



April 1, 2010 • Radisson Penn Harris Hotel & Convention Center

Schedule

Registration & Continental Breakfast with Exhibitor Showcase	7:30–8:30 AM
Opening Comments <i>Sharon Lane, Central PA iDay chair</i>	8:30–8:40 AM
Enterprise Risk Management <i>Robert Carwright, director, member & chapter Services, RIMS</i>	8:40–10:15 AM
Break <i>Please visit our Exhibitors</i>	10:15–10:45 AM
Morning Breakout Sessions	
WC Claims Mediation – The Process & Benefits <i>The Honorable Michael Hetrick, WC Judge, Lancaster County</i>	10:45–11:45 AM
Client Relationship Management, The Other CRM <i>Speaker to be announced</i>	
Lunch <i>Please visit our exhibitors</i>	12:00–1:30 PM
Afternoon Breakout Sessions	
Agency CSR Training <i>Denise Toth, Toth Insurance Services</i>	1:30–2:30 PM
Environmental Trends in a Global Economy <i>Mary Ann Susavidge, XL Insurance</i>	
Break <i>Please visit our Exhibitors</i>	2:30 – 3:00 PM
Fraud & Special Insurance Investigations <i>Joey Cox, Metropolitan Life Insurance Company</i>	3:00 – 4:00 PM
Reception & Entertainment <i>Presentation of Exhibitor Door Prizes (must be present to win)</i>	4:00 – 6:00 PM

Sessions are filed for five Continuing Education credits.

REGISTRATION FORM

(Please complete a separate form for each person registering)
Register and payment online at www.centralpaiday.com

Please Print

Name: _____ Company: _____
 Address: _____ City/State: _____ ZIP: _____
 Phone: _____ E-mail: _____
 Producer License # (required if applying for CE credits): _____

Breakout Sessions

Please select choice for Breakout Sessions: (Seats reserved in order of receipt of registration forms)

Morning Session • 10:45–11:45 AM

Afternoon Session • 1:30–2:30 PM

- | | |
|--|--|
| <input type="checkbox"/> WC Claims Mediation – The Process & Benefits | <input type="checkbox"/> Agency CSR Training |
| <input type="checkbox"/> Client Relationship Management, The Other CRM | <input type="checkbox"/> Environmental Trends in a Global Environment |

Please check here if you would prefer a vegetarian selection for lunch.

Please tell us how you heard about Central PA I Day? _____

Payment Information

- Registration Fee \$70 \$ _____
- Pennsylvania CE Credit \$25 \$ _____
- Late Fee (after March 25, 2010) \$15 \$ _____

Total enclosed _____

Mail form and check payable to:

CENTRAL PA I DAY
c/o Dawn Little
3595 Colebrook Road
Elizabethtown, PA 17022

Or register and pay online at www.CentralPaiday.com

Refund Policy: Refunds requested March 25, 2009 or before – one-half of registration. No refunds after March 25, 2009.

Services for persons with a disability: If special arrangements are needed to attend this seminar, please request these arrangements at least 10 days prior to the event by contacting Heather Barron-Bowlin at 877-562-2342, x8223.

*Register today for Central Pennsylvania's
premier educational and networking event
for insurance professionals.*

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