



PRESENTED BY THE INTERNATIONAL INSURANCE INSTITUTE, INC.

2nd Annual
**CLAIMS EDUCATION
CONFERENCE**

MAY 15-18, 2007

MYRTLE BEACH MARRIOTT RESORT AT GRANDE DUNES
MYRTLE BEACH, SOUTH CAROLINA

Enjoy the Sun, Surf and Sand!



WELCOME ... to the 2nd Annual Claims Education Conference of the International Insurance Institute.

The positive feedback we received from the 1st Claims Education Conference was overwhelming and we are excited to present our 2nd Annual Claims Education Conference in sunny Myrtle Beach, South Carolina.

This is a straight-forward, educational conference. Nothing but actual claims training will take place as part of the educational activities, and you WILL leave learning what you came to learn. The cost to attend is only \$575 if you register by 3/1/07, and \$675 after that.

ALL programs are presented by professional trainers of claims training courses who will speak on the subject you came to hear, give you information that you can use, and make it interesting enough for you to remember.

This conference will provide high-level training away from the office where claims professionals will be able to focus on high-quality performance, enabling them to work more efficiently and provide superior customer service.

The entire program has been approved for continuing education (C.E.) credit in the states that require C.E. If you want to apply for credits, just check the box on the conference registration form and list the state(s) for which you need credit and your license number(s). The fee is \$50 for the C.E. credits.

We have also built in some great recreational activities in the Myrtle Beach area. Thursday afternoon we'll hold an optional golf tournament, or attendees can join us for a jeep tour of the Myrtle Beach area. In the evening, a group will get together and enjoy dinner and a show at Medieval Times. Attendees can also choose to venture out to the Myrtle Beach area on their own for the many attractions it offers including miles of sandy beaches, shopping, and beautiful gardens. Or, you can just relax and reflect on what you've learned so far at the conference ... the choice is yours.

Please enjoy the conference, and your visit to sunny Myrtle Beach!

Carl Van
President and CEO
International Insurance Institute, Inc.

Conference Instructors



CARL VAN, President & CEO of International Insurance Institute, Inc., graduated from California State University, Sacramento where he received his Bachelor's degree in Insurance. He has been in the insurance claims industry since 1980 and has held the positions of Claims Adjuster, Claims Supervisor, Claims Manager, Division Claims Manager and Regional Manager over Claims, Loss Control and Premium Audit.

Mr. Van has been an instructor for the Insurance Educational Association since 1988 teaching claims concepts, AIC, INS and IEA courses, and is the author of many technical and soft skill workshops offered through the IEA. He has set up 5 in-house claims training programs for various insurance companies throughout the nation, and has written articles for *Claims Magazine*, *Claims People Magazine*, *National Underwriter* and *California Insurance Journal*.

He is the author of the highly acclaimed book *The 8 Characteristics of Awesome Adjusters*.

Mr. Van has been a keynote speaker at claims conferences around the country, a trainer at an international U.S.-Japanese executive training program, a guest speaker at hundreds of claims association seminars, and selected as the opening presenter at some of the most prestigious claims conferences in the nation, including the *Claims Magazine ACE* national conference.

Mr. Van is the Dean of the School of Claims Performance, and serves as Regional Vice President of the Society of Insurance Trainers and Educators.



DAVE VANDERPAN, Director of Claims Training of International Insurance Institute, Inc., graduated from University of California at Davis with Bachelor degrees in both International Relations and Economics. He has been in the insurance claims industry since 1986, and has held the positions of Claims Adjuster, Claims Supervisor, Claims Manager and Regional Claims Manager.

Mr. Vanderpan has been training claims professionals for over a decade, and has developed and presented many in-house training sessions. He helped develop the material and presentation format of the most successful class offered by the International Insurance Institute, Inc., the popular *Awesome Claims Customer Service* which was featured in *Claims Magazine*.

He is a member of the Society of Insurance Trainers and Educators and a committee member of the National Association of Independent Insurance Adjusters. He has extensive knowledge in the fields of coverage and defense litigation covering 20 states.



