

Your source for information about upcoming professional development events from the NAIC

Regulator's Training CalendarFoundations of Insurance Regulation
Nov. 30-Dec. 21 (online)Regulation of Insurance Products
Jan. 11-Feb. 1 (online)Core Legal
Jan. 19-Feb. 2 (online)Regulating Risk Retention Groups
Feb. 1-2
Kansas CityMarket Analysis Techniques
Feb. 1-22 (online)Introduction to Financial Regulation
Feb. 8-March 8

Check our website for a complete listing.

New Year, New You! Now is the Time to Plan

As 2009 comes to a close, it's time to turn your planning energies toward 2010. Building up one's personal skills portfolio has never been more important than it is right now, so plan to make 2010 your year to pursue professional development and career goals. NAIC's 2010 course schedule is now available on our website (click on "Schedule" and then scroll toward the bottom of the screen) to assist you with your planning.

NAIC's curriculum includes course topics that span a range of regulatory skills and emerging issues, from fundamentals of insurance to best practices in managing insurance department staff. Regardless of your skill needs or long-term career goals, there are a few strategies you can employ to make the most of your learning experiences.

1. *Know specifically what you want to get from a class.* Approach each learning experience with a written plan. Begin by inventorying your existing skills and noting any gaps that exist between the skills you need to perform well and the skills you currently have. Write down the specific skills, concepts, or answers you intend to obtain.
2. *Review the learning outcomes (objectives) for the class thoroughly.* In NAIC Designation Program courses, students are presented with predefined learning outcomes. The outcomes state what a student should be able to

do by the end of the course as a result of the instruction they receive. The outcomes serve as your study guide. Exam questions are based on these outcomes, and the lectures and exercises within the course are structured around them. In non-Designation courses students receive agendas that list the topics to be covered. When reviewing the agenda, highlight areas of particular interest, and plan your note-taking accordingly.

3. *Be physically and mentally present throughout the learning experience.* Actively participate, ask questions, and *take good notes*. If you are serious about your learning, simply relying on the lecture and PowerPoint slides will not be enough to help you achieve mastery of a concept. When taking notes, describe or summarize concepts in your own words, as you understand them. Draw concept diagrams to help you reinforce that understanding. Then, if necessary, confirm your understanding with the instructor.
4. *Do not spend valuable class time checking email, making phone calls, or text messaging.* Immerse yourself in the learning experience. It's fleeting, and your email will be there tomorrow.
5. *Plan how you will apply new skills as soon as possible.* Talk to your manager about what you learned and how you intend to use it. To master a skill and hold onto it, practice is critical.

**The NAIC to Add SPIR Designees to 'Hall of Fame'**

Regulators who have been to the NAIC Central Office in Kansas City have probably seen the informal regulator "Hall of Fame" located on its sixth floor. The hall features portraits of former NAIC presidents going back to 1971 as well as Robert Dineen Award winners. A new section of the wall has been added to display portraits of NAIC SPIR (Senior Professional in Insurance Regulation) Designees. Be sure to look for them when visiting the Kansas City office.

Annuity Sales & Suitability Oversight Webinar

Suitability and supervision of annuity sales practices are key priorities of the NAIC and its Life Insurance and Annuities (A) Committee, and our upcoming webinar will help shine a light on this important subject for regulators and insurance industry professionals alike. The webinar, titled *Annuity Sales & Suitability Oversight*, is designed to acquaint students with various annuity products, sales practices, and supervisory activities. It is comprised of four segments, including *Introduction to Annuity Products and their Structures*, *Sales Activities Commonly Associated with Annuity Products*, *Benchmarks and Guidance in Determining the Suitability of Annuity Products for Particular Customer Types*, *Overview of NAIC Models*, and *Relevant Issues Currently Under Discussion*. The session will conclude with

a panel-style Question and Answer forum featuring Jim Mumford, Iowa Deputy Commissioner, Jim Harris, Attorney with the Wisconsin Department of Insurance, Michele Brugh, Fraud and Enforcement Chief from the Ohio Department of Insurance, Fred Nepple, General Counsel with the Wisconsin Department of Insurance, and Jolie Matthews, Senior Health Policy and Legislative Analyst and Counsel with NAIC's Government Relations Office in Washington, D.C.

Students will receive debut copies of NAIC's brand new *Compendium of State Laws on Insurance Topics – Individual Chart: Suitability of Sales of Life Insurance and Annuities*.

Enrollment will be limited to 100 people due to technological capacity restrictions, so visit our website to enroll today.

SERFF Training...Now Direct from the NAIC

The NAIC Education & Training Department is pleased to announce that a SERFF course will be added to the curriculum in January 2010, and at a price that hasn't been available to insurance industry students in prior years.

SERFF, the System for Electronic Rate and Form Filing, is an NAIC system designed to enable companies to send—and states to receive, comment on, and approve or reject—insurance industry rate and form filings. SERFF was first conceptualized and developed in the late 1990s and training on how to utilize this tool has been offered by other vendors for several years. As developer of the tool,

NAIC is in a unique position to offer the best, most timely information to students.

"We are very excited about bringing this training in-house," said Frances Stuart, NAIC trainer and SERFF course developer. "We've worked with SERFF and trained regulators on how to use it for a long time. We're eager to offer the same service to the insurance industry."

The course, which will be delivered in an online format, is highly interactive and will show users how to respond to real life objections in a hands-on environment. Class sizes will be kept small to allow for adequate practice and feedback. For more information, please contact us.

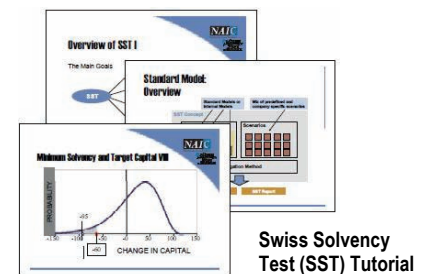
Industry Training Calendar

Annuity Sales Oversight
Nov. 18 (webinar)

Annual Statement Investment
Schedules Preparation
Dec. 14-21 (online)

Swiss Solvency Test Tutorial Module
Available on demand through the
NAIC Education & Training Website

Attention insurance industry professionals, consultants, and compliance officers! We have several webinars and learning events on just-in-time topics currently in the works. Look for upcoming announcements about programs on topics such as Residential Mortgage Backed Securities, Legal Frameworks of Health Care Reform, Systemic Risk, and more! Visit our website often for the latest information on these and other NAIC course offerings.



Swiss Solvency Test (SST) Tutorial

What Do You Know About the Swiss Solvency Test?

The Swiss Solvency Test (SST) is a principle-based tool developed by the Swiss Federal Office of Private Insurance to improve the identification of risks to which an insurance company is exposed. Is there anything the U.S. can learn from this regulatory model? A self-study tutorial on the SST is now available from the NAIC. Contact us for more information.