____

Signature: _____

CANCELLATION POLICY: A \$100 fee will be charged for any cancellation received on or before May 10, 2010. No refunds will be granted after May 10, 2010. All registrations, changes and cancellations must be received in writing.



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