

2018 PLRB Claims Conference PLRB-Sponsored Sessions for Adjuster/ Continuing Education Credit As of March 20, 2018	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
Adjuster as Witness: Seven Deadly Sins	Optional 1.0	Approved 1.5	Approved 1.0	Approved 1.5	
Adjusting Bodily Injury & Wrongful Death Claims	Optional 1.0	Approved 1.5	Approved 1.0	Approved 1.5	
Analyzing Written & Recorded Statements	Optional 1.0			Approved 1.5	
Appraisal Clauses: A State-by-State Analysis	Optional 1.0	Approved 1.5	Approved 1.0	Approved 1.5	
Appraisal Strategies: Should I or Shouldn't I	Optional 1.0			Approved 1.5	
Art & Heirloom Claims: Resolution Guidelines	Optional 1.0				
Assignment of Benefits: Policy Giveaway	Optional 1.0	Approved 1.5	Approved 1.0	Approved 1.5	
Attract, Develop & Retain Young Talent for Insurance Careers					
Auditing Water Damage Files	Optional 1.0		Approved 1.0	Approved 1.5	
Avoiding Subrogation Pitfalls: A Roundtable Discussion	Optional 1.0				
Bad Faith Damages in Third-Party Claims	Ethics 1.0		Approved 1.0	Approved 1.5	FL OK TX Ethics
Bio-Hazard Losses & Recovery	Optional 1.0	Approved 1.5		Approved 1.5	
Biomechanics of Injury Causation: How People Get Hurt	Optional 1.0		Approved 1.0	Approved 1.5	
Building Code Coverage in the 21 st Century	Optional 1.0			Approved 1.5	
Building Valuation Challenges	Optional 1.0		Approved 1.0	Approved 1.5	
Business Income Claims: Resolving Problems	Optional 1.0	Approved 1.5	Approved 1.0	Approved 1.5	
Business Risks Exclusions in a GL Policy	Optional 1.0				
CAT Management: Adv. Mapping Technologies/GIS	Optional 1.0				
CAT Planning & Response to Hurricanes	Optional 1.0			Approved 1.5	
Catastrophic Injury Damages Models	Optional 1.0			Approved 1.0	
Changing Mindsets with Organizational Change					
Claims Advanced Analytics & Business Intelligence	Optional 1.0				
Claims Contents: Avoiding the Pain	Optional 1.0				
Claims Handling for Construction Site Accidents	Optional 1.0		Approved 1.0	Approved 1.5	
Claims Strategies When Working with Public Adjusters	Optional 1.0			Approved 1.5	
Claims with Emerging Building Technologies	Optional 1.0	Approved 1.5	Approved 1.0	Approved 1.5	
Commercial Claim Building Code Scenarios	Optional 1.0			Approved 1.5	
Confronting the "Reptile Theory"	Optional 1.0	Approved 1.5	Approved 1.0	Approved 1.5	
Construction Defect Claims: CGL Coverage Issues	Optional 1.0	Approved 1.5	Approved 1.0	Approved 1.5	
Contractual Indemnity Provisions & Additional Insured Liability	Optional 1.0	Approved 1.5	Approved 1.0	Approved 1.5	
Craft Beverage Risk: Analysis & Adjustment	Optional 1.0				
Critical Damages Issues: Property Subrogation Claims	Optional 1.0	Approved 1.5	Approved 1.0	Approved 1.5	

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Cyber Risks: Trends & Exposures	Optional 1.0				
Damage by Multiple Perils	Optional 1.0			Approved 1.0	
Dealing with Challenging Customers					
Declaratory Judgment Actions: How, When & Why?	Optional 1.0				
Defending Negligent Security Claims	Optional 1.0			Approved 1.5	
Delivering Powerful Presentations					
Diminished Value in Auto Claims	Optional 1.0			Approved 1.0	
Diminution in Value, Cosmetic Damage and Matching	Optional 1.0	Approved 1.0		Approved 1.0	
Distribution Center Destruction: Managing the Loss	Optional 1.0			Approved 1.0*	
Driverless Cars: Liability & Coverage Issues	Optional 1.0			Approved 1.5	
Drones & Their Use in Claims	Optional 1.0			Approved 1.0	
Earthquake Claims Handling Accreditation	Optional 1.0		Approved Earthquake Credit 1.0	Approved 1.5	
Earthquake Damage Assessment & Repair	Optional 1.0		Approved 1.0 General Credit	Approved 1.5	
Economic Loss Doctrine: Its Scope & Practice	Optional 1.0			Approved 1.0	
Effective Use of Surveillance in a Fraud Investigation	Optional 1.0	Approved 1.0		Approved 1.0	
Electronic Data Coverage Issues	Optional 1.0			Approved 1.5	
Emerging CGL Risks: Challenges for 2018 & Beyond	Optional 1.0			Approved 1.5	
Employee Dishonesty: Navigating the Unknown	Optional 1.0	Approved 1.5		Approved 1.5	
Establishing Realistic Business Income Loss Reserves	Optional 1.0	Approved 1.5		Approved 1.5	
Estimating with New Technologies	Optional 1.0			Approved 1.5	
Evaluating Extensive Property Losses with Multiple Causes	Optional 1.0		Approved 1.0	Approved 1.5	
Fire Claims Up In Smoke: The NFPA 921 Effect	Optional 1.0			Approved 1.5	
Food Liability Exposures & Insurance Coverage	Optional 1.0		Approved 1.0	Approved 1.5	
Foundation Engineering Design & Coverage Issues	Optional 1.0		Approved 1.0	Approved 1.5	
Fresh Perspectives on Talent & Culture					
Hail Damage to Light HVAC Losses	Optional 1.0	Approved 1.5	Approved 1.0	Approved 1.5	
Handling Geologic Losses	Optional 1.0		Approved 1.0	Approved 1.5	
Heavy Equipment Adjustment Challenges	Optional 1.0			Approved 1.5	
Homeowner Conundrums: Issues & Analysis	Optional 1.0		Approved 1.0	Approved 1.5	
Homeowners Liability Coverage: Current Trends	Optional 1.0	Approved 1.5	Approved 1.0	Approved 1.5	
Independent Counsel Fees: Keeping Control	Optional 1.0				