KEN SANDERS, CPCU, AIC, Senior International Instructor and Course Designer for International Insurance Institute, Inc. Mr. Sanders has been responsible for claims operations in over 18 states. He has developed and delivered several in house claims training programs and has managed a department of Claims Trainers with nationwide responsibilities.

Mr. Sanders is a course facilitator for several AIC and INS courses. He has extensive experience in Material Damage, Commercial Auto, Marine Liability, Audit and Litigation Management.

Other credits include membership in the National CPCU Society and AIC and CPD designations.



KEN BOHN, AIC, Operations Manager, Traveler's Insurance and former Assistant Vice President, International Insurance Institute, Inc., graduated from Fredonia State University in New York with a B.A. in Psychology, and earned an MBA from Point Park University in Pittsburgh, PA. Having been in the insurance industry since 1992, he has held the positions of Claims Adjuster, Claims Supervisor, State Claims Manager, Regional Claims Manager and Claims Training Specialist.

Mr. Bohn has extensive expertise in State Continuing Education programs, is a Certified State Instructor for many states, and is a fully certified instructor for several courses within the Claims Adjusters Masters Series. He has additional expertise in the areas of advanced bodily injury handling, litigation management, file auditing, workflow analysis and best claims practices.

He is Associate Editor of Claims Education Magazine, as well as board member of the Claims Education Conference. He serves as Associate Dean of the School of Claims Performance.

Other credits include being an active member in the Society of Insurance Trainers and Educators.

Mr. Bohn appears courtesy of Traveler's Insurance.



LEI ANN DUNFORD, Executive Vice President, International Insurance Institute, Inc., has been in the insurance industry since 1985. Her experience spans the non-standard and standard markets. She has held positions of Claims Adjuster, Claims Supervisor, Mobile Unit Manager and AVP of Claims at insurance companies and MGAs.

Ms. Dunford has held positions responsible for multi-state adjusting and management, litigation management, adjuster state licensing management, development of claims training and processes for expansion states, and training of newly hired adjusters. She has developed procedures for financial and quality file reviews, and worked with carriers and product development departments on policy wording.

Ms. Dunford has obtained All Lines Adjusting Licenses in many states, and is a member in the Society of Insurance Trainers and Educators. She has been a member of the Tennessee Claims Association/Nashville Claims Association since 2001 along with holding the various board positions of Secretary to President of the local chapter.

Ms. Dunford was named Manager of the Claims Education Conference in 2005.



Conference Schedule

TUESDAY, MAY 15, 2007

2:00 PM - 7:30 PM

Registration and check-in

5:30 PM - 8:00 PM

Welcome Reception

Dinner on Own

WEDNESDAY, MAY 16, 2007

7:30 AM - 8:30 AM

Breakfast in Exhibit Hall

8:30 AM - 9:00 AM

General Session and Welcome - Carl Van, President & CEO, International Insurance Institute, Inc.

9:00 AM - 12:00 PM – BREAK OUT SESSIONS #1

Adjuster Track

Awesome Claims Customer Service for Adjusters

Back by popular demand, this workshop will appeal to claims professionals of all levels of experience and expertise. Most claims people know the customer rarely recognizes outstanding customer service during the claims process because they are so worried about the outcome. Because of this, it is extremely important for claims professionals to be able to recognize and deliver outstanding customer service without the acknowledgment of the customer along the way.

In this course, participants will understand the basics of providing high quality customer service, learn proper telephone techniques, gain insight into understanding what individual customers need, manage the customer's perception, as well as understand the essential role customer service plays in the success of the claims department.

Manager Track

Awesome Claims Customer Service for Supervisors and Managers

This customer service class for supervisors and managers is back by popular demand! It is extremely important for claims supervisors and managers to be able to provide guidance to their staff when it comes to recognizing and delivering outstanding customer service. In this course, participants will understand the basics of providing high quality customer service and a way to pass them on to their claims staff.

Some specific topics include: handling the telephone, effective listening, managing objections, asking questions, delivering bad news, managing different customer behaviors, managing the voice mail system, managing customer call backs, statements to avoid, closing conversations, attitude as the key to success, and an action plan for better service.

