

## A-Plus™ Continuing Education (CE) for Insurers

Each year every insurance agent is required to attend continuing education "CE" training classes to receive valuable credits towards renewing their insurance license. Providing CE training is a cost-effective way to promote your collision repair facility to area insurance agents with the goal of increasing the agent's knowledge and your customer referrals.

# Continuing Education



### VEHICLE REFINISHING FOR THE INSURANCE INDUSTRY (PROCESSES, PROCEDURES & MATERIALS)

The "Vehicle Refinishing for The Insurance Industry" is a one-day interactive CE training class that teaches participants about the process, procedures and materials used by the collision repair technicians to guarantee consistently customer-pleasing experiences.

Sherwin-Williams on-site CE training allows A-Plus Network members the opportunity to bring insurance agents and other insurance personnel into their collision repair facility to better understand the automotive repair process, and help their customers choose a shop that will provide the highest quality, with outstanding customer service.

The CE training class is designed for insurance professionals, including Adjusters, Agency Owners, Insurance Agents and Office Staff, that work with collision repair facilities to help their customers obtain high quality repairs to their damaged vehicles, that leaves the customer feeling satisfied with the repair process.

### THE TOPICS COVERED THROUGH THIS CLASS TO INSURANCE COMPANIES, INCLUDE:

- Refinish Paint vs OEM Paint
- The Refinish Process
- Best Demonstrated Practices
- Proper Surface Preparation
- Restoring Corrosion Protection
- Undercoats
- Topcoats (BC/CC vs. S/S)
- Flexible Parts
- Blending / Tinting
- Troubleshooting

Participants that successfully complete the class will earn one CE credit for each hour of training, up to seven CE credits.

A member of our accredited Training Department conducts the on-site CE training class. Members interested in hosting an on-site CE training class should contact their Sales Representative and complete the Request for On-Site Continuing Education Training Class form. Requests must be submitted 30 days prior to the event.

If you should have any additional questions, please contact Fran Schaefer, SW A-Plus Program Specialist at 216-332-8524.



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