

2017 PLRB Claims Conference PLRB-Sponsored Sessions for Adjuster/ Continuing Education Credit As of March 1, 2017	Florida (Approved sessions 1.0 or 3.0 hours of credit)	New Hampshire (Approved sessions 1.0, 1.5 hours of credit)	Oklahoma (Approved Sessions 1.0 hour of credit)	Texas (Approved sessions 1.0, 1.5 or 3 hours of credit)	Ethics
A Question of Intent	Optional 3-24c			Approved 1.5	
Adjuster as Witness: Seven Deadly Sins	Optional 3-24c		Approved	Approved 1.5	
Adjusting Bodily Injury & Wrongful Death Claims	Optional 3-24c	Approved 1.5	Approved	Approved 1.5	
Adjusting Cargo Claims	Optional 3-24c	Approved 1.5		Approved 1.5	
Adjusting through Adversity	Optional 3-24c				
Alternative Energy Underwriting					
Appraisal Clauses: A State-by-State Analysis	Optional 3-24c	Approved 1.5	Approved	Approved 1.5	
Art of Critical Decision Making	3 Hours Optional 3-24c				
Assignment of Benefits: Policy Giveaway	Optional 3-24c	Approved 1.5		Approved 1.5	
Autonomous Cars: The Future of Auto Claims	Optional 3-24c				
Avoiding Litigation Pitfalls in Subrogation	Optional 3-24c				
Bad Faith Damages in Third-Party Claims	Ethics 3-24b		Approved	Approved 1.5	FL OK TX Ethics
Bio-Hazard Losses & Recovery	Optional 3-24c			Approved 1.5	
Business Income Claims: Resolving Problems	Optional 3-24c	Approved 1.5	Approved	Approved 1.5	
Case Strategies: Property Forum Focus	Optional 3-24c	Approved 1.0			
Casualty Claims Predictive Analytics	Optional 3-24c			Approved 1.5	
CAT Management: Adv. Mapping Technologies/GIS	Optional 3-24c				
Catastrophe Response Strategies	Optional 3-24c				
Claims Business Intelligence & Analytics	Optional 3-24c				
Code Enforcement: What's Required vs. Desired	Optional 3-24c	Approved 1.5		Approved 1.5	
Consent Judgments: Insurer's Problems & Solutions	Optional 3-24c		Approved	Approved 1.5	
Construction Defect Claims: CGL Coverage Issues	Optional 3-24c		Approved	Approved 1.5	
Contents Claims: Hard Fraud / Soft Fraud	Optional 3-24c		Approved	Approved 1.5	
Contingent Business Interruption Losses: Top Priorities	Optional 3-24c			Approved 1.5	
Contractual Indemnity Provisions & Additional Insured Liability	Optional 3-24c	Approved 1.5	Approved	Approved 1.5	
Criminal Acts, Terrorism & Liability Claims	Optional 3-24c	Approved 1.5		Approved 1.5*	
Customer Service: The Nature of Client Relationships					
Cyber Risks: Trends & Exposures	Optional 3-24c			Approved 1.5	
Defective Warnings Claims: A Subrogation Challenge	Optional 3-24c				
Defending Against the "Reptile Theory"	Optional 3-24c				
Diminution in Value, Cosmetic Damage and Matching	Optional 3-24c			Approved 1.0	

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Driverless Cars: Liability & Coverage Issues	Optional 3-24c			Approved 1.5	
Drones & Their Use in Claims	Optional 3-24c			Approved 1.0	
Earthquake Claims Handling Accreditation	Optional 3-24c		Approved Earthquake Credit	Approved 1.5	
Earthquake Damage Assessment & Repair: Commercial	Optional 3-24c		Approved	Approved 1.5	
Earthquake Damage Assessment & Repair: Residential	Optional 3-24c		Approved	Approved 1.5	
Emerging CGL Risks: Coverage Issues	Optional 3-24c			Approved 1.5	
Employee Engagement: Strategies for Success					
Enforcing Policy Duties In a Claims Investigation	Optional 3-24c				
Ensuing Loss: When is it Covered?	Optional 3-24c		Approved	Approved 1.5	
Establishing Prejudice as a Coverage Defense	Optional 3-24c				
Estimating with New Technologies					
Evolution of Collapse Coverage	Optional 3-24c	Approved 1.5		Approved 1.5	
Extra Expense: Past, Present & Future	Optional 3-24c		Approved	Approved 1.5	
Fort McMurray Fire Losses: Lessons Learned	Optional 3-24c			Approved 1.5	
Foundation Losses: Houses Built on Sand?					
Geotechnical & Geological Claims	Optional 3-24c	Approved 1.5		Approved 1.5	
Governmental Entities: Liability Exposures	Optional 3-24c		Approved	Approved 1.0	
Hail Damage to Light HVAC Losses	Optional 3-24c			Approved 1.5	
Handling The Large Commercial Fraud Case	Optional 3-24c	Approved 1.5		Approved 1.5	TX Ethics
Heavy Equipment Adjustment Challenges	Optional 3-24c				
High Exposure Casualty Claims	Optional 3-24c	Approved 1.5		Approved 1.5	
Homeowners Coverage: Secondary Homes	Optional 3-24c	Approved 1.5	Approved	Approved 1.5	
Homeowners Liability Coverage: Emerging Issues	Optional 3-24c			Approved 1.5	
ISO Changes to Additional Insured Endorsement	Optional 3-24c				
Investigating Chemical Contamination Cases	Optional 3-24c	Approved 1.5		Approved 1.5	
Large Commercial Roof Claims: Complex Issues	Optional 3-24c	Approved 1.5		Approved 1.5	
Late Notice Roundtable: Trends, Tips and Traps	Optional 3-24c				
Legalized Marijuana & Its Impact on Insurance Claims	Optional 3-24c				
Litigated Bodily Injury Claims	Optional 3-24c			Approved 1.5**	
Low Speed Vehicle Collisions: The Biomechanics	Optional 3-24c			Approved 1.5	
Managing Claims Operations with New Tools	Optional 3-24c				

