



# Agents Council for Technology: Tech Trends & Agency Resources—FREE Member Benefit Webinar

Join us for this education webinar with the very informative Ron Berg. As Executive Director of ACT, Ron Berg works with independent insurance agents, insurance carriers, software vendors, and other insurance industry vendors to advance the use of the most effective business processes, practices and technologies, in order to enhance productivity, service, marketing, sales and security. Ron will discuss the latest industry resources available to enhance your agency and the most current trends in agency technology.

**Topics Covered:**

- Cyber Guide 3.0 and the Need for Agency Cyber Plans
- Customer Experience
- Agent Guide to Chatbots
- Remote Work Practices
- Disaster Plans
- ADA & Accessibility Websites



*This course is NOT approved for Arizona Continuing Education Credit as it may last anywhere from 40 to 60 minutes.*

**INSTRUCTOR:** Ron Berg  
Executive Director of ACT  
IIABA or the Big "I" of America

**DATE AND TIME:** August 23, 2021  
11:00 AM – 12:00 PM (could end sooner)

**LOCATION:** ONLINE with GoToWebinar

**COST:** FREE for all IIABAZ Members

**NOTE:** You will receive an email from to join the webinar from [customer@gotowebinar.com](mailto:customer@gotowebinar.com). If you don't have a join webinar link by August 19th, please let us know right away.

Mr.    Ms.    Mrs.

First Name: \_\_\_\_\_ M.I. \_\_\_\_\_ Last Name: \_\_\_\_\_

Any Designations: \_\_\_\_\_

Agency/Company: \_\_\_\_\_

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

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

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

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**PLEASE EMAIL THIS COMPLETED FORM TO HUNTER RACKHAM at [hunter@iibaz.com](mailto:hunter@iibaz.com) or fax to (602) 468-1392.**

**CANCELLATION POLICY: This is a FREE offering from the IIABAZ. If you register and reserve a spot and then need to cancel out for any reason prior to the date of the class, inform Hunter by email to [hunter@iibaz.com](mailto:hunter@iibaz.com).**