

### Important 2012 Study Material Changes

Refer to The Institutes' Web site for study material availability and exam information.

Course	Commentary on Changes	Institutes Contact
<p><b>AINS 21</b></p>	<p>Educational objectives were revised to be more application oriented. Additionally, <i>Apply Your Knowledge</i> exercises were added to enhance the application of concepts. Content on insurance regulation was expanded. There are nine assignments for AINS 21. The course guide and SMART Study Aids were revised to match the textbook revisions. Revised study materials are required to prepare for the new AINS 21 exam.</p> <p>Exams covering both the new and existing content will be available in the October 15, 2011, and January 15, 2012, exam windows.</p>	<p>Customer Service (800) 644-2101</p>
<p><b>AINS 22</b></p>	<p>There are 12 assignments for AINS 22. The Institutes' Handbook of Insurance Policies was added to the course materials. The course guide and SMART Study Aids were revised to match the textbook revisions. Revised study materials are required to prepare for the new AINS 22 exam.</p> <p>Exams covering both the new and existing content will be available in the October 15, 2011, and January 15, 2012, exam windows.</p>	<p>Customer Service (800) 644-2101</p>
<p><b>AINS 23</b></p>	<p>Educational objectives were revised to be more application oriented. Apply Your Knowledge exercises were added to enhance the ability to apply concepts. Content on terrorism endorsements and cyber risk policies was added. Material was updated to reflect current ISO forms, and content previously covered in AINS 21 was eliminated. There are 11 assignments for AINS 23. The Institutes' Handbook of Insurance Policies was added to the course materials. The course guide and SMART study aids were revised to match the textbook revisions. Revised study materials are required to prepare for the new AINS 23 exam.</p> <p>Exams covering both the new and existing content will be available in the January 2012 and April 2012 exam windows.</p>	<p>Customer Service (800) 644-2101</p>

Course	Commentary on Changes	Institutes Contact
<b>ACSR Courses 1-3 (Personal Lines Track)</b>	Content was revised to be more application oriented and coverage forms, references, exhibits and illustrative materials were updated. Educational objectives were enhanced to be more customer-service-focused. <i>Apply Your Knowledge</i> quizzes and more real-world examples of concepts were added to the materials to reinforce the linkage between theoretical concepts and practical applications. Overall, tips and tools were included to increase the bottom-line value of these courses to the CSR and the agency. Revised study materials are required to prepare for the new ACSR 1, 2, and 3 exams.	Customer Service (800) 644-2101
<b>ACSR Courses 6-9 (Commercial Lines Track)</b>	Content was revised to be more application oriented and coverage forms, references, exhibits and illustrative materials were updated. Educational objectives were enhanced to be more customer-service-focused. <i>Apply Your Knowledge</i> quizzes and more real-world examples of concepts were added to the materials to reinforce the linkage between theoretical concepts and practical applications. Overall, tips and tools were included to increase the bottom-line value of these courses to the CSR and the agency. Revised study materials are required to prepare for the new ACSR 6, 7, 8, and 9 exams.	Customer Service (800) 644-2101
<b>AAI 81, 82, 83</b>	<p>Content was updated to be more concise and to directly link educational objectives with learning elements. Coverage forms, references, exhibits, and illustrative materials were updated. Additionally, case studies were added to reinforce the application of content. There are 11 assignments for AAI 81 and 82. SMART Practice Exam codes are now included in the course studybook. SMART Study Aids are also now available for AAI 81 and 82. Revised study materials are required to prepare for the new AAI 81 and 82 exams.</p> <p>Exams covering the new and existing content of these courses will be available in the January 2012 and April 2012 exam windows.</p>	Customer Service (800) 644-2101

Course	Commentary on Changes	Institutes Contact
<b>Intro to Property and Casualty Insurance</b>	<p>Educational objectives were updated to be more application based. <i>Apply Your Knowledge</i> exercises were added to support the educational objectives. Content on rating and ratemaking is now more concisely covered in the Underwriting assignment and the premium determination assignment was eliminated. Intro to Property Casualty Insurance has nine assignments.</p> <p>Exams covering the new and existing content will be available in the October 15, 2011, and January 15, 2012, exam windows.</p>	Customer Service (800) 644-2101
<b>Intro to Claims</b>	<p>Course exhibits and content was revised to be more application based. An online version of this course, as well as SMART Study Aids and SMART Practice Exam are now available for Intro to Claims. There are eight assignments for Intro to Claims.</p>	Customer Service (800) 644-2101
<b>AIS 25</b>	<p>Educational objectives were updated to be more application based. There are nine assignments for AIS 25. The studybook was revised into a separate textbook and course guide. SMART Study Aids were also revised, and SMART Practice Exam codes were added to the course guide.</p> <p>Exams covering the new and existing content will be available in the January 2012 and April 2012 exam windows.</p>	Customer Service (800) 644-2101

Course	Commentary on Changes	Institutes Contact
<b>AIC 31</b>	<p style="text-align: center;"><b>NEW: <i>Property Claim Practices</i></b></p> <p>This is a new course in the Associate in Claims (AIC) designation program. There are 11 assignments in AIC 31. Provides credit for AIC 35.</p>	Customer Service (800) 644-2101
<b>AIC 32</b>	<p style="text-align: center;"><b>NEW: <i>Liability Claim Practices</i></b></p> <p>This is a new course in the Associate in Claims (AIC) designation program. There are 11 assignments in AIC 32. Provides credit for AIC 36.</p>	Customer Service (800) 644-2101
<b>AIC 37</b>	<p style="text-align: center;"><b>NEW: <i>Managing Bodily Injury Claims</i></b></p> <p>This is a new course in the Associate in Claims (AIC) designation program, however the content covered is similar to what was previously covered in the Managing Bodily Injury Claims portion of AIC 36.</p>	Customer Service (800) 644-2101
<b>AIC 41</b>	<p style="text-align: center;"><b>NEW: <i>Property Claim Practices</i></b></p> <p>This is a new course in the Associate in Claims (AIC) designation program. There are eight assignments in AIC 41 covering commercial and personal property coverage. However, AIC 41 does not cover auto coverages.</p>	Customer Service (800) 644-2101
<b>AIC 42</b>	<p style="text-align: center;"><b>NEW: <i>Liability Coverages</i></b></p> <p>This is a new course in the Associate in Claims (AIC) designation program. There are five assignments in AIC 42 covering personal and commercial liability policies. However, AIC 42 does not cover auto liability coverages.</p>	Customer Service (800) 644-2101
<b>AIC 43</b>	<p style="text-align: center;"><b>NEW: <i>Property and Liability Coverages</i></b></p> <p>This is a new course in the Associate in Claims (AIC) designation program. There are eight assignments in AIC 43 covering commercial line and personal line coverages.</p>	Customer Service (800) 644-2101

*Last updated 1/17/2012*