More Time Management Skills for Claims

This practical workshop is a continuation from last year's conference and will include real-life scenarios specific to issues that managers face during their day to day operations. Managers will use these issues during problem solving exercises to focus on result-oriented activities. Claims Managers have a unique demand upon them to not only be good managers, but also technical experts. This session will teach managers practical methods of improving time management that they can put into place right away, as well as some methods that require further development.

12:00 PM - 2:00 PM

Buffet Lunch and 99 Second Exhibitor Fun Talk

2:00 PM - 5:00 PM – BREAK OUT SESSIONS #2

Adjuster Track

Negotiating with Attorneys

Attendees will learn how to put themselves in the best position for a confident and strategic negotiation by building a solid foundation of knowledge and planning. Some of the foundation strategies include researching the attorney, the claimant, the injury, the liability, and the venue. While the knowledge building starts immediately upon receipt of the claim, it doesn't stop until the settlement check has been cashed and the signed release has been received.

Manager Track

Motivating Your Claims Team

This workshop is designed specifically for claims managers to help them get their staff to work hard and give their best which, given the pressures and strains on adjusters, is not always easy. The course focuses upon positive ideas, methods, concepts and approaches to effectively motivate the claims team.

Interviewing Tips to Hiring Great Adjusters

This course is designed to assist the claims manager in developing effective interviewing techniques to identify the characteristics most desirable in the typically successful claims person. Lecture, group discussions, role-play and team exercises are all utilized to help the attendee: learn how to recognize certain characteristics in interviewees, learn the right way to test for those characteristics, toss out poor interview techniques, avoid losing control of the interview, avoid being fooled by "perfect" answers, spend the right amount of time in an interview, quickly rule out risky hires (potentially short-timers), and properly set the stage for the salary discussion.

5:00 PM - 6:30 PM

Reception in Exhibit Hall - Door Prize Giveaway



6:30 PM - 8:00 PM

Sponsored Gathering on Pool Veranda

Dinner on own

THURSDAY, MAY 17, 2007

7:30 AM - 9:00 AM

Breakfast in Exhibit Hall

9:00 AM - 12:00 PM – BREAK OUT SESSIONS #3

Adjuster Track

Empathy Training: Gaining Credibility with Customers Through Understanding and Listening

Attendees will learn how to improve communication by enhancing listening skills and developing empathy abilities. Practice exercises, role-plays and real life scenarios are utilized to improve listening skills and teach you how to take in greater amounts of information and remember more while “hearing between the lines.”

Manager Track

Ethics and Fair Claims Practices Handling

This course is designed to increase the student’s awareness and knowledge of the Ethics and Fair Claims Practices Act Statutes common in most states. The class then takes this knowledge and applies it to real-world claim scenarios to demonstrate the essential steps necessary for good faith claims handling.

Basic Presentation Skills: From Remembering to Breathe to Having Fun

Attendees will learn how the basics of proper gesture and eye contact, and the intricacies of persuasive conclusion-building, can aid in presentations, training sessions, or any public speaking. The goal is to enlighten you on simple but effective keys to presenting interesting, meaningful and persuasive presentations.

12:00 PM - 8:30 PM

Scheduled Activities or Free Time / Exhibitor Tear Down



12:30 PM - 4:00 PM

Carolina Jeep Safari

This is an unforgettable adventure along the South Carolina Coast. All in one tour, you will see nature at its best - flora, fauna and wildlife! See the plantation region, the moss draped oaks, slave cabins and ancient ricefields. Tour a 15th century style Spanish Castle and visit a haunted graveyard. Enjoy alligators and birdwatching in a natural habitat. A box lunch will be provided on the tour.

(Note: This event is optional and a separate fee is required - See the registration form for details on signing up for this tour).

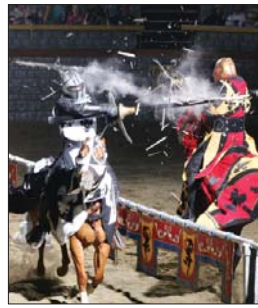


1:00 PM - 5:00 PM

Golf Tournament at Grande Dunes

The Grand Dunes Resort Course was designed by Robert Rulewich and plays along the Intracoastal waters. Named by *Golf Magazine* as one of the “Top 10 You Can Play” courses, this golfer’s haven is a definite must-see! A box lunch will be provided at the golf course for each player as well as contests and prizes.