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Managing Complex Homeowner's Losses	Optional 3-24c	Approved 1.5	Approved	Approved 1.5	
Mediation: Maximizing the Process	Optional 3-24c			Approved 1.5***	
Medicare Appeal Process & Recent Developments	Optional 3-24c			Approved 1.5	
Mitigation of Time Element Losses	Optional 3-24c			Approved 1.5	
Mobile Apps for Adjusters	Optional 3-24c				
Multiple Claimant Cases: Minimizing Exposure	Optional 3-24c			Approved 1.0	
Negotiating Strategies in Bodily Injury Claims	Optional 3-24c			Approved 1.5	
Negotiation Skills for Claims Professionals	Optional 3-24c			Approved 1.5	
NFIP Flood Insurance Certification Parts I and II	6 Hours Optional 3-24c	6.0 Hours Approved	7 Hours Approved	7 Hours Approved	
NFPA 921 & 1033: Updates for Fire Investigation	Optional 3-24c				
PLRB: On-line Coverage Research	Optional 3-24c				
Personal & Advertising Injury Claims: Advanced	Optional 3-24c	Approved 1.5		Approved 1.5	
Pill Mill Operations: Detecting & Investigating	Optional 3-24c	Approved 1.0		Approved 1.0	
Privilege & Discovery Issues in Claims Files	Optional 3-24c			Approved 1.5	
Project Management for Large Property Claims	Optional 3-24c			Approved 1.5	
Property Case Law Developments - 2017	3 Hours Optional 3-24c	Approved 3.0	Approved 3.0	Approved 3.0	
Property Claim Ethics: Adjusting in Good Faith	Ethics 3-24b		Approved	Approved 1.5****	FL OK TX Ethics
Property Valuation: Insurance to Value	Optional 3-24c			Approved 1.5	
Public Adjusters: Who is Adjusting the Loss?	Optional 3-24c				
Quality Claim Files	Optional 3-24c				
Ride & House Sharing: Liability Coverage	Optional 3-24c	Approved 1.5	Approved	Approved 1.5	
Salvage Challenges with Commercial Property Claims	Optional 3-24c			Approved 1.5	
SIU Investigations: Emerging Trends	Optional 3-24c				
Solar Panels & Their Impact on Roofing & Claims	Optional 3-24c				
Subrogation: What's New in the 21 st Century	Optional 3-24c			Approved 1.5	
Superstorm Sandy: Reflecting Upon Her Teachings	Optional 3-24c			Approved 1.5	
Supply Chain Product Liability Exposure	Optional 3-24c				
Torts in Cyberspace: Coverage Issues, Part 2	Optional 3-24c				
Traumatic Brain Injury: Evaluating Claims	Optional 3-24c	Approved 1.5		Approved 1.5	

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Underwriting, Claims & Agents Partnership	Optional 3-24c				
Unfair Claims Practices Act: This is Jeopardy	Ethics 3-24b		Approved	Approved 1.5	FL OK TX Ethics
Vandalism vs. Theft	Optional 3-24c			Approved 1.5	
Water Loss Documentation	Optional 3-24c			Approved 1.5	
Wearable Technology: New Tool in Claims Defense	Optional 3-24c			Approved 1.0	
Winter Storm Damage Claims	Optional 3-24c			Approved 1.5	
Women's Leadership in Insurance					
Working with 21 st Century Building Components	Optional 3-24c	Approved 1.5			

*Credit is not available for this course if you have completed PLRB module "Criminal Acts"

**Credit is not available for this course if you have completed "Litigating Bodily Injury: Essential Elements"

***Credit is not available for this course if you have completed "Mediation: Removing the Mystique"

**** Credit is not available for this course if you have completed "Claims Ethics & Good Faith Adjustments"