

3 Credit CE Course

Thursday, August 1, 2019

10:30 am **Registration/Check-In**

11:00 am – 11:30 am **Buffet Lunch**

11:30 am - 2:30 pm **Class**

Dave and Busters

1030 Auahi Street

Honolulu, HI 96814

(next to Consolidated
Theatres Ward)

haipro.biz



Honolulu Association
of Insurance Professionals



- HAIP Members &
HAIP Corporate Partners: **\$40**

- Non-Members: **\$45**

- Please make checks payable
to **HAIP**

- Pay at the door or
mail to P.O. Box 91
Honolulu, HI 96810

- No shows will be
charged

- \$25 for
returned
checks

Communication Techniques & Best Practices After a Hazardous Event

This course will prepare colleagues for the physical, emotional, and high volume of inquiries; calls, emails, and questions once the First Responders give the "All Clear" to begin recovery

*Explore the Recovery Village Concept ▪ Tips on Deploying a Catastrophic Response Team
Advice From Actual First Responders and Community Support Groups ▪ Hands On Case Study Activity
Adjusters Top 10 Most Needed Information ▪ Questions All Agents and Recovery Professionals Should Be Ready to Answer*

Instructors:

Tammy Toma, BA Communication Techniques/Training USE, HAIP member

Henri vanBeelen, Chair, EWA EPC

Creighton "Pono" Higa, Wai'anae Coast Readiness Team

Course number - ID #PC216875

Provider #207691

*Approved by the Hawaii State Insurance
Commissioner for Three Continuing Education
Property & Casualty "Subject" Credits*

Free Public Parking
available at Ward
Entertainment Complex.

Buffet lunch hosted by
Universal Property & Casualty
Insurance Company

ENRICH

RSVP to:
education@haipro.biz

RSVP Due Date: **July 24, 2019**

For further information, please contact
any one of the HAIP Board Members.