(Note: This event is optional and a separate fee is required - See the registration form for details on signing up for the tournament).



4:30 PM - 8:30 PM

Medieval Times

This evening promises to be an exhilarating combination of fun, feasting and jousting. The show has all the lance-splintering action and glorious pageantry guests look forward to. Highlights of the dramatic show include an original music score recorded by the world-renowned Prague Symphony

Orchestra, exquisite period costuming and spectacular special events. This activity includes dinner, show and transportation.

(Note: This event is optional and a separate fee is required - See the registration form for details on signing up for this activity).

FRIDAY, MAY 18, 2007

7:30 AM - 9:00 AM

Breakfast in Exhibit Hall

9:00 AM - 11:30 AM – BREAK OUT SESSIONS #4

Adjuster Track

Effective Recorded Statements

The goal of this course is to increase the effectiveness of recorded statements by developing proper outlining and strategy skills. Practice scenarios and role-plays are utilized throughout the day to increase effectiveness in one of the most important evidence-preserving functions performed by the claims adjuster.

Manager Track

Managing Change

Claims Managers will learn how to develop a motivating influence during times of change. Throughout this session you will learn how to rise to the challenge of management changes, office procedure changes, and work load changes.

11:30 AM - 12:30 PM

Closing Comments and Lunch

Carl Van, President & CEO, International Insurance Institute, Inc.



1:00 PM - 5:00 PM

Horseback Riding Along the Beach

For those of you staying after the conference, join us for a 10-mile horse ride along the sandy beach on Friday afternoon. Transportation to and from the hotel will be provided. Space is limited, so register early!

(Note: This event is optional and a separate fee is required - See the registration form for details on signing up for this activity).



Conference Hotel

*Myrtle Beach Marriott Resort
at Grande Dunes*

8400 Costa Verde Drive
Myrtle Beach, South Carolina 29572

Phone: (843) 449-8880

Fax: (843) 449-8669

www.myrtlebeachmarriott.com



Last year sold-out!
Don't be left out –
make your
reservations
today!

The Myrtle Beach Marriott Resort at Grande Dunes is Myrtle Beach's only four-diamond oceanfront hotel. As part of the upscale Grande Dunes community, a 2,200-acre, plantation-style residential and leisure development, the Myrtle Beach Marriott Resort has more amenities than any other destination in the Carolinas. Activities include championship golf, Tennis & Fitness Center, large tropical beachfront pool with waterslide and a European Spa with indoor pool.

To make your hotel reservation, call (843) 449-8880 or (800) 644-2881 and let the hotel know that you're part of the International Insurance Institute Claims Education Conference. Or, you can reserve your room online. Simply visit our website at www.claimseducationconference.com and go to the hotel section. Click on the link provided which will bring you to the Myrtle Beach Marriott Resort home page and will automatically include our discount code - all you need to do is enter your arrival date to begin the reservation process.

The regular room rate of \$219.95 has been reduced to \$159 per night (plus tax) for Claims Education Conference attendees and will be in effect from May 11, 2007 - May 19, 2007. To receive the group rate, individuals must make reservations by April 23, 2007. The group rate is available until April 23, 2007 or until the contracted room block is filled, whichever comes first. Any reservation requests received after the cut-off date of April 23, 2007 will be accepted on a space-available basis only. Reservations must be guaranteed with a credit card or by a first night room deposit to ensure confirmation.

Check-in time at the hotel is 4:00 p.m. and check-out time is 11:00 a.m. The hotel will assist with luggage storage for those arriving early or those planning a late departure.

Cancellations must be made seven (7) days prior to arrival date to avoid penalty of one night's deposit.



Exhibit and Sponsorship Information

The 2nd Annual Claims Education Conference is a perfect opportunity to showcase your products and services to key industry professionals. Consider purchasing an exhibit space and/or sponsorship to increase the visibility of your company, and support the industry at the same time.



