



**DVUA is dedicated to excellence** and makes every effort to provide an opportunity for all our staff members to further their insurance knowledge. We are very proud they have risen to the challenge and have earned the CMGA designation!

**We congratulate our employees!**

The CMGA designation reflects many educational activities of our employees. In compiling education information for 2004, we looked at AAMGA University sponsored courses and events as well as other industry technical programs and seminars or courses. Included in the analysis were DVUA employees across the company at all locations who are in insurance-related positions. Employees' participation in AAMGA University courses/events as well as technical training and seminars were compiled on an hour-for-hour basis. In 2003, DVUA's employees exceeded the required amount of educational credits needed for the CMGA designation and therefore qualified for this prestigious agency designation and distinction.

**DVUA employees presently hold 37 designations - see below for the "Stats"!**

### **Insurance Designation Descriptions:**

See ( ) next to designation title for DVUA designations held

- **CPCU (11)(Chartered Property Casualty Underwriter):** Meets the needs of insurance professionals in a fluctuating marketplace. You can choose either a commercial or personal, management and insurance concentration. You must pass eight courses. This includes five foundation courses: CPCU 510-Foundations of Risk Management, Insurance, and Professionalism, CPCU 520-Insurance Operations, Regulation, and Statutory Accounting, CPCU 530-Legal Environment of Risk Management and Insurance, CPCU 540-Business and Financial Analysis for Risk Management and Professionals, CPCU 560-Financial Services Institutions, as well as three elective courses.
- **AU (7)(Associate in Commercial Underwriting):** This program helps commercial underwriters understand their business in writing accounts and considering coverage questions. You can earn this designation by completing AU 65-Commercial Underwriting, AU 66, and INS 23 or additional CPCU courses.
- **ASLI (6)(Associate in Surplus Lines Insurance):** For those who want to increase their marketability in the surplus lines environment. Benefits those who are relatively new to non-admitted companies. Basic requirements/exams include ASLI 161-Surplus Lines Insurance Principles and Issues, ASLI 162-Surplus Lines Practices.
- **AIS (4)(Associate in Insurance Services):** Offers a basic understanding of improvement principle in order to retain clients/gain prospective clients. You can earn a certificate of completing for passing the AIS 25-Delivering Insurance Services exam or earn the

designation by completing the exam and another accreditation, such as AIC, AU, ARM, ASLI, etc.

- **AAI (Accredited Adviser in Insurance):** Learn how to increase commissions, improve insurance knowledge, and avoid E&O claims. Required courses/exams include: AAI 81-Foundations of Ins Production, AAI 82-Multiple-Lines Ins Production, AAI 83-Agency Operations and Sales Management
- **AIC (1)(Associate in Claims):** Explains technicalities of effective claim handling, including property, auto, and worker's compensation. Choose between the multi-line approach (personal and commercial lines) or a specialty path. Required courses/exams include: AIC 33-The Claims Environment, AIC 34-Workers Compensation and Managing Bodily Injury Claims, AIC 35-Property Loss Adjusting, and AIC 36-Casualty Claim Practice.
- **AMIM (1)(Associate in Marine Insurance Management):** Offers an inland and ocean marine basis. Four core classes (AMIM 121-Ocean Marine Insurance, AMIM 122-Inland Marine Insurance, CPCU 510-Foundations of Risk Management, Insurance and Professionals, CPCU 530-The Legal Environment of Risk Management and Insurance) and two elective courses (including AU, ARM, AIC, AAI, etc.) are required to earn the designation.
- **ARM (2)(Associate in Risk Management):** Better your understanding of the risk management process from analysis to implementation and monitoring. Required courses/exams include: ARM 54-Essentials of Risk Management, ARM 55-Essentials of Risk Control, ARM 56-Risk Financing, and RMPE 352-Risk Management for Public Entities.
- **CPIW (2)(Certified Professional Insurance Women):** Professional designation for members in NAIW (National Association of Insurance Women). Requirements include two-year membership and completion of various educational programs.