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Large Commercial Hail Claims: Emerging Trends & Issues	Optional 1.0		Approved 1.0	Approved 1.5	
Large Commercial Loss: Hurricane Meets Hotel	Optional 1.0			Approved 1.5	
Large Loss Management: Developing the LL Adjusting Team	Optional 1.0				
Law & Ethics for Florida Adjusters: Part I & II	APPROVED 5 hrs Law & Ethics				
Legalized Marijuana & Its Impact on Insurance Claims	Optional 1.0			Approved 1.0	
Leveraging Digital Info in the Claims Process	Optional 1.0			Approved 1.5	
Litigated Bodily Injury Claims	Optional 1.0	Approved 1.5		Approved 1.5**	
Litigation Management College	Optional 3.0		Approved 3.0	Approved 3.0	
Managing Claim Operations with New Tools	Optional 1.0			Approved 1.5	
Mediation: Planning for Success	Optional 1.0			Approved 1.5	
Misrepresentations: Coverage Considerations	Optional 1.0				
Mobile Apps for Adjusters	Optional 1.0				
Multiple Claimant Cases: Minimizing Exposure	Optional 1.0		Approved 1.0	Approved 1.5	
Nanomaterials: Emerging Issues	Optional 1.0				
Negotiating Strategies in Bodily Injury Claims	Optional 1.0	Approved 1.5		Approved 1.5	
NFIP Flood Insurance Certification Parts I and II	Optional 6.0	6.0 Hours Approved	Approved 7 Hours	Approved 7 Hours	
PLRB: On-line Coverage Research	Optional 1.0				
Property Case Law Developments - 2017	Optional 3.0		Approved 3.0	Approved 3.0	
Property Valuation: Insurance to Value	Optional 1.0			Approved 1.5	
Quality E-Learning for Claims Adjusters	Optional 1.0				
Recovering Payments Through Third-Party Claims	Optional 1.0		Approved 1.0	Approved 1.5	
Reservation of Rights & Coverage Declinations	Optional 1.0		Approved 1.0	Approved 1.5	
Resolving Difficult Claims: Strategies for Property Adjusters	Optional 1.0			Approved 1.5	
Reverse Engineering & the Impact on BI	Optional 1.0			Approved 1.5	
Sharing Economy: Complicating Claims & Coverage	Optional 1.0	Approved 1.5		Approved 1.5	
Social Engineering Fraud: Cyber & Crime	Optional 1.0				
Stress Management with Rising Claims & CAT Deployment	Optional 1.0				
Superstorms to Terrorism: State of Emergency	Optional 1.0			Approved 1.5	
Tall Wood Buildings: Performance & Protection	Optional 1.0			Approved 1.5	
Time Element: Gross Earnings v. Gross Profit	Optional 1.0		Approved 1.0	Approved 1.5	
Time Element: When Disaster Strikes . . . Next Door	Optional 1.0		Approved 1.0	Approved 1.5	

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Traumatic Brain Injury: Evaluating Claims	Optional 1.0	Approved 1.5		Approved 1.5	
Underwriting, Claims & Agents Partnership	Optional 1.0				
Unfair Claims Practices Act: This is Jeopardy	Ethics 1.0	Approved 1.5	Approved 1.0	Approved 1.5	FL OK TX Ethics
Uninsured Motorists Claims: Complex Issues	Optional 1.0		Approved 1.0	Approved 1.5	
Use of Social Media to Investigate Claims	Optional 1.0			Approved 1.5	
Waivers of Subrogation & Limitations of Liability	Optional 1.0		Approved 1.0	Approved 1.5	
Women's Leadership in Insurance					

* Distribution Center Destruction has only been approved for 1.0 hours or credit for this 1.5 hour course

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