



Agency Management
PIA of Virginia & DC Webinar Event
Jan 15-16, 2025 ET

Topics	Date	Time	Speaker
Join Webinar	Jan 15, 2025	07:45 AM-08:00 AM	
Strategic Planning	Jan 15, 2025	08:00 AM-12:15 PM	Julie Webb CIC, CPCU JMW Collective, Hershey, PA
Lunch - on your own	Jan 15, 2025	12:15 PM-01:15 PM	
Agency Talent Management	Jan 15, 2025	01:15 PM-05:15 PM	Julie Webb CIC, CPCU JMW Collective, Hershey, PA
Exam Briefing	Jan 15, 2025	05:15 PM-05:30 PM	
Join Webinar	Jan 16, 2025	07:45 AM-08:00 AM	
Managing Agency Client Retention and Acquisition	Jan 16, 2025	08:00 AM-10:00 AM	Robert Shomo MBA, CIC Shomo-Madsen Insurance, Marshalltown, IA
Managing Agency Technology Utilization	Jan 16, 2025	10:00 AM-12:00 PM	Robert Shomo MBA, CIC Shomo-Madsen Insurance, Marshalltown, IA
Lunch - on your own	Jan 16, 2025	12:00 PM-01:00 PM	
Managing Agency Technology Utilization (Continued)	Jan 16, 2025	01:00 PM-02:00 PM	Robert Shomo MBA, CIC Shomo-Madsen Insurance, Marshalltown, IA
Ethical Responsibility	Jan 16, 2025	02:00 PM-05:00 PM	Robert Shomo MBA, CIC Shomo-Madsen Insurance, Marshalltown, IA

Educational Consultant:

Bettye Hutchison, CIC, CRM, CPCU, ARM, CPIA, AAI, TRIP
Central Insurance Services, Inc., Adelphi, MD, US

Online Exam Window:

January 20 - January 24, 2025

All final exams require you to have a proctor, a disinterested third-party, to monitor your exam through its entirety. More testing information and instructions can be found at www.riskeducation.org/proctor-monitor-rules (<https://www.riskeducation.org/proctor-monitor-rules>).

What Time Does This Start For Me?

Pacific	Mountain	Central	Eastern
4:45 AM	5:45 AM	6:45 AM	7:45 AM