



International Claim Association®
LEADING THE WAY IN CLAIM EXCELLENCE



Coming soon to a computer near you... ICA Claim Education ANYTIME, ANYWHERE

The ICA is pleased to announce that they have entered into an agreement with CEU.com to provide testing services for their insurance education courses starting in January, 2007. Students can then take ICA examinations over the internet anytime, anywhere. Students are encouraged to check with their corporate education representative for any specific corporate guidelines.

Why is the ICA making this change?

We currently offer testing for ICA insurance education through both ISTAR and paper examinations administered by the Life Office Management Association (LOMA). This will continue until January 1, 2007.

The advantages to this step forward to internet testing through CEU.com for the ICA Education Program are numerous.

1. Flexibility for students

- Students can choose when to take the test.
- Students can take the test where it is convenient.
- Feedback on test results will be immediate.

2. Flexibility for employers

- Education Representatives are not required to arrange examination rooms and proctors unless it is a part of your normal testing protocol.
- Registration is fast and easy.
- You can continue to utilize your corporate testing center if that has worked well in the past.

3. **It is less costly.** The price for examinations remains the same and retakes are covered by the initial registration fee for one year! There is no charge for retakes, special testing centers, late enrollment, etc...

4. **Customer Service is fast and easy.** Answers to administrative, technical or exam related questions can be found online at CEU.com. CEU.com has customer support representatives available between 8:30 am and 5:00 pm EST for email or phone inquiries.

Who is CEU.com?

CEU.com was founded in 1999 with the merging of Online Learning International, LLC and the Graduate School Online, Inc. – a Yale University spin-off. Since then, CEU.com has grown into a cutting edge leader in multi-media online insurance continuing education. Its extensive list of property/casualty and life/health insurance courses is approved in 50 states and the District of Columbia as well as by the CFP Board of

Standards, the CPCU, and the American College. CEU.com was selected "Best of the Web" by *Business Insurance* magazine for its "use of clear and coherent" multimedia tools and "expansive" online curriculum.

FAQ's

How will it work?

Students will sign up for their ICA course online at the CEU.com web site, or through their company sponsored insurance education enrollment process. When it comes time to take the examination, they log on to CEU.com and answer the questions online. The examination will need to be monitored but that is easy also. The feedback on their test results will be immediate.

What about students who are currently in the program?

Students completing their ALHC designation will not need to do anything additional. They will receive their designation certificate from ICA Headquarters when they complete the program requirements. Students completing their FLHC designation should submit copies of their examination results that qualify them for their designation to ICA Headquarters when they complete the requirements.

Will exams only be available online?

Yes. With the convenience and benefits of online registration and testing, we are eliminating paper testing.

What are the end user technical requirements?

- Browser Requirement – CEU.com currently supports MS Internet Explorer and Netscape 5.0 or higher. The browser settings must allow pop-ups.
- The company firewall must allow cookies and SWF files.
- ActiveX controls must be enabled on the users' computer.
- Each user's computer must have Adobe Acrobat and Flash.

How will I find out more about this change?

The ICA will be providing more detailed information at the Annual Meeting in Seattle, WA. from October 15 – 18, 2006. In addition, as ICA moves closer to implementing this change we will provide more detailed information to you. Until then, please check the ICA web site at www.claim.org for developing information.