EXHIBITORS - \$1,195

Receive one (1) tabletop exhibit, two (2) conference registrations (two people from your company allowed in exhibit hall and can attend sessions), and post-conference attendee list. Additional personnel must register separately and pay full registration fee. (Note: Exhibit space is limited and subject to availability).

SPONSORSHIPS

Choose one of THREE different Sponsorship levels below, and receive these added benefits:

- * Company logo in the on-site program
- * Prominent signage at the conference
- * Prominent signage at the conference golf tournament
- * Post-conference list of attendees
- * Link to the International Insurance Institute and Claims Education Conference Web sites
- * Verbal recognition in the opening comments of the conference and during special times of the conference

SILVER SPONSORS - \$1,500

Choose one of the items or events listed under Sponsorship Items/Events (choose from D. - L.). In addition, you will receive two (2) conference registrations (two people from your company allowed in exhibit hall and can attend sessions) and all of the sponsor benefits listed above. (A value of over \$3,000!)

GOLD SPONSORS - \$2,500

Receive 1 tabletop exhibit, two (2) conference registrations (two people from your company allowed in exhibit hall and can attend sessions), 1 Sponsorship Item/Event (Choose from D. - L.), and all other sponsor benefits listed above. (A value of over \$4,000!)

PLATINUM SPONSORS - \$3,000

Receive 1 tabletop exhibit, two (2) conference registrations, choice of 1 Sponsorship Item/Event (Choose from A. - L.), and all other sponsor benefits listed above. (A value of over \$5,000!)

(NOTE: Exhibit space and events/items are subject to availability.)

SPONSORSHIP ITEMS/EVENTS:

A. Conference Beach Bags: Your logo will be printed on the attendee beach bags and you can insert one piece of company literature into the bags.

B. Conference Padfolios: All attendees need to take notes - and this padfolio is something they will use once they return to the office as well. Sponsor's logo will be printed on the cover.

C. Cyber Café: This will be an extremely popular spot at the conference as attendees line up to check their email. Your company's homepage will be displayed on the computer.

D. Tuesday Registration Refreshments: Welcome attendees to the conference by sponsoring sodas, waters, and fun foods like ice cream bars, popcorn and candy in the registration area.

E. Tuesday Opening Reception: This kickoff event is bound to draw a great crowd. Sponsor will be recognized with unique tabletop displays and cocktail napkins with sponsor's logo.

F. Wednesday Breakfast: The buffet area and each table will have signage recognizing your company as the breakfast sponsor.

G. Wednesday Luncheon: A representative of your company will be able to welcome the group to the lunch and each table will have signage recognizing your company as the luncheon sponsor.

H. Wednesday Cocktail Reception: Now that everyone has had a full day of listening and learning, they'll be ready to relax at Wednesday's Cocktail Reception. Sponsor will be recognized with unique tabletop displays and cocktail napkins with sponsor's logo.

I. Thursday Breakfast: The buffet area and each table will have signage recognizing your company as the breakfast sponsor.

J. Thursday Box Lunch: The box lunch pick-up area will have signage recognizing your company as the sponsor. Sponsor can also insert business card or small gift into each box lunch.

K. Friday Breakfast: The buffet area and each table will have signage recognizing your company as the breakfast sponsor.

L. Friday Closing Luncheon: A representative of your company will be able to welcome the group to the lunch and each table will have signage recognizing your company as the luncheon sponsor.

OTHER SPONSORSHIP OPPORTUNITIES:

Breakout Session Sponsor – \$750

Sponsor a breakout session and get your company logo printed on the handout materials. In addition, the instructor of the class will recognize your company verbally and you will have the option to hand out your own marketing materials to the students.

