



## Insurance Company Operations

MAIA Headquarters  
91 Cedar St Milford, MA 01757  
May 22-23, 2024

Topics	Date	Time	Speaker
Registration	May 22, 2024	07:30 AM-08:00 AM	
Executive and Financial Management	May 22, 2024	08:00 AM-12:15 PM	John Neal CRM, MBA
Lunch - on your own	May 22, 2024	12:15 PM-01:15 PM	
Executive and Financial Management (Continued)	May 22, 2024	01:15 PM-03:15 PM	John Neal CRM, MBA
Product Development	May 22, 2024	03:15 PM-05:15 PM	John Neal CRM, MBA
Exam Briefing	May 22, 2024	05:15 PM-05:30 PM	Jay Williams CIC, CRM, CRIS, MUS, AIP, AAI, ACSR
Check-in	May 23, 2024	07:30 AM-08:00 AM	
Underwriting	May 23, 2024	08:00 AM-11:00 AM	Nikki Sherrill-Wyatt CIC, CPCU, SCLA, AIS, AIM, API, AIC, AINS
Claims Management	May 23, 2024	11:00 AM-12:00 PM	Nikki Sherrill-Wyatt CIC, CPCU, SCLA, AIS, AIM, API, AIC, AINS
Lunch - on your own	May 23, 2024	12:00 PM-01:00 PM	
Claims Management (Continued)	May 23, 2024	01:00 PM-03:00 PM	Nikki Sherrill-Wyatt CIC, CPCU, SCLA, AIS, AIM, API, AIC, AINS
Product Distribution	May 23, 2024	03:00 PM-05:00 PM	Nikki Sherrill-Wyatt CIC, CPCU, SCLA, AIS, AIM, API, AIC, AINS

### Educational Consultant:

Jay Williams, CIC, CRM, CRIS, MLIS, AIP, AAI, ACSR

Online Exam Window:

**May 26 - May 31, 2024**

All final exams require you to have a proctor, a disinterested third-party, to monitor your exam through its entirety. More testing information and instructions can be found at [scic.com/proctor-monitor-rules](https://www.scic.com/proctor-monitor-rules) (<https://www.scic.com/proctor-monitor-rules/>).