



Agency Management
PIA of Virginia & DC Webinar Event
May 20-May 21 ET

Topics	Date	Time	Speaker
Join Webinar	May 20,2026	07:45 AM-08:00 AM	
Strategic Planning	May 20,2026	08:00 AM-12:15 PM	Robert Shomo MBA, CIC Shomo-Madsen Insurance, Marshalltown, IA
Lunch - on your own	May 20,2026	12:15 PM-01:15 PM	
Talent Acquisition and Development	May 20,2026	01:15 PM-05:15 PM	Robert Shomo MBA, CIC Shomo-Madsen Insurance, Marshalltown, IA
Exam Briefing	May 20,2026	05:15 PM-05:45 PM	
Join Webinar	May 21,2026	07:45 AM-08:00 AM	
Client Retention and Acquisition	May 21,2026	08:00 AM-10:00 AM	Julie Webb CIC, CPCU JMW Collective, Hershey, PA
Technology Utilization	May 21,2026	10:00 AM-12:00 PM	Julie Webb CIC, CPCU JMW Collective, Hershey, PA
Lunch - on your own	May 21,2026	12:00 PM-01:00 PM	
Technology Utilization (Continued)	May 21,2026	01:00 PM-02:00 PM	Julie Webb CIC, CPCU JMW Collective, Hershey, PA
Ethical Responsibility	May 21,2026	02:00 PM-05:00 PM	Julie Webb CIC, CPCU JMW Collective, Hershey, PA

Educational Consultant:

Bettye Hutchison, CIC, CRM, CPCU, ARM, CPIA, AAI, TRIP
Central Insurance Services, Inc., Rehoboth Beach, DE

Online Exam Window

May 24 - May 29, 2026

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 (<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