Golf Tournament Sponsor:

- Hole Sponsor – \$200 (includes signage at tee box)
- Hole in One Sponsor – \$500 (includes insurance for hole in one and signage)
- Closest to the Pin/Longest Drive Hole Sponsor – \$500 (includes signage and prize for winner)

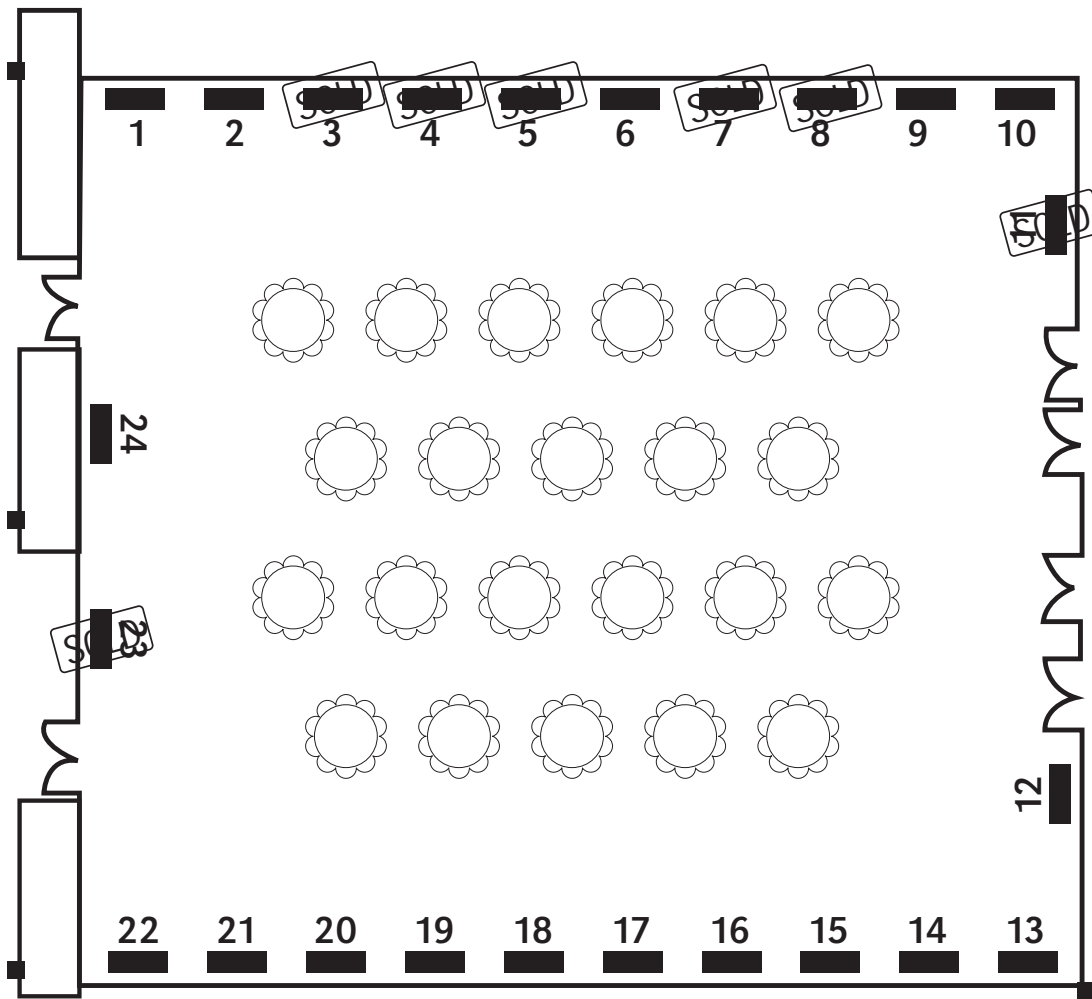
Carolina Jeep Safari Sponsor – \$1,500

The tour guide will verbally recognize your company as the sponsor of the jeep tour. Jeep tour participants will be given bottled water with your logo printed on the wrapper.

■ There is also an opportunity to insert a quality beach or golf item into the conference beach bags. Please contact Lei Ann Dunford at (615) 790-6308 or the Claims Education Conference Office at (952) 928-4642 if you are interested.



