

# Protective Agent Certification

## 2010 Course Schedule

March  
16-18

June  
15-17

September  
21-23

November  
16-18

Protective Agent Certification  
Attn: Distribution Support Dept.  
2345 Waukegan Rd., Suite 210  
Bannockburn, IL 60015

Phone: 800.670.6032  
Fax: 800.845.5016

**Protective**   
*Doing the right thing is smart business.®*



### Course Highlights

- Procedural information on:
  - All VSC programs
  - GAP
  - Credit insurance
  - XtraRide Power Sports
  - FPC Marine
  - Maintenance Pro Plus
- Operations insight
  - Distribution Support Department
  - Claims and Claims Payments
  - Product Administration
  - Producer Contracting
  - Processing & Billing Statements
- Hands-on experience with F&I Café
- Dealer participation programs
- Dealer management / field training
- F&I training
- State-specific based on attendees

### Additional Information

#### Who Should Attend

This seminar is appropriate for agents, sub-agents, office managers, and anyone representing Protective products who has at least a year of industry experience or has attended the Protective Business Management Course.

#### Reasons To Attend

- Gain a better understanding of Protective
- Improve your selling odds
- Make more money!
- The course is free

#### Course Location

Protective  
2345 Waukegan Rd., Suite 210  
Bannockburn, IL 60015  
800.323.5771

#### Attire

Business casual is appropriate attire.  
No jeans please.

#### Accommodations

Reservations can be made upon request on your enrollment form. The Protective rate is \$125.00 plus tax. It is recommended reservation requests be submitted at least a month in advance to ensure availability. Amenities include two-room suite with microwave, coffee maker, and refrigerator; daily cooked-to-order breakfast; nightly manager's reception; on-site restaurant; business center; pool, whirlpool, and fitness center.

Embassy Suites Chicago North Shore  
1445 Lake Cook Rd.  
Deerfield, Illinois 60015  
847.945.4500

#### Schedule

The course will begin on Tuesday at 9:00 a.m. and will conclude on Thursday at 1:00 p.m. Plan your departure no earlier than 3:30 p.m. on Thursday.

#### Transportation

Flights - The closest airport is O'Hare (ORD). The other major airport is Midway (MDW).

Airport Transportation - Car service may be arranged for transportation from the airport to the hotel by calling 800.543.0037. The car service from O'Hare is approximately \$40 plus tolls and gratuity each way (shared rate). Taxi rates average \$60 from O'Hare and \$100 from Midway. Pre-arranged taxi reservations can be made for approximately \$34 each way by calling American Taxi (847.945.9444).

Rental Car - A rental car is not necessary, but you may desire the convenience.

Hotel Shuttle - The hotel offers complimentary transportation to the Protective office, restaurants and shopping in the area. Check with the front desk for more information or to schedule a shuttle.

#### Questions or Comments

For questions or comments regarding this seminar, please contact your Protective representative or call 800.950.6060 ext. 5687. For logistics questions, please call 800.670.6032.

# Protective Agent Certification

Send your registration form to:

Protective Agent Certification  
Attn: Distribution Support Dept.  
2345 Waukegan Rd., Suite 210  
Bannockburn, IL 60015

Phone: 800.670.6032  
Fax: 800.845.5016

## Protective Agent Certification Registration Form

Course Date:  March 16-18  June 15-17  Sep. 21-23  Nov. 16-18

Please PRINT the following information and complete all areas:

Attendee: \_\_\_\_\_

Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_\_) \_\_\_\_\_

E-mail: \_\_\_\_\_

Total Industry Years \_\_\_\_\_

Years as Agent or in Agency \_\_\_\_\_

Years Representing Protective \_\_\_\_\_

Other Companies Representing \_\_\_\_\_

Referred By (RVP) \_\_\_\_\_

Protective Products Representing (Check All That Apply):

Advantage  CostGuard  AutoXtra  Mileage Plus  Select

VIP  Limited Warranty  Lifetime Engine  Maintenance Pro

GAP  Credit Insurance  Powersports  Marine

XtraRide RV

States Represented: \_\_\_\_\_

Would You Like A Hotel Reservation Made For You?  Yes  No

If you need a hotel reservation, you must provide the following information:

Credit Card: \_\_\_\_\_ # \_\_\_\_\_

Exp. Date: \_\_\_\_\_ Name on Card: \_\_\_\_\_

Arrival Date: \_\_\_\_\_ Departure Date: \_\_\_\_\_

If the hotel will be paid by a third party and not the individual attending, please complete the Hotel Reservation & Credit Card Authorization Form and return with this registration form. It is recommended you request reservations at least a month in advance. For alternate hotels, please contact Debra Engelhart at 847.572.6895.

## Hotel Reservation Request & Credit Card Authorization

Please note, lodging is NOT included. In order for Protective to reserve a room at Embassy Suites Deerfield on behalf of the attendee at the discounted rate of \$125 per night plus tax (currently 12%), the following information must be submitted and is based on space availability. No shows will be charged by the hotel to the card provided. Questions regarding hotel reservations may be directed to Debra Engelhart at 847-572-6895. You may make your reservation on your own by contacting the hotel at 847-945-4500 and requesting the Protective rate.

Guest name: \_\_\_\_\_

Phone number: \_\_\_\_\_ Fax or alternate number: \_\_\_\_\_

Arrival date: \_\_\_\_\_ Departure date: \_\_\_\_\_

Relation to cardholder:  Self  Business Associate  Other: \_\_\_\_\_

Name as it appears on credit card: \_\_\_\_\_

Card type:  Visa  MC  Amex  Diners/CB  Discover  JCB

Account type:  Individual (personal credit card)  
 Corporate / Company Name: \_\_\_\_\_

Card number: \_\_\_\_\_ Exp. date: \_\_\_\_\_

Address: \_\_\_\_\_  
(where statement is mailed)  
City, State and Zip: \_\_\_\_\_

Phone number: \_\_\_\_\_ Fax or alternate number: \_\_\_\_\_

### Approved Charges – Third Party Authorization

The following must be completed including cardholder signature if the cardholder is not the hotel guest. The hotel guest will need to present a credit card at check-in for incidental charges if “all charges” is not selected.

- All Charges  Room & Tax Only  Restaurant & Room Service  
 Telephone (LD)  Telephone (Local)  Internet  Movies  Pantry/Gift Shop

I certify that all information is complete and accurate. I hereby authorize **Embassy Suites Deerfield** to collect payment for all charges as indicated in the Approved Charges section of this form by processing a charge to the credit card listed above. Charges must not exceed \_\_\_\_\_ for the entire stay/event. I understand that a new form will have to be completed if guest wishes to extend his/her stay. I certify that I am the authorized signer of the credit card listed above.

Cardholder name: (Printed) \_\_\_\_\_

Cardholder signature: \_\_\_\_\_ Date: \_\_\_\_\_

*In-room amenities include a two-room suite, refrigerator, microwave, and coffee maker. Daily cooked-to-order breakfast buffet is served in the Atrium. There is a pizzeria at the hotel and a pantry available for snacks, microwavable meals and beverages.*