

2018
**small
agency**
CONFERENCE



March 22-23, Holiday Inn, Columbia

This conference is designed to meet the unique education and networking needs of small to mid-sized agencies from small towns and metropolitan areas.

Register online at:
www.missouriagent.org

Wednesday, March 21 (Optional Events)

10 am - 5 pm **E&O Loss Control Seminar**
Speaker: Rusty Deaton
Approved for 6 ethics CE credits in Mo. and Kan.

5 - 7:30 pm **Crawfish Feast**
Sponsored by MAIA Young Agents Committee
Knights of Columbus, 2525 N. Stadium - Shuttle Available

Thursday, March 22

7:30 am **Conference Registration Opens & Breakfast**

8:30 - 11:30 am **Opening Session: Designing & Tracking Your Customer Service Experience**
Speaker: Kelly Donahue-Piro

11:30 am - 12:45 pm **Food for Thought (includes lunch)**
Speaker: Matt Barton
Approved for 1 ethics CE credit Mo. and Kan.
All registered attendees may attend.

12:45 - 2:30 pm **Concurrent Sessions**
Choose two out of these three great sessions and attend one now and one later this afternoon.

Session 1 Social Media: The Human Story in Business

Speaker: Sydney Roe

Session 2 Emerging Personal Lines Exposures

Speaker: Rusty Deaton
Approved for 2 p-c CE credits in Mo. and Kan.

Session 3 When It Comes to Business Auto, It's Great To Be You

Speaker: Sam Bennett
Approved for 2 p-c CE credits in Mo. and Kan.

Thursday, March 22 Cont'd

2:45 - 4:30 pm **Concurrent Sessions**
Second opportunity to attend one of these three great sessions.

Session 1 Social Media: The Human Story in Business

Speaker: Sydney Roe

Session 2 Emerging Personal Lines Exposures

Speaker: Rusty Deaton
Approved for 2 p-c CE credits in Mo. and Kan.

Session 3 When It Comes to Business Auto, It's Great To Be You

Speaker: Sam Bennett
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4:30 - 7:30 pm **Company Reception/Trade Show**
Booths open 4:30 - 7:30 p.m.
Company prize drawing 7 p.m. (must be present to win)

Friday, March 23

8 - 8:30 am **Breakfast**

8:30 - 11:30 am **Unbelievable Fun with Pollution Exclusions**
Speaker: David Dybdahl
Approved for 3 p-c CE credits in Mo. and Kan.

OR

8:30 - 11:30 am **Why Video Marketing is So Powerful & One Simple SEO Strategy**
Speaker: Sydney Roe

Accommodations

Hotel accommodations should be made directly with Holiday Inn, Columbia, Mo., phone 573-445-8531. MAIA has a guaranteed room rate of \$102.95 per room per night (on a space-available basis) for reservations made by Feb. 18, 2018. Specify you are with the MAIA Small Agency Conference.