Exhibit Hall Layout



Atlantic Ballroom 4 & 5

The Claims Education Conference would like to thank our exhibitors and sponsors

EXHIBITORS AND SPONSORS AS OF 1/1/07

- | | |
|---|--|
| American Educational Institute, Inc. | IMACC - Independent Mitigation and Cleaning/Conservation |
| American Institute for CPCU/ Insurance Institute of America (IIA) | NEBB Institute |
| Certified Restoration Drycleaning Network | Paragon Subrogation |
| Eagle Adjusting Services, Inc. | Quest Discovery Services |
| Haag Engineering Co. | S & S Claims Service |
| HAI West | Temporary Staffing of III |
| Haig & Lewin | Vaisala, Inc. |
| | The Wilber Law Firm, P.C. |



Registration Information & Form

Registration fees include all sessions, breakfasts, lunches, receptions, conference materials and access to the exhibit hall.

- **Early Bird Discount:**
Those who register on or before March 1, 2007 will receive a \$100 discount on the registration fees.
- **Conference Registration Fee:**
On or before March 1, 2007: \$575, After March 1, 2007: \$675
- **Bonus - all registrants will receive a large luxury beach towel and complimentary beach kit!**

First Name _____ Last Name _____

Title _____

Company _____

Address _____

City, State, Zip _____

Country _____

Phone _____

Fax _____

E-mail _____

Company Website _____

Nickname for badge _____

Check all items that apply to your registration:

- I plan to play in the Grande Dunes *Golf Tournament* on Thursday, May 17 – Add \$125 to total.
- I plan to take part in the Carolina *Jeep Safari Tour* on Thursday, May 17 – Add \$65 to total.
- I plan to take part in the *Medieval Times* on Thursday, May 17 – Add \$95 to total.
- I plan to take part in the *Horseback Riding Along the Beach* on Friday, May 18 – Add \$125 to total.
- I do not plan to participate in the Scheduled Activities.

- Please check if you would like to apply for C.E. credits – Add \$50 Processing Fee to total.

State/License Number(s): _____

Which breakout sessions do you plan to attend?

- Breakout #1 Awesome Claims Customer Service for Adjusters OR Awesome Claims Customer Service for Supervisors and Managers
OR More Time Management Skills for Claims
- Breakout #2 Negotiating with Attorneys OR Motivating Your Claims Team OR Interviewing Tips to Hiring Great Adjusters
- Breakout #3 Empathy Training OR Ethics and Fair Claims Practices Handling OR Basic Presentation Skills
- Breakout #4 Effective Recorded Statements OR Managing Change

~ TWO-SIDED FORM – PLEASE CONTINUE ON OTHER SIDE ~



I would also like to reserve:

Exhibit Space – \$1,195

Booth Space Choice: 1st _____ 2nd _____ 3rd _____

Silver Sponsorship – \$1,500

_____ (insert letter of sponsorship item from page 7)

Gold Sponsorship – \$2,500

Booth Space Choice: 1st _____ 2nd _____ 3rd _____

_____ (insert letter of sponsorship item from page 7)

Platinum Sponsorship – \$3,000

Booth Space Choice: 1st _____ 2nd _____ 3rd _____

_____ (insert letter of sponsorship item from page 7)

Total amount enclosed: \$ _____

Payment Information

Please check one of the following:

Check Enclosed (Check must be in U.S. Dollars and payable to Claims Education Conference)

Please bill my credit card as follows: AMEX VISA MasterCard

Card Number _____ Expiration Date _____

Cardholder Name: _____

Cardholder Signature: _____

Please mail your check and completed form or fax your completed form and credit card information to:

Claims Education Conference | 4248 Park Glen Road | Minneapolis, MN 55416
Fax (952) 929-1318 or Register online at www.claimseducationconference.com

For questions or further information, call the Claims Education Conference Office at (952) 928-4642.

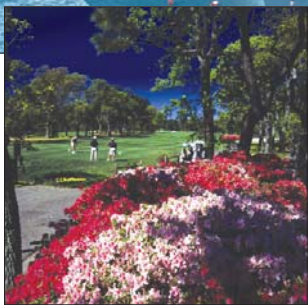
Cancellation Policy: Conference cancellations must be made in writing to the Claims Education Conference office. Cancellations on or before March 15, 2007 will receive a refund of 50% of the total conference registration fee. Cancellations after March 15, 2007 will not receive a refund, however we would be happy to transfer your registration to another member of your company. If the Claims Education Conference cancels the event, they will not be responsible for any airfare, hotel or other costs incurred by registrants.

