



Mutual Support Staff Seminar

Wednesday, August 17, 2011
 Holiday Inn & Suites
 St. Cloud, MN

Education, networking and fun are important for EVERYONE in the mutual insurance business! Please take this opportunity to spend a day having fun and share ideas with other support staff members. This seminar is designed for mutual insurance company and agency secretaries, office assistants, customer service representatives or anyone else who provides support to your company or agency. Application will be made for 3 hours of non-company continuing education credit.

Seminar Schedule

- 8:30 a.m. **Registration & Coffee**
- 9:15 a.m. **The 'H' Factor** - Lynda Nordstrom, RAM Mutual
- 9:45 a.m. **Memory and Multi-Tasking** - Peter Amberg, Big Stone Therapies
- 10:50 a.m. **Protecting Policyholder Data** - Jason Buetow, Rural Computer Consultants
- 11:40 a.m. **Lunch**
- 12:15 p.m. **The Fine Art of Wine Tasting and Chocolate!**
- 1:05 p.m. **Round Table Discussions** - Part 1
- 2:10 p.m. **Round Table Discussion** - Part 2 - (Family Feud Style)
- 3:10 p.m. **Final Announcements**

Registration Costs

Early Bird Deadline July 29th

Member.....\$90
 Nonmember.....\$125

After July 29th

Member.....\$100
 Nonmember.....\$135

Cancellation Policy

Cancellation notices received on or before July 29, 2011 are 75 percent refundable.

Cancellation notices received July 30 – August 11, 2011 are 50 percent refundable.

No refunds are available after August 11, 2011. You may substitute a participant at no additional charge.

All registration cancellations and transfers must be made in writing and sent to info@mafmic.org or faxed to (320) 271-0912.

2011 Support Staff Seminar

<i>Name</i>	<i>Email</i>	<i>License Number</i>
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____

Township Mutual/Agency: _____ Telephone Number: _____

Roundtable topics or questions: _____



Mail
 PO Box 880
 St. Joseph, MN 56374



Fax
 (320) 271-0912



Phone
 (320) 271-0909