Dress Code: Dress during the conference is resort casual.

~ TWO-SIDED FORM – PLEASE CONTINUE ON OTHER SIDE ~

About Myrtle Beach

Each year, nearly 13 million people visit the Myrtle Beach area, and with good reason: In addition to the famous beaches, Myrtle Beach offers something for everyone. If golf is your game, tee off at one of 117 outstanding courses, or putt around with family among 50 miniature golf courses. Myrtle Beach also offers 1,650 restaurants, eight live entertainment theatres, countless shopping venues and a wide array of amusements and activities - from roller coasters and bumper cars to parasailing and deep-sea fishing. For those who prefer a more relaxed pace, tour a historic plantation, take a scenic boat cruise or stroll through a world-renowned sculpture garden. For more information, please visit www.visitmybeach.com.



Weather

The average high in May is 82 degrees Fahrenheit.

Airport Information

The Myrtle Beach International Airport serves as the commercial airport for the Grand Strand. The airport is located on the south end of Myrtle Beach, approximately one mile from the Atlantic Ocean.

Flying to Myrtle Beach is quick and effortless with so many well-known carriers including AirTran, ASA/Delta/ComAir, Continental, Northwest, Spirit, United and USAirways which provide direct flights from many cities.

Transportation Information

Please note that Myrtle Beach Bike Week will be taking place during the Claims Education Conference. Due to additional traffic, we recommend you use the Airport Shuttle for transportation to the hotel instead of renting a car. The Marriott Resort at Grande Dunes has taxi service on property that can take you to the various Myrtle Beach attractions. Please also allow extra time for your return trip to the airport.

Airport Shuttle

Myrtle Beach Transportation specializes in

airport transportation to and from Myrtle Beach International Airport for both individuals and groups, with the accent on a courteous and thoroughly professional personal service at affordable prices 24 hours a day, 7 days a week, all year round. In addition, Myrtle Beach Transportation offers limousine and van service. Shuttle service must be prearranged - please visit www.myrtlebeachtransportation.com or call 843.449.4445 to make a reservation.

Car Rental

The Myrtle Beach International Airport has nine car rental companies located on-site including: Alamo, Avis, Budget, Dollar, Enterprise, Hertz, National, Thrifty, and U-Save. All have offices on the ground floor of the Terminal. Contact the companies direct for current rates.

Myrtle Beach Marriott Resort at Grande Dunes offers complimentary on-site parking and valet parking for a daily fee of \$12.

Taxis

Taxi cabs are available at the Myrtle Beach Airport. The fare is \$2.40/mile, \$1 for every additional passenger. Taxis are cash only. Make sure to hail a cab in the designated areas or ask a uniformed airport employee to help you.

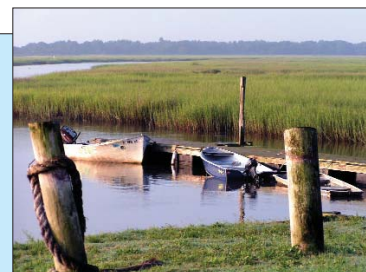
THINGS TO DO IN MYRTLE BEACH

Alabama Theatre
www.alabama-theatre.com
Amusement and Water Park
www.family-kingdom.com
Broadway at the Beach
www.broadwayatthebeach.com

Brookgreen Gardens
www.brookgreen.org
Carolina Opry
www.carolinaopry.com
Casino Boat Cruise
www.suncruzcasino.com
Children's Museum of South Carolina
www.cmsckids.org

Deep Sea Fishing
www.hurricanefleet.com
Dixie Stampede
www.dixiestampede.com
Myrtle Beach Bike Week
www.myrtlebeachbikeweek.com
Nascar Speed Park
www.nascarspeedpark.com
Outlet Shopping
www.tangeroutlet.com

There are many more destinations and activities in Myrtle Beach. Please go to www.visitmybeach.com for more information.





Claims Education Conference

4248 Park Glen Road
Minneapolis, MN 55416
Phone: (952) 928-4642

Fax: (952) 929-1318

www.ClaimsEducationConference.com